The TruServe Advisory Committee

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National Organization of **State Offices of Rural Health**

Role of the TAC

- Bringing the State Offices of Rural Health, NOSORH, and The University of North Dakota together to advise and better serve those enrolled in TruServe to make data collection and reporting efficient and meaningful.
- Actively marketing TruServe and enrolling more organizations and members into TruServe.
- Meet the needs of TruServe members.

What is TAC working on?

- Updating TruServe Performance Measures
- Learning Communities
- Monthly TruServe Trainings
- Begin working on a marketing strategy for TruServe

Interested in Joining TAC?

- Meets first Wednesday of each month at 3pm Eastern
- Contact Matt Strycker at stryckerm@nosorh.org

NOSORH

National Organization of **State Offices of Rural Health**

NOSORH TruServe Performance Measures

Mark Barclay

Update, July 2016

National Organization of **State Offices of Rural Health**

Core Definition

- Technical Assistance (TA) Encounter: Any activity that is planned, funded, organized, administered or provided by SORH that results in the delivery of substantive information, advice, education or training *directly* to a client (s).
- *Think of technical assistance as a dialogue with a client(s).*

Expanded Definition

- TA must be provided face-to-face, through teleconference/webinar technology or via *in-depth* telephone and e-mail interactions that result in the delivery of substantive service or subject content (problem solving, proposal feedback, regulation interpretation, grant application guidance etc.) to a client.
- A client usually requests TA or receives an invitation from SORH to participate in scheduled/formal TA activities such as workshops, conferences, seminars, meeting or training sessions.

What TA is not

- Relatively brief/routine telephone and e-mail responses and direct mass mailings are not considered TA for the purpose of this measure

Clients

- Any individual, group or organization interested in rural health. Examples include but are not limited to: providers/technicians, hospitals, clinics, networks, agencies, associations, organizations, academic institutions, government officials, communities, partners and other stakeholders.

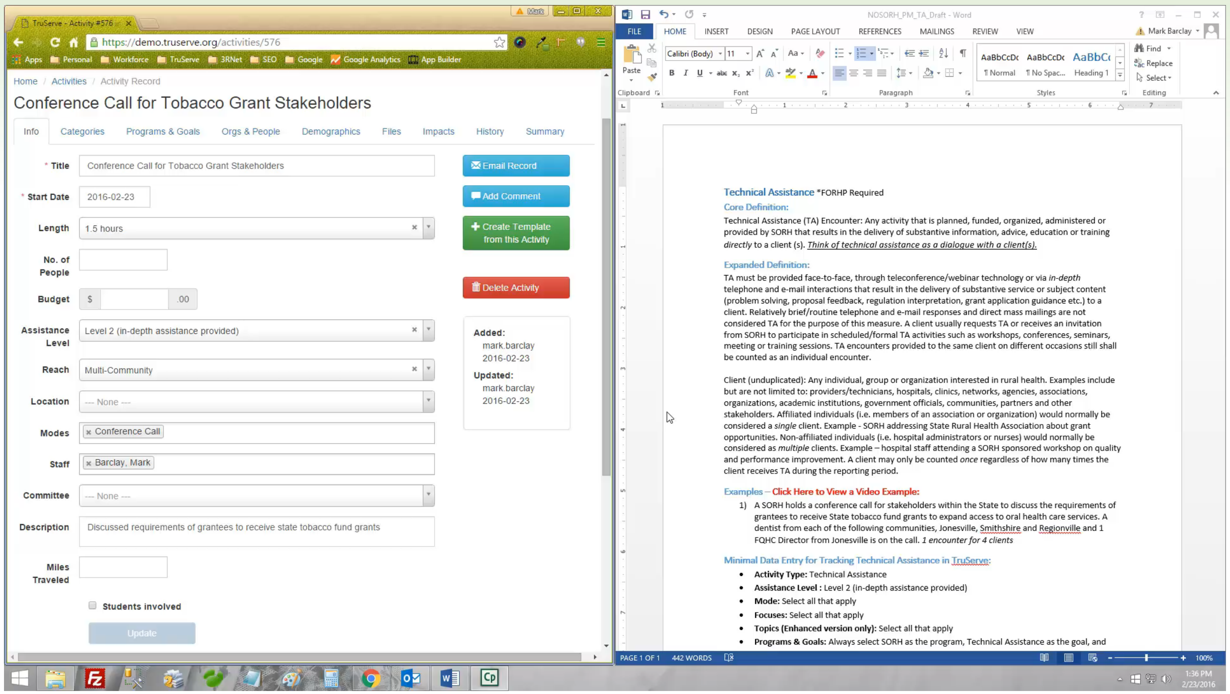
What We Track for PIMS

- TA encounters
- How TA was conducted (face to face, conference call, etc…)
- Unduplicated clients

Example:

- A SORH holds a conference call for stakeholders within the State to discuss the requirements of grantees to receive State tobacco fund grants to expand access to oral health care services. A dentist from each of the following communities, Jonesville, Smithshire and Regionville and 1 FQHC Director from Jonesville is on the call.
- *1 encounter for 4 clients*

Video Walkthrough – [watch on YouTube here]



Note: When entering a technical assistance activity, **track mode** and **attach any organizations you've worked with** for that activity. These 2 fields must be completed to produce results when running the SORH PIMs report.

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Other Measures Available…

- Data and Information Collection
- Information Dissemination
- Full info and videos available on NOSORH website