2026-2028 Performance-Related Accountability Requirement – Reporting Plan for Community Health Boards

<table>
<tr><th>Starting point: cannot or minimally meet (as reported for CY2025)</th><th>Starting point: substantially or fully meet (as reported for CY2025)</th></tr>
<tr><th colspan="2">CY2026 (reported in March 2027)</th></tr>
<tr><td>▪ Identify performance management lead and briefly describe leadership and staff /cross-agency engagement.
▪ Attestation of support from leadership (at minimum at the department level) for establishing a performance management system.
▪ Name of performance management framework the CHB is using (or provide a brief description of approach).
▪ Attest to having identified potential data sources aligned with selected performance measures.
▪ Submit a high-level roadmap for building the performance management system (purpose, timeline, milestones)</td><td>▪ Identify performance management lead and briefly describe leadership and staff /cross-agency engagement.*
▪ Attestation of support from leadership (at minimum at the department level) for implementing a performance management system.
▪ Brief description of strengths and gaps of current performance management system
▪ Brief narrative example of an update to performance management goals, targets, or reporting processes (or state no updates were needed)
▪ Attest to having documentation of performance management processes (PM policy or SOP) describing how to use the system.*</td></tr>
<tr><th colspan="2">CY2027 (reported in March 2028)</th></tr>
<tr><td colspan="2">▪ Identify performance management lead and briefly describe leadership and staff /cross-agency engagement.*
▪ Attestation of support from leadership (at minimum at the department level) for implementing a performance management system.
▪ Documentation (Image snapshot) of tracking tool (Excel spreadsheet is sufficient)*</td></tr>
<tr><td>▪ List 3–5 performance measures you track. These can be either measures to understand outputs/counts[1] or measures to understand outcomes/impact[2].
▪ Upload an example of a simple customer feedback tool (survey, focus group, comment cards)
▪ Attest to having documented performance management processes (e.g. performance management policy, standard operating procedure, etc.) that describe how to use the systems.*</td><td>▪ List a complete set of performance measures for a program, service or initiative, one of the measures includes customer feedback.
▪ Briefly describe any planned enhancements (e.g., customer feedback integration, better reporting cadence)</td></tr>
<tr><th colspan="2">CY2028 (reported in March 2029)</th></tr>
<tr><td colspan="2">▪ Identify performance management lead and briefly describe leadership and staff /cross-agency engagement.*
▪ Attestation of support from leadership (at minimum at the department level) for implementing a performance management system.
▪ Provide one (1) performance measure used to understand outcomes or impact[2] ; Provide one (1) performance measures tied to strategic organizational priorities.
▪ Documentation of performance management results shared with interested parties (eg. Agenda, minutes, slide deck, performance report, etc.)*
▪ Provide narrative or a short story that demonstrates how you used performance management data to improve something (for CHBs with a more established process: consider how you used PM data to identify an issue or opportunity, implement a quality improvement action, and measure the results. For CHBs with a newly established system, if you don’t yet have an example, provide narrative on how you plan to use the data for improvements)</td></tr>
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[1] Measures to understand outputs or counts how many or how often something happens (e.g., number of visits, reports completed, people served),
[2] Measures to understand outcomes or impact how well it worked or whether it helped (e.g., percent meeting expectations, improvements over time, fewer problems occurring)
*CHBs fully accredited by PHAB would not need to submit items with an asterisk