



Establishing and Updating a Performance Management System



Policy A-IC-28

**September 1, 2011
Updated February 19, 2015**

Purpose: To continuously improve public health practice and ultimately influence health status, Three Rivers District Health Department (TRDHD) leadership and staff commit to establishing and continuously using a performance management system.

Policy: The Three Rivers District Health Department shall hold each employee accountable for their participation in the efforts towards establishing and utilizing a performance management system. Employee participation shall include, but not limited to, consistently updating program data, and collecting and analyzing customer feedback to contribute to routine performance management reports.

Procedure: TRDHD will adopt a performance management system that includes:

- a) Performance standards, including goals, targets and indicators, and the communication of expectations
- b) Performance measurement include data systems and collection
- c) Progress reporting including analysis of data, communication of analysis results, and a regular reporting cycle, and
- d) A process to use data analysis and manage change for continuous quality improvement
- e) A link to agency strategic plan & quality improvement plan

District Director

Date

Chairperson, Three Rivers District Board of Health

Date