

## Process Improvement 1

### PI 1: Proportion of health department programs using evaluation methods to improve program outcomes

**Why measure this?**

This indicator will inform health department leaders about how many of their programs are actively engaged in program improvement efforts which can lead to improved provision of public health services.

**Measurement specifications:** Number of health department programs utilizing evaluation methods to improve program outcomes divided by the total number of health department program.

**Reporting Period:** Annually

#### PHAB Alignment

**9.1:** Use a performance management system to monitor achievement of organizational objectives

**9.2:** Develop and implement quality improvement processes integrated into organizational practice, programs, processes, and interventions

This indicator contributes to the PHAB measures by providing health department leadership with information about how many of their programs are actively engaged in program improvement efforts which can lead to improved provision of public health services.

#### Operational Definitions

**Health department programs:** In the context of this indicator, health department programs may include a focus on: (1) prevention and health promotion (e.g., tobacco, HIV, nutrition, injury, physical activity, sexually transmitted disease counseling, diabetes, hypertension, violence, unintended pregnancy, childhood and adult immunizations, environmental epidemiology, newborn screening, and emergency preparedness); (2) clinical and diagnostic services (e.g., access to health care, screening for disease conditions, treatment for diseases, and laboratory services); and (3) surveillance (epidemiology). Health departments may also provide technical assistance, training, research and evaluation services for any and all of these program areas. Programs should have at least one staff person assigned and represent a discrete area of agency focus.

**Using evaluation methods to improve program outcomes:** Program staff will identify relevant programmatic evaluation questions that assess program impact and effectiveness. Based on these questions programmatic staff or an external evaluator will utilize a variety of quantitative and qualitative methods to gather data to answer these questions. Findings from the evaluation can then be used to make programmatic changes to current resources or systems to increase a program's ability to function and produce their desired outcomes.

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**Annually:** This indicator should be reported during a 12-month cycle (i.e., calendar year, fiscal year, etc.).

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**Possible data sources:** Health department program records.