

1. Identify the target of this performance management application. Whose or what’s performance is being improved?

- This case study is focused on improving the level of workforce preparedness in local health departments.

2. Which of the four components of performance management are evident in this case study? Which are not?

- All four components were evident in this case study. A **performance management system** is the continuous use of the 4 performance management components so that they are integrated into an agency’s core operations. Performance management can be carried out at multiple levels, including the program, organization, community, and state levels. However it is applied, the performance management cycle is a tool to improve health, increase efficiency, and create other benefits and value for society.
- (a) Does this case study demonstrate the use of performance standards? How?
- Performance standards include identifying relevant standards, selecting indicators, setting goals and targets and communicating expectations. Performance standards are objective standards or guidelines that are used to assess an organization’s performance. They may be based on national, state or scientific guidelines or be based on the public’s or leaders’ expectations.
  - In this case study, the standards are the competencies used within the assessment tool. These competencies are based on national standards set by the Council on Linkages between Academia and Practice and with the National Bioterrorism and Emergency Readiness Competencies developed through NACCHO's Public Health Ready initiative.

Note: For additional questions refer to Section II: Performance Standards of the Performance Management Self-Assessment Tool.

(b) Does this case study demonstrate the use of performance measurement? How?

- Performance measurement is the refining of indicators and defining measure. Performance measures are quantitative measures of capacities, processes, or outcomes relevant to the assessment of a performance indicator. It also includes developing a data system which can collect the data based on the measures.