



NATIONAL  
RURAL HEALTH  
RESOURCE CENTER

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# STAR Model:

## Solutions-based Technical Assistance and Resources (STAR) Model

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## Today's Discussion

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- Basic components of the STAR model
- Application to state Flex programs



# Solutions-based Technical Assistance and Resources (STAR) Model

- Systems approach to evaluating provision of technical assistance
- Developed by the Technical Assistance and Services Center (TASC)
- 5 main components to ensure provision of optimum technical support:
  - Awareness
  - Communication
  - Resources
  - Hands-On Applications
  - Impact



## Systems Approach

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- All 5 components involve assessment, education, information, technology, and networking.
- Each component also provides a feedback loop into the model that is based on the component being **timely, accurate, and measurable.**

# STAR Model

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# Awareness

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- How can I help meet the future needs of our customers?
  - Hospitals, clinics, EMS, rural communities, rural health partners, stakeholders
- Goal: Provide timely, accurate and understandable information that creates or enhances customer awareness
- Criteria for Success: timely, accurate, understandable, relevant information



# Awareness

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- Goal: Provide timely, accurate and understandable information that creates or enhances customer awareness
- Activities:
  - Identify trends
  - Enhance awareness
  - Anticipate future needs
  - Create appropriate urgency



# Communication

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- How can I most effectively provide information to, and acquire information from, my customers?
  - Hospitals, clinics, EMS, rural communities, rural health partners, stakeholders
- Goal: Through various networks and methods, facilitate strategic, accessible, and reliable information and linkages
- Criteria for Success: accurate, convenient, multiple channels, timely, strategic linkages, identified access points





# Communication

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- Goal: Through various networks and methods, facilitate strategic, accessible, and reliable information and linkages
- Activities:
  - Create multiple communication networks
  - Create multiple methods to maximize communication effectiveness



## Resources: Tools, Models and Methods

- What useful resources can I obtain or develop?
- Goal: Through resources provided will be accessible and useful to the customer.
- Criteria for success: timely, readily available, convenient, straight forward, customized, useful resources



## Resources: Tools, Models and Methods

- Goal: Through resources provided will be accessible and useful to the customer.
- Activities:
  - Identify information, tools, experts, consultants, education, curriculum, referrals
  - Referral to and creation of resources



# Hands-On Application

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- How can I use hands-on applications to help customers meet the desired Flex program outcomes?
- Goal: Provide hands-on education and application of resources, with skill and knowledge transfer to the customer.
- Criteria for success: convenient, appropriate fit, utility, readiness, transferable applications



## Hands-On Application

- Goal: Provide hands-on education and application of resources, with skill and knowledge transfer to the customer.
- Activities:
  - Hands-on education and TA with recipient involved in creating the solution



# Impact

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- Did I provide services that reached the desired solutions and outcomes? Could the outcomes be measured? Were the outcomes sustainable or modifiable for future Flex program needs?
- Goal: The technical assistance and resources provided meets the customer's needs.
- Criteria for success: customer value, solutions to customer issues and problems



# Impact

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- Goal: The technical assistance and resources provided meets the customer's needs.
- Activities:
  - Results are fed back to ensure program improvements

Key Questions: How can I help to meet the future needs of our key customers?

Goal: Provide timely, accurate, and understandable information that creates or enhances customer awareness

Criteria for Success: Timely, accurate, understandable, relevant information

Key Questions: How can I most effectively provide information to and acquire information from its customers?

Goal: Through various methods and networks, facilitate strategic, accessible, and reliable information and linkages.

Criteria for Success: Accurate, convenient, multiple channels, timely, strategic linkages, with identified access points

### Resources: Tools, Models and Methods

Key Questions: What useful resources can I obtain or develop?

Goal: The resources provided will be accessible and useful to the customer.

Criteria for Success: Timely, readily available, convenient, straight forward, customized, useful resources

Key Questions: How can I use hands-on applications to help customers meet the desired Flex program outcomes?

Goal: Provide hands-on education and application of its resources, with skill and knowledge transfer to the customer.

Criteria for Success: Convenient, appropriate fit, utility, readiness, transferable applications

Key Questions: Did I provide services that reached the desired solutions and outcomes? Could the outcomes be measured? Were the outcomes sustainable or modifiable for future Flex program needs?

Goal: The technical assistance and resources provided will meet the customer's needs.

Criteria for Success: Customer value, solutions to customer issues and problems

## Awareness

## Communication

## Hands-On Application

## Impact

### Feedback Loop

Timely, Actionable, Measurable





## For More Information

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- [Flex Program Evaluation Toolkit](#)



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