The Center's Purpose

The **National Rural Health Resource Center (The Center)** is a nonprofit organization dedicated to sustaining and improving health care in rural communities. As the nation's leading technical assistance and knowledge center in rural health, The Center focuses on five core areas:

- **Transition to Value and Population Health**

- **Collaboration and Partnership**

- **Performance Improvement**

- **Health Information Technology**

- **Workforce**

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Diversity, Equity, Inclusion, & Anti-racism

Building a culture where difference is valued

The Center is committed to DEI and anti-racism. We create an environment that reflects the communities we live in and serve; a place where everyone feels accepted and empowered to be their full, authentic selves; and where everyone belongs.

We understand the impact of and seek to defeat racism and discrimination in ourselves, our workplace, and the world. This guides how we cultivate leaders, build our programs and resources, and deliver our technical assistance.

We are an organization that honors, celebrates, and respects all dimensions of diversity. These principles are central to our mission and to our impact.

Read more at ruralcenter.org/DEI

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National Rural Health Resource Center

Flex Monitoring Team
University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

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Purpose of the Flex Program Evaluation Webinar Series

Deepen state Flex Program understanding of Program Evaluation

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What to Expect

- **Each 60-minute webinar**
  - Brief presentation on the day's topic by the Flex Monitoring Team and TASC
  - Engaging conversation on Q&A and application of the topic
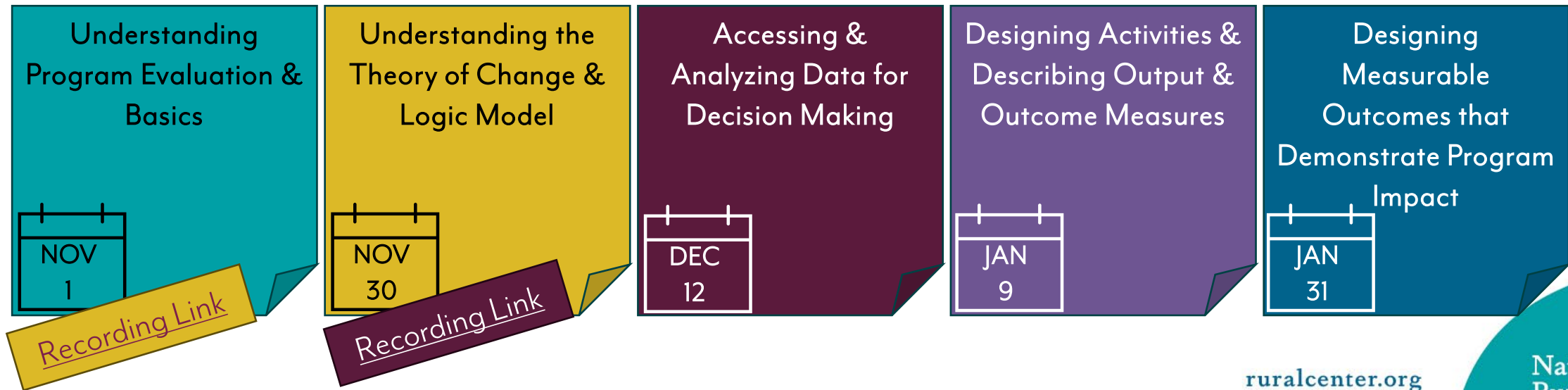
Understanding Program Evaluation & Basics	Understanding the Theory of Change & Logic Model	Accessing & Analyzing Data for Decision Making	Designing Activities & Describing Output & Outcome Measures	Designing Measurable Outcomes that Demonstrate Program Impact
NOV 1	NOV 30	DEC 12	JAN 9	JAN 31
Recording Link	Recording Link			

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Flex Monitoring Team

A Performance Monitoring Resource for Critical Access Hospitals, States, & Communities

Evaluation Webinar Series: Accessing and Analyzing Data for Decision Making

Megan Lahr, MPH

John Gale, MS

Flex Monitoring Team

December 12, 2023

Flex Monitoring Team | University of Minnesota
University of North Carolina at Chapel Hill
University of Southern Maine

www.flexmonitoring.org

Learning Objectives

- Give examples of where to access data that is readily available to state Flex Programs

- Interpret how to look at data and identify needs

- Translate identified needs into designing activities

- Recognize the power of cohorts to track and use data
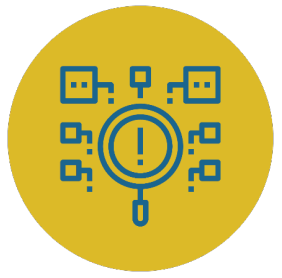
Managing Information and Evaluation

- Utilize a framework for program evaluation

- Tell the story of the state Flex Program's impact and direction to various audiences

- Understand evaluation basics and definitions

- Utilize SMART goals based on needs

- Access and analyze data for decision making

- Ensure data reporting deliverables built into contractual agreements with consultants

- Utilize process measures and short-, interim-, and long-term outcome measures to assess program progress and plan for the future

- Describe measurable outcomes about the state Flex Program's activities that demonstrate impact

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Strengthening Quality Reporting and Improvement

- Analyze state and hospital-specific data in MBQIP reports from FMT to identify opportunities for QI at the state and rural provider levels
- Understand each MBQIP measure, the purpose, and overall data collection method

Improving Financial Sustainability

- Understand how CAH financial data are reported, analyzed, and acted upon
- Describe what each of the most important CAH financial measures means, and how each affects the hospital's overall financial performance
- Analyze a rural hospital's financial performance over time and identify hospitals in financial crisis and in danger of closing

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Understanding the Current and Future Health Care Environment

- Identify the varying needs of independent and system-affiliated CAHs, and CAHs with provider-based RHCs, LTC, or owned ambulance agencies

Addressing Community Needs

- Analyze data from CHNAs, CAHMPAS, and other sources to identify opportunities for addressing community needs
- Utilize CHNAs and other data sources to identify opportunities for rural provider collaboration on population health improvement

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Speaking of Evaluation...

- **Please take a moment to complete the pre-polling.**

- **At the conclusion of today's webinar, we will share a feedback form with you to gather your input on this webinar series. This will help us inform the rest of the series – please take a moment to complete it, even if you didn't attend the prior two webinars.**

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Importance of Data in Evaluation

- Need data to be able to observe change and document outcomes
- Will need to collect, store, analyze, and report data

Waterfall Question

- Please enter into the chat a response that completes the below statement
- DO NOT hit enter until instructed (otherwise we have a trickle, not a waterfall)
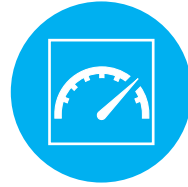
Data can help me and my Flex Program to...

- Wait to hit enter until instructed! ☺

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What Data Can Help Us Do

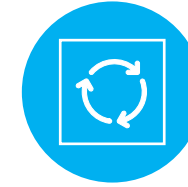UNDERSTAND AND INCREASE THE IMPACT OF THE PROGRAM AND RELATED ACTIVITIES

IMPROVE PROGRAM EFFICIENCY AND EFFECTIVENESS

VALIDATE PROGRAM AND ACTIVITY INTENT

ENHANCE PROGRAM REPORTING

SUPPORT PROGRAM PLANNING, DEVELOPMENT, MANAGEMENT, AND IMPLEMENTATION

ENCOURAGE ONGOING PROGRAM REVISIONS

IMPROVE PROGRAM ENGAGEMENT

TO TELL YOUR STORY!

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Waterfall Question

- Please enter into the chat a response that completes the below statement
- DO NOT hit enter until instructed (otherwise we have a trickle, not a waterfall)

The 2 places I go to most often to access data for my Flex Program are...

- Wait to hit enter until instructed! ☺

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Accessing Data

County Health Rankings

Collecting Data from CAHs

- Best way to get timely data
- Flexibility of setting own timeline for data collection/analyses
- Does not need to be complex
- Need to set clear expectations
- Consistency is key

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Collecting Data from Subcontractors

- Ensure all contracts include collection of outcomes
  - Require contractors to report these back to you
  - Include specific deliverables
  - Ensure timeline of deliverables align with your needs
- Monitor your contracts
  - Are you receiving what you need on time?
  - Adjust future contracts as needed

Using Data to Assess Needs

- Select most relevant and timely data
  - Use input from CAHs
- Identify areas for improvement based on data
  - Select specific measure(s) related to this area

Example Data - CAHMPAS

EDTC Results for CAHs in **State** and All Other States, 2021

　　 Green: Significantly better than rate for all CAHs nationally (p<.05)

　　 Red: Significantly worse than rate for all CAHs nationally (p<.05)

Mean (average) percentage of patients that gave the highest level of response (e.g., "always")

EDTC Measures	State	All CAHs Nationally
EDTC – ALL Composite	83.3	90.2
EDTC – Home Medications	91.5	94.4
EDTC – Allergies and/or Reactions	91.8	96.1
EDTC – Medications Administered in the ED	93.2	96.4
EDTC – ED Provider Note	87.2	94.7
EDTC – Mental Status/Orientation Assessment	91.0	95.5
EDTC – Reason for Transfer and/or Plan of Care	93.4	96.8
EDTC – Tests and/or Procedures Performed	93.4	96.5
EDTC – Tests and/or Procedures Results	91.8	96.0

RETURN TO SUMMARY >   PRINT >   DOWNLOAD XLS >

https://cahmpas.flexmonitoring.org/support/guides-tutorials/

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Example Data - HCAHPS

HCAHPS Global Items	Current Reporting Period Q2 2022 – Q1 2023			National CAH Data Current Reporting Period Q2 2022 – Q1 2023			Benchmark 9-10 rating
	0-6 rating	7-8 rating	9-10 rating	0-6 rating	7-8 rating	9-10 rating	
Q18 Overall Rating of Hospital (0 = worst hospital, 10 = best hospital)	8%	20%	71%	6%	18%	77%	86%

Care Transition Composite	Disagree to Strongly Disagree	Agree	Strongly Agree	Disagree to Strongly Disagree	Agree	Strongly Agree	Strongly Agree
Composite 7 (Q20 to Q22) Care Transition	8%	44%	47%	4%	41%	55%	64%

org

Example Data - HCAHPS

	A	B	C	D	E	F
L	Medicare #	CAH STATE	QUESTION_ID	SOMETIMES_	USUALLY	ALWAYS
2	XX13XX	ST	Composite 7	3	15	82
3	XX13XX	ST	Composite 7	2	42	56
4	XX13XX	ST	Composite 7	4	31	65
5	XX13XX	ST	Composite 7	0	21	79
6	XX13XX	ST	Composite 7	3	27	70
7	XX13XX	ST	Composite 7	0	51	49
8	XX13XX	ST	Composite 7	1	35	64
9	XX13XX	ST	Composite 7	3	24	73
0	XX13XX	ST	Composite 7	2	38	60
1	XX13XX	ST	Composite 7	9	23	68
2	XX13XX	ST	Composite 7	0	25	75
3	XX13XX	ST	Composite 7	3	40	57
4	XX13XX	ST	Composite 7	N/A	N/A	N/A

Definitions

- Goals - What you are trying to achieve through a project
- Objectives - The small, measurable steps you take toward a goal
  - Objectives should always support goals, so it is important to set goals first
- Baseline – a starting point to be used to see how far you have come in your project
- Benchmark - a point of reference that serves as a basis for evaluation or from which a measurement may be made
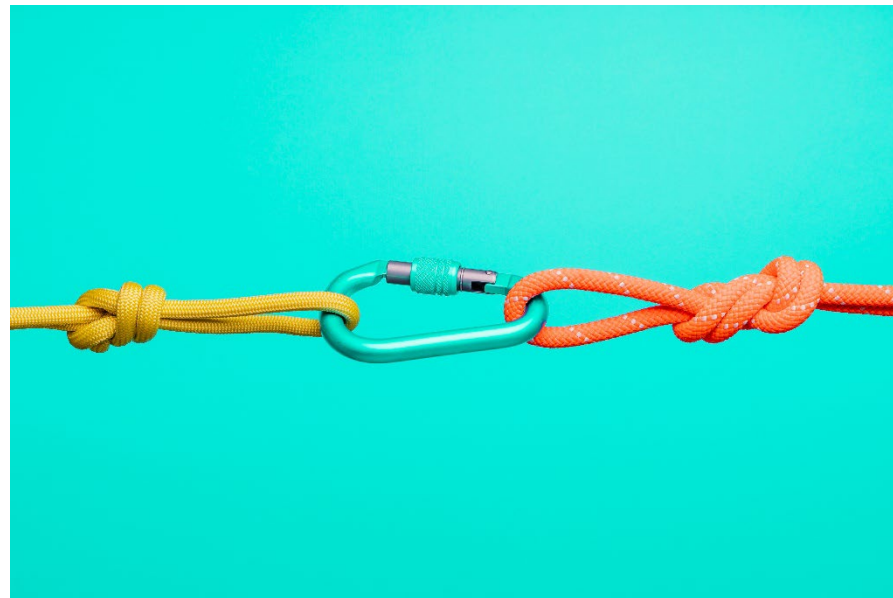
Evaluation Glossary

Planning & Setting Goals

- Use state/national summary data and facility baseline data to inform goal setting
- Identify applicable benchmarks when available
- Set reasonable goals, can be unique to each facility
- Consider realistic expectation of being able to improve measure
- Remember: not all outcomes will be met within one year

Tying Needs to Activities

Review Data → Identify Needs → Develop Theory of Change → Identify Activity to Impact Change → Implement Activity

Using Data to Create Cohorts

- Develop activity plan based on needs
- Identify facilities with shared characteristics (and/or complementary characteristics)
- Implement similar activities
- Facilitate group sessions for sharing best practices
- Compare data and impact among cohort

Analyzing Data

- Ensure that you allow for enough time to see change
- Keep it simple
- Compare data over time
- Consider activity implementation and impact

Using Data to Build on Activities
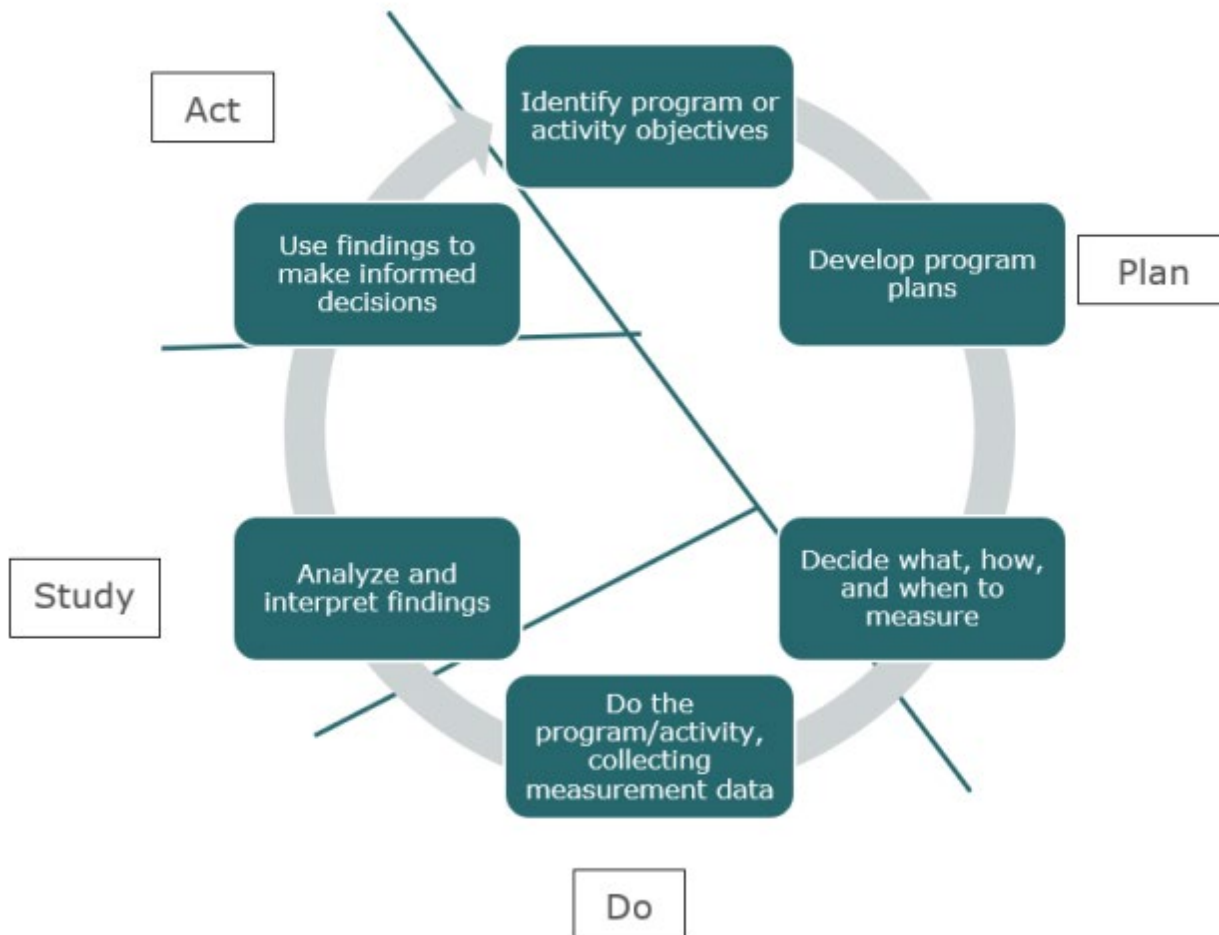
Monitor Measures
- Many outcomes will NOT be realized within one year
- Course correct as needed
- Plan-Do-Study-Act (PDSA)
  - Use data to learn from your projects

Questions?

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Small Group Exercise

- **You will meet in a breakout room with a small group of participants**

- **Review the data on the screen**

- **Discuss as a group your responses to the 7 questions on the screen**

- **A member from TASC or FMT will be there to guide you and to document your group's answers**

- **10 minutes in breakout room to complete the activity and then we will return for sharing results and announcements**

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Thank you!

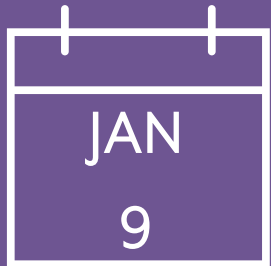Megan Lahr, lahrx074@umn.edu

John Gale, john.gale@maine.edu

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University of North Carolina at Chapel Hill
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See you on the next call!

Designing Activities
&
Describing
Output & Outcome
Measures

JAN
9

Tuesday, January 9, 2024

12:00 p.m. PT | 1:00 p.m. MT | 2:00 p.m. CT | 3:00 p.m. ET

Please complete the feedback form.

Contact us with questions!

TASC   tasc@ruralcenter.org

John Gale   john.gale@maine.edu

Megan Lahr   lahrx074@umn.edu

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