

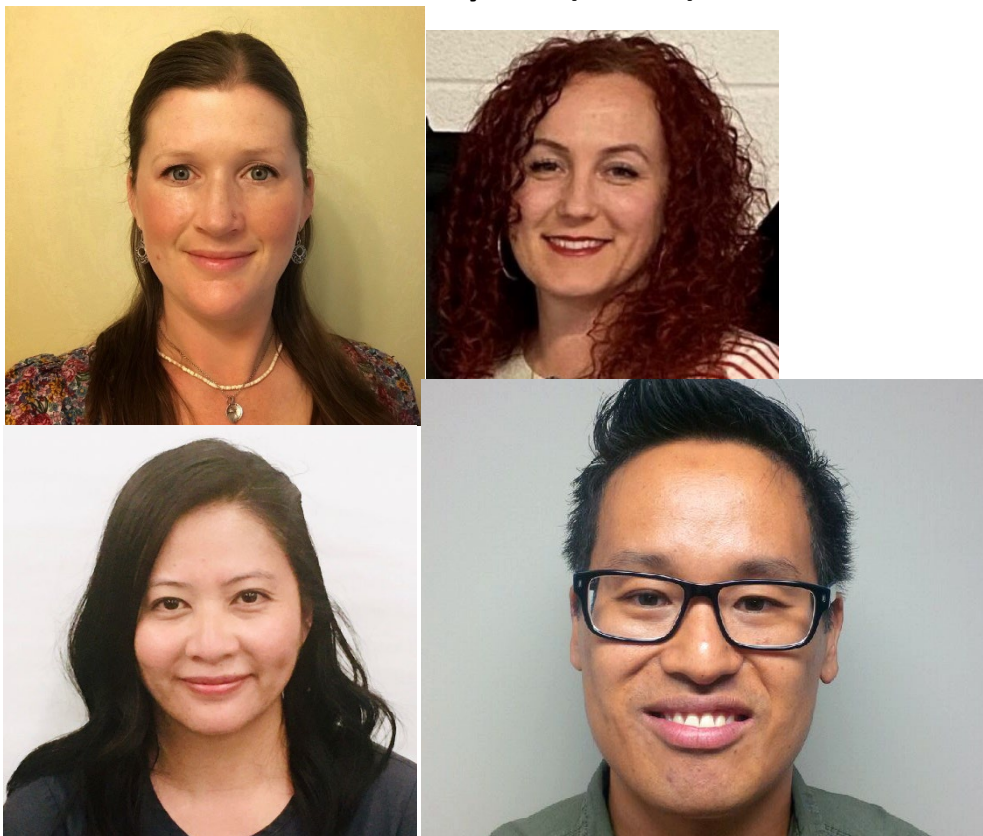
BRIGHT LIGHTS AWARDS

2023

Nomination: 2. Optimising teams' capacity and creating efficiencies

Thames Valley Family Health Team

Building an Outcome Focused Performance Management (PM) Culture at Thames Valley FHT (TVFHT)



In 2021, TVFHT became the first FHT to implement a culture-shifting performance management framework/system. Employees/teams establish key performance indicators (KPI)/goals aligned with patient expectations/strategic goals. Leadership/teams/employees transparently share accountability for KPIs. Balanced Scorecard tracks KPIs, enabling employee development/recognition, leader/employee feedback, and self-assessment. Everyone actively engages in performance management vs. subjective scoring of performance by supervisor. Performance data relies on real-time info generation from service encounters. Teams identified measurable activities with EMR codes for each activity ('shadow-coding'). Code(s) are entered for patients when charting. Result: data to guide performance development, service planning, patient focused improvement, and other decision points.

afhto