

# Improving Programs through Performance Measurement and Management

# Program

Day 1	Day 2	Day 3	Day 4
<p><b>Introduction to performance measurement and management</b></p> <ul style="list-style-type: none"> <li>▪ Purpose and importance</li> <li>▪ Measuring processes vs. outcomes</li> <li>▪ Forms of measurement</li> </ul> <p><b>Using logic models to identify key indicators operationalizing measures</b></p> <ul style="list-style-type: none"> <li>▪ Developing yardsticks</li> <li>▪ Criteria for successful measures</li> </ul>	<p><b>Data collection for performance measurement</b></p> <ul style="list-style-type: none"> <li>▪ Cost</li> <li>▪ Maintaining accuracy</li> <li>▪ Sources</li> </ul> <p><b>Monitoring program processes</b></p> <ul style="list-style-type: none"> <li>▪ Selecting key indicators</li> <li>▪ Methods</li> <li>▪ Interpreting results</li> </ul> <p><b>Performance evaluations</b></p> <ul style="list-style-type: none"> <li>▪ Uses</li> <li>▪ Methods</li> <li>▪ Strengths and weaknesses</li> </ul>	<p><b>Measuring “effectiveness”</b> <b>Gross vs. net outcomes and impacts</b></p> <ul style="list-style-type: none"> <li>▪ Real-world limitations</li> <li>▪ Understanding bias</li> </ul> <p><b>Possible methods</b></p> <ul style="list-style-type: none"> <li>▪ Randomization</li> <li>▪ Pre/post</li> <li>▪ Interrupted time series</li> <li>▪ Performance targets</li> <li>▪ Comparison groups and benchmarking</li> <li>▪ Regression adjustments</li> </ul> <p><b>Practical implementation</b></p> <ul style="list-style-type: none"> <li>▪ Pros and cons of each method</li> <li>▪ Selecting a method</li> </ul>	<p><b>Using performance data to improve programs: Management through comparison and collaboration</b></p> <ul style="list-style-type: none"> <li>▪ Implementing performance measurement systems</li> <li>▪ Choosing the measure with which to manage</li> <li>▪ High-stakes performance measurement</li> <li>▪ Bench learning</li> </ul>

