



A state's public health department developed a strategic map to inform priorities over a three-year period. As the department's leadership turned to actions to address these priorities, they created four work groups to identify and implement activities. They also prioritized development of a Performance Management and Quality Improvement (PMQI) Plan.

CHALLENGE

The public health department had a vacancy rate above 30%, so many members of its staff were playing multiple roles. Over an eight-month period, the agency struggled to organize and facilitate work groups to achieve any of their goals or a substantive PMQI plan.

SOLUTION

BerryDunn engaged key stakeholders and work groups to deliver results by:

- Applying project management best practices and subject matter expertise
- Drafting focused and measurable goals for maximum impact
- Tracking strategic map progress to align with defined objectives and timeline
- Creating new policies, research memos, and PMQI Plan for work group review
- Providing frequent reporting to ensure transparency and achievement of strategic milestones

OUTCOME

The end of the year found the public health department with:

- A new PMQI plan
- A Council to oversee PMQI activities and implementation of the plan
- A slew of newly drafted administrative policies and a process by which to review them
- A Policy Review Team to implement the process
- An updated department website home page and a Communications Work Group to manage future revisions

BENEFITS GAINED

- Organized framework freed up an overtaxed workforce
- Repeatable processes enabled improved agency effectiveness in other areas
- Measurable progress on strategic priorities

GAIN EXPERIENCE

Is your health department struggling to make progress on strategic plan implementation? BerryDunn can help manage efforts to achieve measurable objectives and assure that the plan doesn't just sit on a shelf.

BerryDunn's public health experts are trusted partners to state public health agency leaders across the country. We help health departments strategically enhance their internal operations to deliver quality programs and improve population health.



With offices and employees located in 30+ states—wherever you are based, we look forward to working together.

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