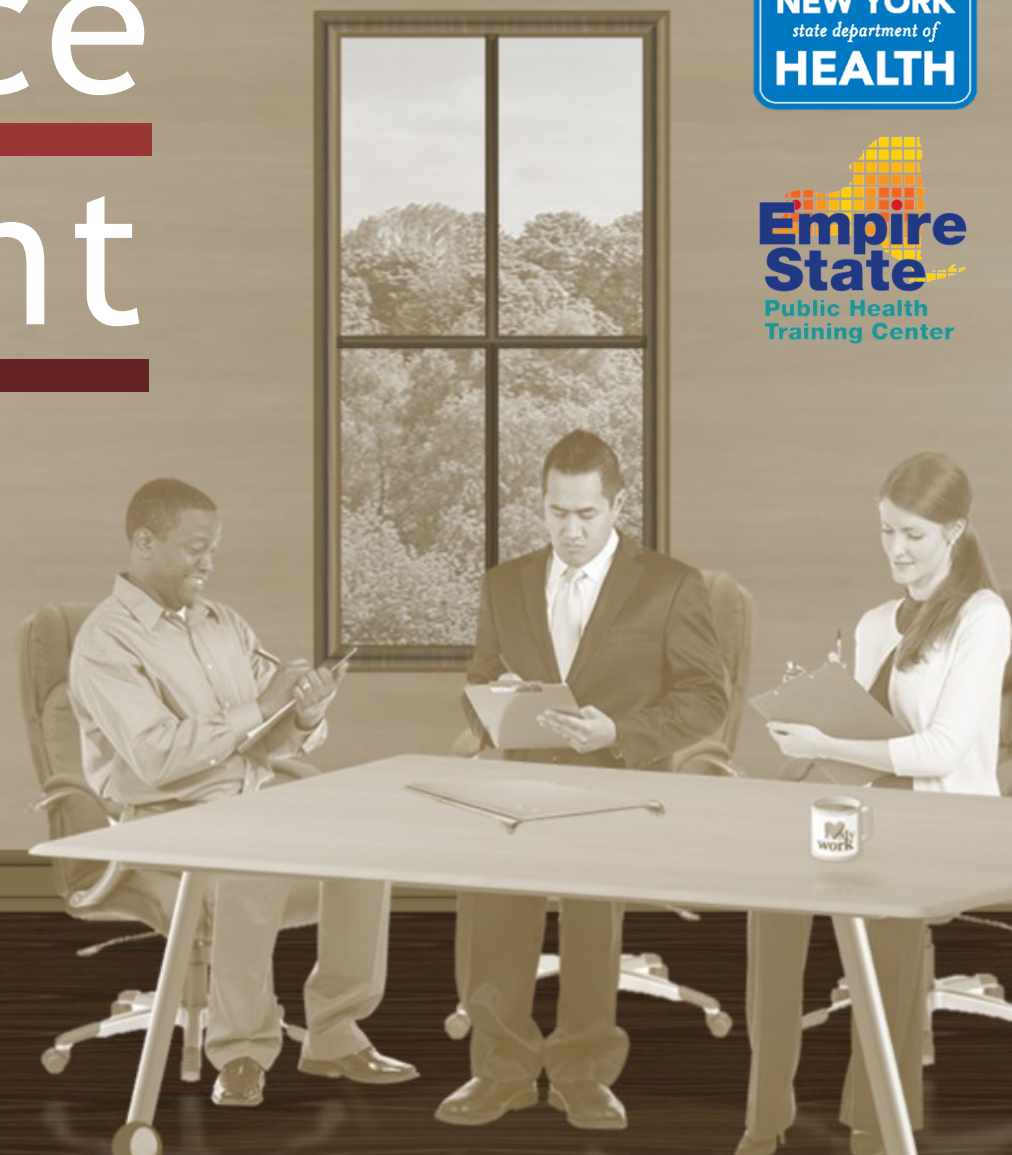


Performance Management Series



- STUDENT GUIDEBOOK -

Performance Management Series

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Performance Management Series

Program Description

As part of the National Public Health Improvement Initiative funded by the Centers for Disease Control and Prevention (CDC), the New York State Department of Health Office of Public Health Practice has collaborated with the Empire State Public Health Training Center (ESPHTC) to develop the **Performance Management Series**.

The Series contains longer tutorials (>20 minutes) built to give a more comprehensive look at performance management and quality improvement frameworks, as well as shorter (<20 minutes) 'quick learns' built to provide users with a shorter, more hands on learning experience related to specific QI topics and tools. These quick-learns can be used as stand-alone QI training tools or to complement instructor led training modules as part of a blended learning approach.

All on-line modules are self-paced and open to the public. Currently, continuing education credits are not offered for tutorials or quick learns in the series. Check back regularly as the content of this Performance Management Series is ever expanding!



Acknowledgement: This training series is a collaborative effort by the NYSDOH supported by funds made available from the Centers for Disease Control and Prevention, Office for State, Tribal, Local and Territorial Support, under CDC-RFA-CD10-101101PPHF12 and the Empire State Public Health Training Center supported by funds made available through Health Resources and Services Administration of the U.S. Department of Health and Human Services grant number UB6HP20152.

Disclaimer: The content of this training series are those of the authors and do not necessarily represent the official position of or endorsement by the Centers for Disease Control and Prevention or the Health Resources and Services Administration of the U.S. Department of Health and Human Services.

Performance Management Series

Available Coursework

The Performance Management series consists of a grouping of quick-learn tutorials to provide users with a shorter more hands on learning experience related to specific Quality Improvement (QI) topics and tools. These quick-learns can be used as stand-alone QI training tools or to complement instructor led training modules as part of a blended learning approach. It is recommended to complete the tutorials in the following order:

Performance Management Course Title	Format	Time
1. Introduction to Performance Management (Coming Soon)	Self-Paced Online Course	20-25 minutes
2. Basics of Quality Improvement for Public Health Practitioners	Self-Paced Online Course	20-25 minutes
3. Performance Measurement	Self-Paced Online Course	15-20 minutes
4. Quality Improvement (QI) Team Development	Self-Paced Online Course	15-20 minutes
5. Targeting Improvement with AIM Statements	Self-Paced Online Course	15-20 minutes

Performance Management Series

Registration—Learning Management System

Step 1: Register on LMS

To register for the Performance Management Series, please go to the New York State Department of Health's Learning Management System:

<https://www.nylearnsph.com/Public/>

Click on “Click Here” on the left hand side.
(below Login)

Department of Health
Information for a Healthy New York

USERNAME:

PASSWORD:

LOGIN

Not registered yet?
[CLICK HERE](#)
to register with us

Home

Step 2: Create a Profile

You will be asked to create a profile. Please complete all required fields and include your agency name in the first line of your work address, in addition to the Agency drop down menu. (You DO NOT need to take any assessments. Those are optional and are not a part of this series.)

Once you have completed your profile, please click on “Submit your Registration”.

If you are already registered on the LMS, you DO NOT need to create a new profile.

You should now be logged into the *NYS Department of Health - Learning Management System*.

Performance Management Series

Course Registration

Step 1:

Under “User Menu” on the left hand side, please click on “Course Catalog.”

New York State State Agencies

Department of Health - Learning Management System
Information for a Healthy New York

USERNAME:
PASSWORD:
LOGIN

Not registered yet?
[CLICK HERE](#)
to register with us

Professional Development in 3 steps:

- 1 Assess and maintain your competencies
- 2 Register for recommended courses
- 3 Get trained

My Current Courses
Please log in

Announcements

PH Educator Curriculum
Required for all PHEs hired after August 20, 2008

****Public Health Nurses****
Mandated training for new PHN2 and SPHN hires

Leadership Assessment
Assess your leadership skills & knowledge

CDC Social Media Toolkit
CDC guidance on best practice use of social media

CTI-200 & CTI-300

Step 2:

Click on the Course Keyword Search function under Search Catalog Query.

USERNAME:
PASSWORD:
LOGIN

Not registered yet?
[CLICK HERE](#)
to register with us

Course Catalog

[Course Catalog](#) | [Program Catalog](#) | [Advanced Search](#)

There are currently 872 courses offered in the Course Catalog. [View all courses](#) or search or browse for specific types of course

Browse Catalog By Category

- ☐ View All Courses
- ☐ Administration
- ☐ Chronic Disease
- ☐ Communication
- ☐ Core Public Health
- ☐ Emergency Preparedness
- ☐ Environmental Health
- ☐ Epidemiology/Surveillance
- ☐ Human Resources

OR **Search Catalog Query**

Course Keyword Search

Course Format

Course Category

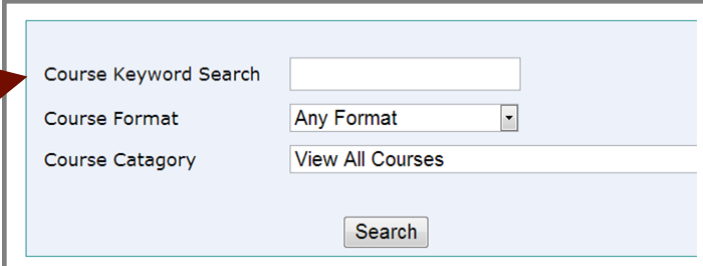
Search

Performance Management Series

Course Registration

Step 3:

Type in the title of each course as it appears in the guidebook (e.g. The Basics of Quality Improvement for Public Health Practitioners) and click **Search**.



Course Keyword Search






Course Format

Course Category

Step 4:

Once you find the course you want, click on it!

Performance Management/Quality Improvement

Course Name	Course #	Formats	Credits	Completion Hours	User Rating
The Basics of Quality Improvement for Public Health Practitioners	PMG-101	Online		1	Based on 12 rating(s). Ease-of-Use  Quality of Information  Overall Satisfaction  Average Rating 
Training for Improvement Leaders (TIL)	PMG-TIL	Face to Face		16	Based on 2 rating(s). Ease-of-Use 

Performance Management Series

Course Registration

Step 5:

You will see a “Course Description” page. Scroll down to enroll for the course by clicking on “Enroll”.

Course Description

[Course Catalog](#) | [Program Catalog](#) | [Advanced Search](#) | [Recommended Courses](#) | [Required Courses](#)

PMG-101 The Basics of Quality Improvement for Public Health Practitioners

Enrollment Deadline	Section	Course Format	Start/End Dates	Meeting Times	Location	Instructor (s)	Speaker (s)
Enroll Ongoing	Web-based Training	Online	Ongoing				

Course Description

As part of the CDC funded National Public Health Improvement Initiative, the NYS DOH Performance Management Group (PMG) in the Office of Public Health Practice has developed the 'Basics of Quality Improvement for Public Health Practitioners' training module. This module is designed to be one part of a comprehensive approach to integrate QI into the culture of the agency in alignment with the DOH Strategic Objective to 'Become a model'.

Step 6:

After clicking “Enroll,” you will receive a message confirming that you have enrolled!.

**PLEASE NOTE* At this time, the Performance Management Series courses do not offer Continuing Education Credits. If this changes in the future, you will be given an option to select preferred credit type during Step 6.*

Course Catalog - Registration

[Course Catalog](#) | [Program Catalog](#) | [Advanced Search](#) | [Recommended Courses](#) | [Required Courses](#)

You have successfully registered for PMG-101 The Basics of Quality Improvement for Public Health Practitioners. It is now part of your Current Courses in My Courses.

[Disclaimer](#) | [Privacy Policy](#) | ©Copyright 2013 University of Illinois Board of Trustees [Center for the Advancement of Distance Education](#)

Performance Management Series

Course Registration

Step 7:

To access the course you registered for, simply go to the **Current Courses** menu within **My Courses** (located on the left of the screen). Once you click Launch Course you will be taken to the PHTC website, where the courses are hosted.

Step 8:

Once you are on the PHTC website simply login or complete the one-time registration and you will be launched directly into the course you requested. Whenever you return to this, or any other ESPHTC course the system will remember you and ask you to login using the Username and Password you selected during the PHTC registration. Once you login you will be launched directly into the course you requested.

NOTE

Upon the completion of your courses NYLearnsPH.com LMS Administrators will be made aware of your status and your course record will be updated within two weeks of completion. Anytime you enroll in and launch a new ESPHTC course from www.NYLearnsPH.com you will be recognized and will only need to enter your PHTC password to access a course.

PHTC Online Training Catalog Login

Login

You have requested the course entitled 'Tobacco Assessment Toolkit: Clinical Practice Guidelines.' This course was requested from the New York State Department of Health Learning Management System. You will be automatically forwarded to this course once you login or register successfully.

Please enter your login information below, then click the "Login" button. If you do not remember your password, enter your username, enter any password, and click the "Login" button.

username:

password:

[Login](#)

Don't have an account?
[Create an account now](#)

Performance Management Series

Course Descriptions

- Introduction to Performance Management..... Pg. 11
- Basics of Quality Improvement for Public Health Practitioners..... Pg. 12
- Performance Measurement..... Pg. 13
- Quality Improvement (QI) Team Development..... Pg. 14
- Targeting Improvement with AIM Statements..... Pg. 15



Introduction to Performance Management

The Introduction to Performance Management module is designed to be one part of a comprehensive approach to integrate QI into the culture of the agency.

Performance Management can be defined in many different ways, and can pertain to both organizational and individual performance. For the purposes of this tutorial, we will be describing a Performance Management Framework (PMF) that has been used to improve the efficiency and effectiveness of organizations in both the public and private sector.

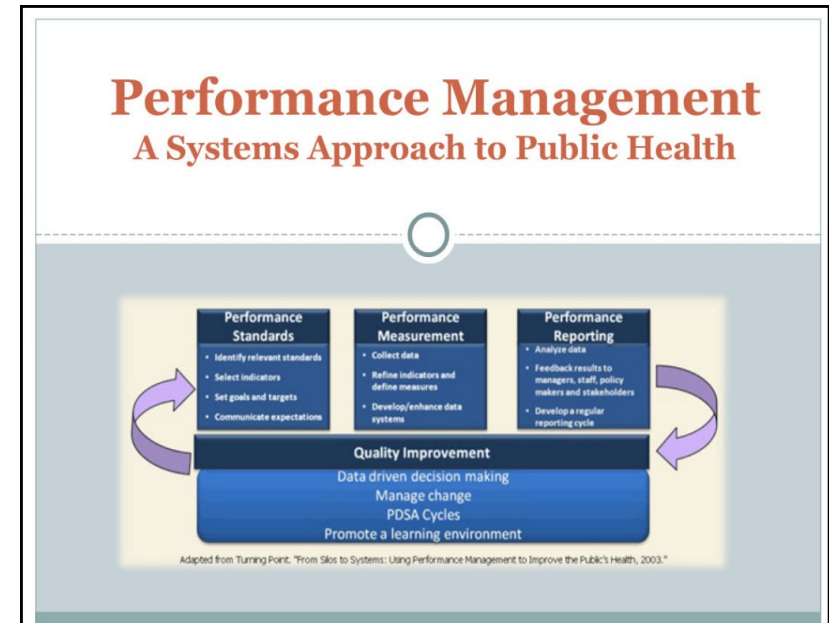
At the end of this tutorial you will be able to:

- List the key components of the Performance Management Framework.
- Explain how each component relates to your day to day work.
- Describe the role of the Performance Management Group.

Public Health Competencies:

8A5. Uses individual, team and organizational learning opportunities for personal & professional development.

8A7. Participates in the measuring, reporting and continuous improvement of organizational performance.



Basics of Quality Improvement for Public Health Practitioners

This tutorial provides the basics of Quality Improvement and how it fits into the Performance Management Framework.

At the end of this tutorial you will be able to:

- Describe the basics of Quality Improvement within the Performance Management Framework.
- Describe the Plan, Do, Study, Act (PDSA) quality improvement cycle.

Public Health Competencies:

8A7. Participates in the measuring, reporting and continuous improvement of organizational performance.

The Basics of Quality Improvement

1

FOR PUBLIC HEALTH PRACTITIONERS



Performance Measurement

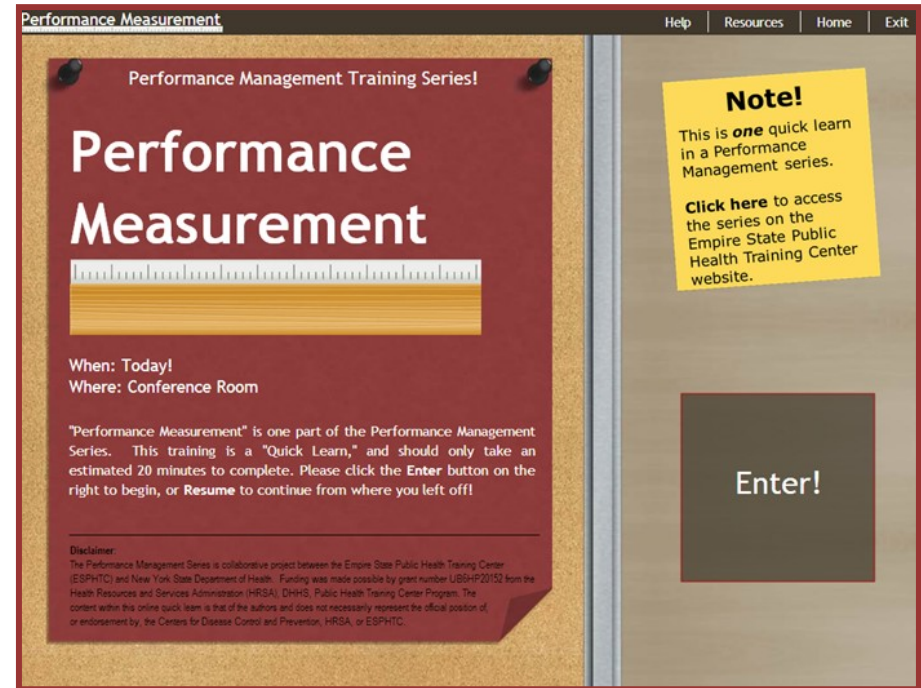
Performance Measurement is one part of the Performance Management Series and provides a basic overview of Capacity, Process and Outcome Measures in developing an effective performance measurement process.

At the end of this tutorial you will be able to:

- Define Capacity, Process and Outcome Measures.
- Identify characteristics of a good performance measure.
- Identify the role measures play toward achieving a larger public health standard.

Public Health Competencies:

- 8A7. Participates in the measuring, reporting and continuous improvement of organizational performance.



Quality Improvement (QI) Team Development

Setting Up Quality Improvement Teams is one part of the Performance Management Series. The work of a QI project is accomplished by a team of individuals, which is known as a QI Team. The purpose of the team is to design, manage, and monitor performance improvement activities to achieve the aim of the QI Project.

At the end of this tutorial you will be able to:

- Describe the importance QI Teams.
- Describe how to choose effective members for a QI team.
- Define roles of QI team members.
- Describe stages of group development.



Public Health Competencies:

8A5. Uses individual, team and organizational learning opportunities for personal and professional development.

8A6. Participates in mentoring and peer review or coaching opportunities.

8A7. Participates in the measuring, reporting and continuous improvement of organizational performance.

Targeting Improvement with AIM Statements

Targeting Improvement with AIM Statements is one part of the Performance Management Training Series. AIM Statements are a vital component to any Quality Improvement project.

At the end of this tutorial you will be able to:

- Identify the components of an effective AIM Statement.
- Develop an AIM Statement.

Public Health Competencies:

- 8A5. Uses individual, team and organizational learning opportunities for personal and professional development.

