

## Public Health and Safety Division – Policy

	<b>System:</b>	<b>Performance Management and Quality Improvement</b>	<b>Policy No. :</b>	<b>PL-IM-601</b>
	<b>Policy:</b>	<b>Quality Service Provision and Continuous Improvement</b>	<b>Page No. :</b>	<b>Page 1 of 2</b>
			<b>Issue No. :</b>	<b>1.0</b>
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### 1. PURPOSE

Excellence in organizational performance requires a commitment to quality in every aspect of our work. The unrelenting pursuit of delivering excellent services that produce meaningful and effective results must be embedded in the organization’s culture; its unwritten code of how we operate. This policy describes our guiding principle in our commitment to quality, continuous improvement, and performance excellence. It serves as the foundation of our performance excellence culture.

### 2. POLICY

PHSD provides the highest level of scientific analysis and knowledge in the field of public health to healthcare and public health professionals, and all Montanans, so that Montanans remain healthy throughout their lives. We are customer and constituent-focused. Our services are designed and provided to meet constituent needs with excellent customer service. Our programs are designed to address documented public health issues with evidence-based policies, programs, services, and interventions. PHSD continually improves our services and their effectiveness through management by fact, focusing on results, and managing the organization as an aligned and integrated system.

### 3. SCOPE

This policy applies to all employees at all levels of PHSD.

### 4. RESPONSIBILITY

Every employee is responsible for continually evaluating every action taken within PHSD against this standard and using evidence based management best practices to improve performance.

### 5. DEFINITIONS

*Performance Excellence:* An integrated approach to organizational performance management that results in (1) improvements in the health status of Montanans, (2) delivery of ever-improving value to constituents, customers, and stakeholders, (3) improvement of overall organizational effectiveness and capabilities, and (4) organizational and personal learning.

*Customer/Constituent-Driven:* Performance and quality are judged by an organization’s customers and constituents. Thus, the customer/constituent-driven organization takes into account all service and product features and characteristics that contribute value to those who receive those services.

*Aligned and Integrated System:* The harmonization of plans, processes, information, resource decisions, actions, results, and analyses to support key organization-wide goals. Alignment refers to consistency of these elements such that there is a common understanding of purposes and goals. Effective integration goes beyond alignment and is achieved when the

individual components of a performance management system operate as a fully interconnected unit.

*Evidence Based Practices:* The use of quantitative research and scientific studies as a base for determining the best practices in a field. The basic premise of evidence based practices is to provide transparency and to assure the public that the techniques and procedures employed will provide the best possible interventions or treatments.

*Management Best Practices:* Methods or techniques found to be the most effective and practical means in achieving an objective (such as recruiting and hiring employees) while making the optimum use of the firm's resources.

**6. RELATED DOCUMENTATION**

6.1 [HealthStat Review Procedure PR-IM-701](#)

**7. REVISION LOG**

Issue No.	Issue Date	Description of Change(s)
1.0	02-27-2013	Original issuance.

<u>AUTHORIZATION</u>		
Name	Title	Date