

Performance Management at MDH

WHAT: Performance management is simply the practice of using data for decision-making by establishing results and standards; measuring, monitoring and communicating progress toward those results, and engaging in quality improvement activities when desired progress is not being made.

WHY: Use of performance management is good business practice. It is also a national accreditation standard. Benefits of performance management include:

- Organizational alignment and the ability to identify, examine and address issues with department-wide implications;
- Increased ability to use data to communicate successes and tell our story
- Targeted improvement efforts resulting in increased effectiveness and efficiency
- Increased customer satisfaction
- Ultimately, improved health outcomes for all Minnesotans.



HOW: Performance management is intended to occur at all levels of an organization. Everyone at MDH has a role in identifying and making continuous improvements that ultimately influence the health of Minnesotans. There are specific aspects of performance that need to be managed by senior leadership in addition to aspects that are best managed at the program level. A high-level depiction of MDH's Performance Management System is included below.

