

Strategic Targeted Action Teams (STAT)

OSDH Partnerships for Health Improvement
Office of Performance Management

Following the recent update of the Oklahoma Health Improvement Plan (OHIP), the Oklahoma State Department of Health used OHIP to update its own strategic map which charts a five year central challenge of improving population health and 28 strategic objectives for meeting this challenge. Strategic Targeted Action Teams (STATs) have been assembled to address these objectives as part of the OSDH Performance Management Process. The electronic performance management system has been updated to:

1. Better meet the needs of these teams.
2. Communicate the strategic map and STAT team activities to all OSDH staff.
3. Maintain adequate documentation for public health accreditation purposes.

Health Objective: Public Health System Performance Management



Oklahoma State
Department of Health
Creating a State of Health

With the update of the OSDH strategic map the need was quickly identified for improved coordination, communication and performance measurement. In order to manage overall performance of the agency across its 28 strategic objectives, an electronic performance management system was necessary and the existing electronic system was not amenable to the scale of adaptability and innovation solutions needed. At the same time, budget shortfalls to the agency due to revenue loss in Oklahoma's energy sector prevented the agency from upgrading current IT solutions. Thus, a new system was built utilizing Sharepoint software which had already been purchased and was in use by the agency for other functions, thus saving the agency \$225,000.00 annually. The updated system is also being used to organize and track strategic plans for 68 counties and 28 STAT teams.

PHHS Block Grant funds were also used to engage a contractor to conduct a survey that would provide a comprehensive portrait of the current health and wellness landscape among businesses in Oklahoma. The results of this survey, combined with feedback from the community chats, consultations, and survey, informed the development of key strategies within the OHIP.

Impact



Oklahoma Health
Improvement Plan

With the opportunity to build a brand new electronic performance management system came the opportunity to embrace a Continuous Quality Improvement approach to system development. Key users of the electronic performance management system were surveyed as to what they liked and disliked about the current system and what they would like to see in a new system going forward. These "user stories" helped shape the layout and contents of the new electronic performance management system.

Key features built into the new system based upon user feedback included:

- A more intuitive layout with increased ease of navigation between system elements and the elimination of secondary usernames and passwords.
- Increased accessibility across the agency—previously, only a few individuals could access the performance management system. Now, it is available to all employees across the state.
- Improved communication across STAT teams and with agency leadership, facilitated by discussion boards and automated notifications.
- Potential for integration with the agency's employee performance management process (employee evaluations) such that individual employee accountabilities can now be tied to the strategic plan via STAT team objectives that are accessible via the electronic system.

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