

Office of Performance Improvement (HPI) 2008-2009 Accomplishments

As the central focus for the Department of Health's **quality improvement** function(s), the Office of Performance Improvement (HPI) is responsible for the design, implementation and management of a coordinated and statewide system for **organizational performance improvement**.

This system is based on an annual **5-Step Performance Improvement Process** that enables staff and managers at multiple levels within the organization to use a shared method to understand, analyze and take action to **improve** their business results and community health outcomes at key points every year.

This organizational performance improvement system harnesses the **energy of employees** across the state; encouraging them to work together to **plan and manage their work strategically, decrease bureaucratic inefficiencies, and reduce costs**. HPI considers all staff of the Florida Department of Health to be their customers and works in service to them.

In support of all Department staff working to plan, manage and improve performance in the Department of Health, HPI:

- Responded to over **600** requests for help from Department staff with the tools, training, and resources they needed to plan manage and improve performance. Evaluation results for those staff receiving assistance showed a **93%** satisfaction rate with the services they received from HPI.

As the Department catalyst to accomplish its goal to have an organization-wide system for improving DOH's business and community health results, HPI:

- **Received National funding** support from the **Robert Wood Johnson Foundation and the National Network of Public Health Institutes** for Florida's system of performance improvement and to support planning and preparation for Voluntary National public Health Accreditation - **\$450,000** over 3 years
- Invited to participate in the review and to provide evaluation feedback on the Voluntary National Public Health Accreditation Standards and Measures by the **Public Health Accreditation Board (PHAB)**
- Piloted a tool and process for a statewide DOH **Customer Satisfaction**
- Piloted the Performance Improvement Process for DOH **Central Office**
- Developed an employee satisfaction review and analysis tool and trained over 270 staff throughout the Department (utilizing cost-effective web-based technologies) on how to analyze their (individual results) on the **2008 Employee Satisfaction Survey** and use them to **improve performance**

- **Enhanced** the CHD **County Performance Snapshot reporting tool**. The enhanced tool provides trend graphs and allows staff to easily compare their county's results to the 66 other county health departments in Florida.
- Facilitated 4 CHDs to participate in a **NACCHO quality improvement demonstration project**
- **Significantly Improved** the **Department's ability** to manage staff development and training by increasing staff registration in the DOH Learning Management System (Trak-It) to over 80%

**Office of Performance Improvement
Recognition
2008-2009**

- DOH, Florida's Performance Improvement System is **featured in the Public Health Quality Improvement Handbook** published (**2009**) by the American Society of Quality (ASQ)
- **2008 - Davis Productivity Award** - Cash Winner –**CHD Performance Improvement Process** Florida's Prudential Financial Davis Productivity Award Program (DPA)
- **2009 – Davis Productivity Award** – Plaque Winner – **DOH Learning Management System (Trak-It)** Florida's Prudential Financial Davis Productivity Award Program (DPA)
- **2009 Davis Productivity Award's Coordinator of the Year – Rosalin Rozier (HPI)**
DOH Coordinator, Prudential Financial Davis Productivity Awards
- **2008 - Innovations in Government Award - Finalist - Council of State Governments (CSG)** -Southern Legislative Conference Regional Finals - DOH's **CHD Performance Improvement Process**