

What is the Performance Improvement Managers Network?

The Performance Improvement Managers Network (PIM Network) is a community of practice that connects performance improvement managers (PIMs) working on the National Public Health Improvement Initiative (NPHII). The PIM Network helps PIMs build relationships among their peers working in state, tribal, local, and territorial (STLT) public health agencies. PIMs lead and establish performance management and quality improvement (PM/QI) efforts. PIMs are a vital part of NPHII, which supports STLT health agencies and is strongly focused on performance management and continuous quality improvement and improving jurisdictions' abilities to meet national public health standards. The PIM Network was created by CDC in the Office for State, Tribal, Local and Territorial Support and includes PIMs and PM/QI experts and practitioners who receive NPHII support.

What is a Performance Improvement Manager?

Performance improvement managers (PIMs) work collaboratively within their public health agencies to lead and establish appropriate PM/QI systems. NPHII requires that each funded STLT health department names or hires a full-time equivalent PIM who will join a national network of performance improvement professionals. Each PIM leads or supports work funded through NPHII, and many PIMs also play a lead role in systems assessment and preparing the agency for national public health accreditation.

How does the PIM Network support PIMs?

The PIM Network supports PIMs by fostering collaboration, facilitating mutual support, and articulating and enhancing performance management and quality improvement practices within STLT public health agencies. The PIM Network also connects PIMs with CDC and partner resources, training and sharing of best practices, and information on topics of collective interest.

PIM Network activities support ongoing communication and network building, facilitate training and professional development of PIMs, and build the evidence base for PM/QI practice efforts. These activities include

- Hosting monthly educational webinars that often highlight the PM/QI efforts of the PIM Network membership
- Promoting active discussion and peer support via a private listserv and an online community of practice
- Providing training and education opportunities at the annual NPHII Awardee Meeting
- Identifying opportunities for participation in developing, informing, and updating PM/QI policies and practices

How does the PIM Network support NPHII?

NPHII is an initiative partially funded by the Prevention and Public Health Fund of the Patient Protection and Affordable Care Act of 2010. NPHII provides support to public health agencies for

- Accelerating public health accreditation readiness activities
- Implementing performance and improvement management practices and systems
- Implementing and sharing practice-based evidence

What are the goals and desired outcomes of the PIM Network?

The goal of the PIM Network is to become a fully functional and self-sustaining community of practice. Through this community interaction, the PIM Network will serve as the go-to entity for first response on new topics and discussions relating to performance management.

To accomplish this, the Network's measureable outcomes include

- Increasing awareness and raising the number of expert PM/QI practitioners at STLT health agencies
- Expanding the PIM Network to include members from the broader public health community
- Building and maintaining a peer-driven knowledge base connecting PIMs to shared resources



What has the PIM Network achieved?

Examples of success include the following:

- More than 30 PIM Network webinar recordings are free and available to the public on the PIM Network website (www.cdc.gov/stltpublichealth/pimnetwork). The Training finder Real-time Affiliated Integrated Network (TRAIN) Learning Management System has integrated select PIM Network webinars into their educational curriculum. TRAIN is one of the nation's premier learning resources for professionals who protect the public's health. Visit the TRAIN website (www.TRAIN.org) for more information and to search courses.
- The PIM Network community of practice is a valuable resource for PIMs to share information. Awardees have created and shared more than 50 resources on the PIM Network listserv and online collaboration space. A digital repository of resources is provided to PIMs to assist them with their NPHII work.
- The PIM Network strives to include special interest sessions dedicated to the work of PIMs at the annual NPHII Awardee meeting.
- Members of the PIM Network served as subject matter experts in revising the Turning Point Performance Management Framework, a resource for performance management in public health. The completion of the framework revision in 2013 was part of the Turning Point Performance Management Framework Refresh and Performance Management Toolkit Development.

NPHII PIM Network Activities

Communication

Information Exchange
Success Stories
Lessons Learned
Best Practices

Training & Professional Development

Technical Assistance/NPHII Capacity-Building Assistance Partners
Annual NPHII Awardee Meeting
Monthly Education Webinars
Professional Development
Public Health Accreditation

Network Building

Outreach and Collaboration
Peer Support
PIM Listserv
Community of Practice
Knowledge Management
Research & Development

Quality Improvement

Managing Change
Building QI Culture
Developing a QI Plan
Building Evidence Base for PM/QI Practice

More Information

For additional information about the PIM Network, visit: www.cdc.gov/stltpublichealth/pimnetwork/

For additional information about NPHII, visit: www.cdc.gov/stltpublichealth/nphii/