



# The Why of Flex

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# Objectives

- State of Flex
- Why?
- Change management
- Conference Charge

# This Is Work Life For All Of Us



# Followed by...



# Flex Now

- Movement in the right direction
  - Work plan development
  - Evaluation
  - Adaptive activities
- Communication
  - Constantly improving
  - How do we fix this?
  - Where do I fit? (state, federal)
  - How do we improve as partners?

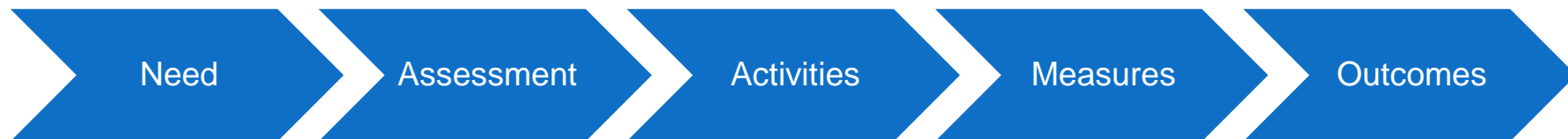
# Flex Focus

- Measuring and Improving Outcomes
- Using and Sharing the Program Data
- Collaborating and Sharing Best Practices
- Aligning Programs to the Health Care Environment
- Program Integrity

# Hospital State Division (HSD)

## Grants: Outcomes Focus – Quality and Performance Improvement

### Grantee (State) Process



### Program (National) Context

# Why do we measure?

- Why do we ask for rural outcomes?
  - Not just for measurement of the activity, but to show there is benefit
  - Now apply to that the people you know
  - Rural is a lifestyle not a metric, how do you affect it?



# Work Plans/ Interventions

- Within the Quality Improvement (QI) and Financial/Operational Improvement Flex Core Areas we strive for uniform metrics
- Why?
- Who are the measures for?

# Daily Double

- Just the start of the story
- Measures tell us where we are and where we need to go
- Measures are for the collective us
- Measures should change

# Work Plan Thoughts

- In the work plans we establish and provide uniform metrics, but there are lot of them.
- We give a menu set for the Core Areas but that is still too much
- We'll pare down the number within the menu set but require the ones that remain
- That doesn't mean you don't have room for creativity- just measure and adapt it
- No such thing as homeostasis in QI



## MBQIP Participation

State	CAHs in State	CAHs participating in MBQIP	Percent MBQIP Participation	States at 100%
Region A	66	64	97%	5 of 6
Region B	235	196	83%	7 of 12
Region C	560	549	98%	6 of 10
Region D	189	159	84%	3 of 7
Region E	281	262	93%	3 of 10
National Total:	1331	1230	92%	24 of 45

# What Do We Do Once We Have The Data?

- Program as a part of government resides within a Transparent and data driven environment
- We review, we share, and we use it to inform stakeholders and to direct activities
- Data collection is just part of the journey, data utilization is the change opportunity

# Office of Management and Budget (OMB) Acceptance

- OMB has recognized the importance of our measures
- Even though burden is high with the Flex measures, they do tell an important story
- Program will collect only the ones that relate to you, not every measure available

# The Lioness And The Vixen

A lioness and a vixen were comparing their young. The vixen said how beautiful her litter of cubs were, and remarked sneeringly that the lioness only ever had one cub. "Ah yes," said the lioness, "but that one is a lion..."-Aesop

# Quality Not Quantity

- The repetition of tasks does not lead to effectiveness
- We need to plan for the best way to our collective goals
- Don't rush, it can cause everyone problems down the road





# How Did Flex Awards Work Out This Year?

- We were able to award 96.8% of the amount of last year's awards
- Offsets were key but we can't count on them
- Creativity
- FY 12 the awards totaled \$22,911, 332; For FY 13 the awards totaled \$22,184,435

# What About Next Year?

- No real answer...it really depends on the appropriation and related instructions
- Next year's awards are currently set for the original award amount

# The Why?



# This Is Really A Question To The Collective Us.

- Why do you work in rural?
  - Service? Mission? Family?  
Community?
- Sometimes we forget...

# How Does Flex Impact Your Life?

- Do you interact with the benefits outside of the office?
- Flex is complex, how do you explain your job?
- Is it patient outcomes?
- Is it access?
- Is it support of systems?

# Change Is Continuous

- Life and work life are not homeostatic
- Priorities shift, new requirements are developed, you have to do more with less
- Change in Flex will continue

# Flex Course

- Over the last few years we've set a number of actions in motion with Flex
- We've worked with a number of stakeholders to establish commonalities and will continue to so
- We exist as many partners of the same collaboration
- There have been bumps in the road, and we've overcome them
- We are a more accountable program and will continue the journey

# The Crow And The Pitcher

A thirsty crow found a pitcher containing some water, albeit too little and low to reach. As it seemed she would die within sight of the remedy, the crow struck upon an idea to drop pebbles into the pitcher. The water level rose and the crow was able to drink.-- Aesop



# Charge

- Go into the conference and take away as much as you can
- Don't just network but set collaborations in motion
- Listen and contribute in the sessions because you are our best resource
- Come out of the conference with an idea you want to run with
- Drop a pebble



# Closing

With that, change even comes to  
me...



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