

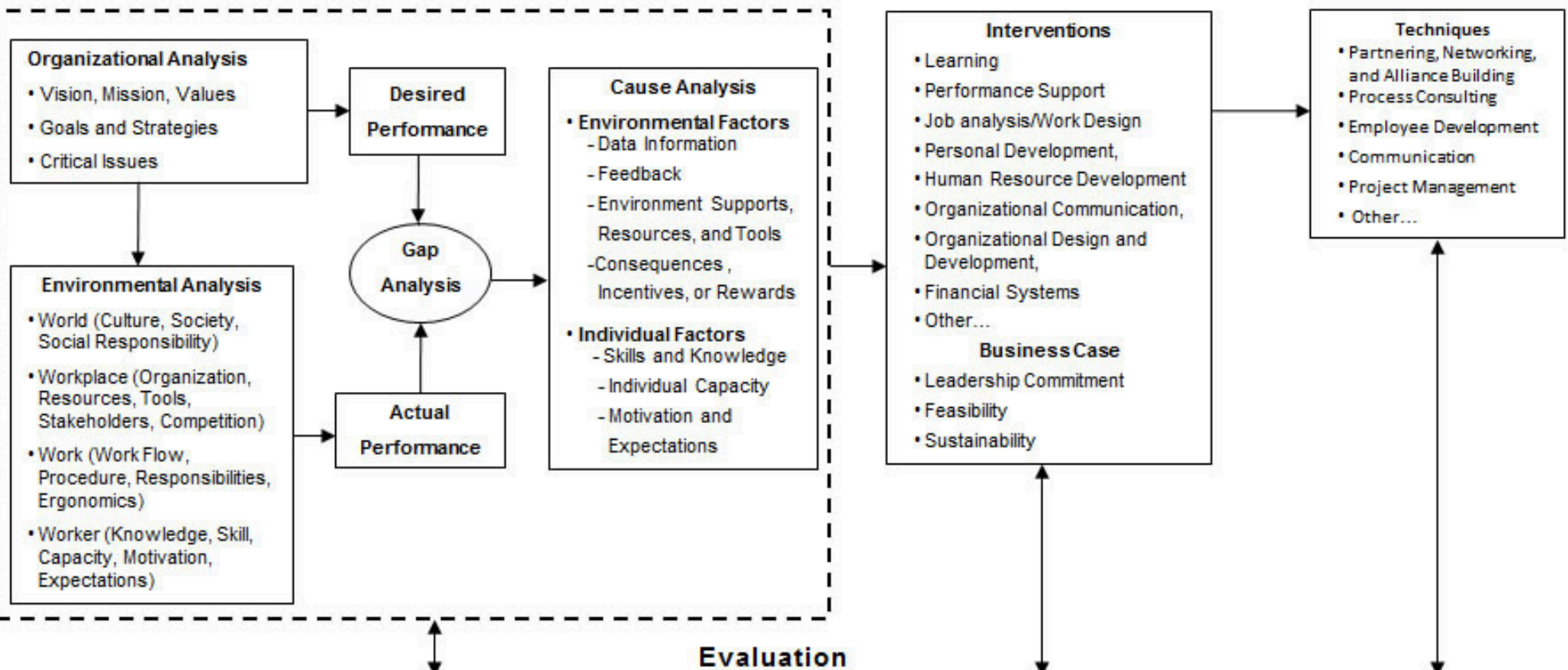
# Performance Improvement/HPT Model

## Change Management

### Performance Analysis of Need or Opportunity

### Intervention Selection, Design, and Development

### Intervention Implementation and Maintenance



## Evaluation

### Formative (Level 0) evaluation of inputs-process-outputs of

- Performance Analysis
- Selection Design Development
- Implementation, Maintenance

### Summative (Levels 1-2) evaluation of immediate

- Reaction;
- Knowledge/skills/attitude change
- Application

### Confirmative (Levels 3-5) evaluation of sustainable

- Effectiveness
- Efficiency
- Impact
- Value

### Meta Evaluation/Validation of

- Formative, Summative, Confirmative inputs-processes-outputs
- Success stories
- Lessons learned

## Change Management