Performance Management at MDH

WHAT: Performance management is simply the practice of using data for decision-making by establishing results and standards; measuring, monitoring and communicating progress toward those results, and engaging in quality improvement activities when desired progress is not being made.

WHY: Use of performance management is good business practice. It is also a national accreditation standard. Benefits of performance management include:

- Organizational alignment and the ability to identify, examine and address issues with department-wide implications;
- Increased ability to use data to communicate successes and tell our story
- Targeted improvement efforts resulting in increased effectiveness and efficiency
- Increased customer satisfaction
- Ultimately, improved health outcomes for all Minnesotans.

HOW: Performance management is intended to occur at all levels of an organization. Everyone at MDH has a role in identifying and making continuous improvements that ultimately influence the

Results and Standards
Where do we want to be?

Performance Management

Quality Improvement
How will we improve?

Monitoring and Communicating Progress
How well are we doing?

Leadership and Culture of Quality

health of Minnesotans. There are specific aspects of performance that need to be managed by senior leadership in addition to aspects that are best managed at the program level. A high-level depiction of MDH's Performance Management System is included below.

Organizational Performance Ownership: Executive Office and HST

What: Progress toward strategic plan objectives and other agencywide performance measures

Monitor: Biannually

QI: Referred to MDH Quality Council or appropriate HST subcommittee

Division/ Office Performance Ownership: Individual Division/Office

Expectation: All Divisions/Offices have set of performance measures actively used to manage work of division/office **Monitor**: Established by Division/Office; annual executive review **QI**: Acted upon internally or referred to MDH Quality Council as

appropriate

Section/Unit/ Program Performance Ownership: Individual Division/Office/Section/Unit/Program Expectation: Managers use performance measures to make datadriven decisions

QI: Managers and staff expected to identify opportunities for improvement

All Minnesotans are Healthy

Indicators established and reviewed annually by HST