

FOUNDATIONAL CAPABILITY:

Accountability and Performance Management

SPECS

Accountability and Performance Management focus on continuous quality improvement in the public health system. Agencies should be able to perform according to accepted business standards and in compliance with local, state and federal policies, laws and regulations. Agencies should use evidence-based or promising practices, maintain an organization-wide culture of quality improvement, and use nationally recognized resources to monitor progress toward achieving organizational objectives.



Foundational Capabilities



Foundational Areas

DISCUSSION

1. In which programs could we implement continuous quality improvement processes?
2. Which national public health performance standards will we aim to achieve?
3. How would a movement toward achieving accreditation standards benefit our agency and our customers?
4. Which accreditation standards can we work toward?

APPLICATION

1. Use the [Quality Improvement Encyclopedia](#) to assess staff's familiarity with QI and identify QI needs.
2. Use the [Performance Management Self-Assessment](#) to identify gaps in our agency's performance management system.

RESOURCES

- ☑ Quality Improvement, NACCHO
- ☑ Quality Improvement Quick Guide, PHF
- ☑ National Public Health Performance Standards, CDC
- ☑ Performance Management, NACCHO
- ☑ Performance Management Toolkit, PHF
- ☑ PHAB Standards and Measures, PHAB
- ☑ Value and Impact of Public Health Accreditation, PHAB
- ☑ Accreditation Drives Results, PHAB
- ☑ MICH Accreditation Standards, MICH

#HealthierMO is a grassroots initiative to transform Missouri's public health system into a stronger, more sustainable, culturally relevant and responsive system that can offer every Missourian the opportunity to live their healthiest life. #HealthierMO is housed at the [Ozarks Public Health Institute](#) at [Missouri State University](#). Visit [HealthierMO.org](#).