Demonstrable Outcomes: Why do we need them?

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Objectives

• Establishing Program intent
• Work plan design
  • Adaptive need
• Aligning intent with measureable results
• Outcomes
Intent

• Read the Funding Opportunity Announcement (FOA) carefully
• Program will identify the key points that will need to be addressed
  • Priorities will be the work plan drivers
• FOA’s are based on legislative authorizations
• ORHP will be having a series of calls to inform about the FY 15 expectations
Program Design

1. Need
2. Assessment
3. Outcomes
4. Measures
5. Activities

The process flows from Need to Assessment, then to Outcomes, Measures, and back to Activities.
Needs Justification

• Establishing the justification for the proposed work
• Use the tools you have available:
  • IRS 990 assessments
  • Community benefit analysis
  • State rural health plan
  • Surveys
  • FMT data (or other relevant QI/FOI data)
• Just because an activity has always been done does not mean it still needs to be done
• Needs change, and the work plan may have to also
Essentials to the Work Plan

- **Goals**: High-level statements that outline the ultimate purpose of a program. This is the end toward which program efforts are directed.
- **Objectives**: Concrete statements describing what a program's activities must achieve in order to reach the program's ultimate goals.
- **Outcomes**: The results of program operations or activities; the effects triggered by the program.
Goals To Reality

- **Activities**: are action(s) that will result in achievement of the objective.
- Activities should be aligned with the objectives and the end goals
- Progress towards the goals require measurement
- **Measures**: Ways to quantify the degree of success a program has had in achieving its stated objectives, goals, and activities.
Program Design

• The are different tools that can be used in designing your work plan to produce demonstrable outcomes
  • Logic model
  • Balanced Scorecard
  • STAR model
• There is no right answer when using planning tools
• What works best for your program
Goal

Objectives

Activity

Measure

What are you measuring?

Is the measure appropriate?

How does the outcome feed into the goal?

Yes

Yes

No

Yes
Program Design

1. Collect Data
2. Benchmark and Compare
3. Identify Improvement Areas
4. Fund Activities Related to Improvement Needs
5. Measure Results
6. Common Measures Across Program
Activity Design

• Step 1: Identify Problem
  • Low QI scores and compliance with Hospital Compare
  • Limited days cash on hand
  • Poor EMS transitions

• Step 2: Identify Activity (based on a study, FMT, or other proven practice)
  • Low QI scores and compliance with Hospital Compare:
    • training in reporting or re-engineering of care patterns
  • Limited days cash on hand
    • Charge master update; coding and billing training; biz system re-org
  • Poor EMS transitions
  • Training of EMS staff and emergency staff
Activity Design

- Step 3: Set baseline data and targets
  - Example:
    - Hospital Compare Scores
    - Flex Leading Financial Indicators in most recent year
    - Number of CALS trained staff

- Step 4: Begin Activity
  - Hire consultant to provide training on the identified QI, PI or EMS project

- Step 5: Measure improvement over a defined period

- Step 6: Report data; roll up nationally
What Does This Mean?

• Measures should reflect the activities
• Did the activity achieve the desired outcome?
• Activities should be concrete actions, tell us how you will get to the goal
• Think about the end goal
• What are your next steps?
Questions?
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