

Performance Management Improvement System (PIMS) Update

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Purpose of Webinar

- **Provide background on development PIMS.**
- **Review FY 16 SORH PIMS definitions for Technical Assistance and Unduplicated Client.**
- **Review five year (FY 11 – FY 15) program wide SORH PIMS trends.**
- **Explain FY 16 SORH PIMS timeline and process.**



SORH Performance Measures - Background

- **Based on 1993 Government Performance Results Act (GPRA). Initial performance measures consisted of reporting:**
 - **Number of unduplicated rural communities that received technical assistance (TA) from SORH.**
 - **Number of SORHs supporting a rural recruiting and retention focal point.**
 - **Number of health professional placements in rural locations (from 3RNet).**



SORH Performance Measures - Background

- In 2009, FORHP worked with NOSORH Committee (reps each region) to develop revised measures and definitions pertaining only to the provision of technical assistance.
- Revised measures, collection form and process approved by the Office of Management and Budget in 2010.
- Reauthorized every 3 years.
- 60 day Federal Register notice was released June 22, 2016.
- Currently convening SORH PIMS Workgroup (one rep per region) to conduct an analysis of existing PIMS measures.



SORH Performance Measures - Current

- **Current measures are:**
 1. **Report the number of technical assistance (TA) encounters provided directly to rural clients by SORH.**
 2. **Report the number of rural clients (unduplicated) that received TA directly from SORH.**
- **Clear definitions of what constitutes a direct TA encounter and the difference between affiliated and unaffiliated clients.**
- **TA encounters expected to exceed unduplicated clients (2:1).**



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. TA must be provided face to face, thru 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.
- Relatively brief or routine telephone and email responses and direct mass mailings are not considered TA for the purpose of this measure.
- TA encounters provided to the same client on different occasions shall still be counted as an individual encounter.



Definitions Continued:

Client (Unduplicated): Any individual, group or organization interested in rural health. A client may only be counted *once* regardless of how many times the client receives TA during the reporting period. Examples include but are not limited to: providers, hospitals, clinics, networks, agencies, associations, organizations, academic institutions, government officials, communities, partners and other stakeholders.

Affiliated Individuals: (i.e. members of an association or organization) are considered a single client. Example - SORH addressing State Rural Health Association about grant opportunities.

Non-affiliated Individuals: (i.e. hospital administrators or nurses) are considered *multiple* clients. Example - hospital staff attending a SORH sponsored workshop on quality and performance improvement.



SORH Performance Measures - Current

- In addition to TA measures, SORHs also provide breakdown of:
 - types of TA provided (i.e. face-face, e-mail, teleconference, webinar, other); and
 - types of unduplicated clients (i.e. hospitals, clinics, academic institutions, providers, other).
- Sum of types must equal TA & Clients totals.
- Roll-up of measures from all 50 SORHs reported to OMB, high variations require explanation.
- To view HRSA's Budget Justification, visit:
<https://www.hrsa.gov/about/budget/budgetjustification2018.pdf>



Types of TA listed in EHB PIMS

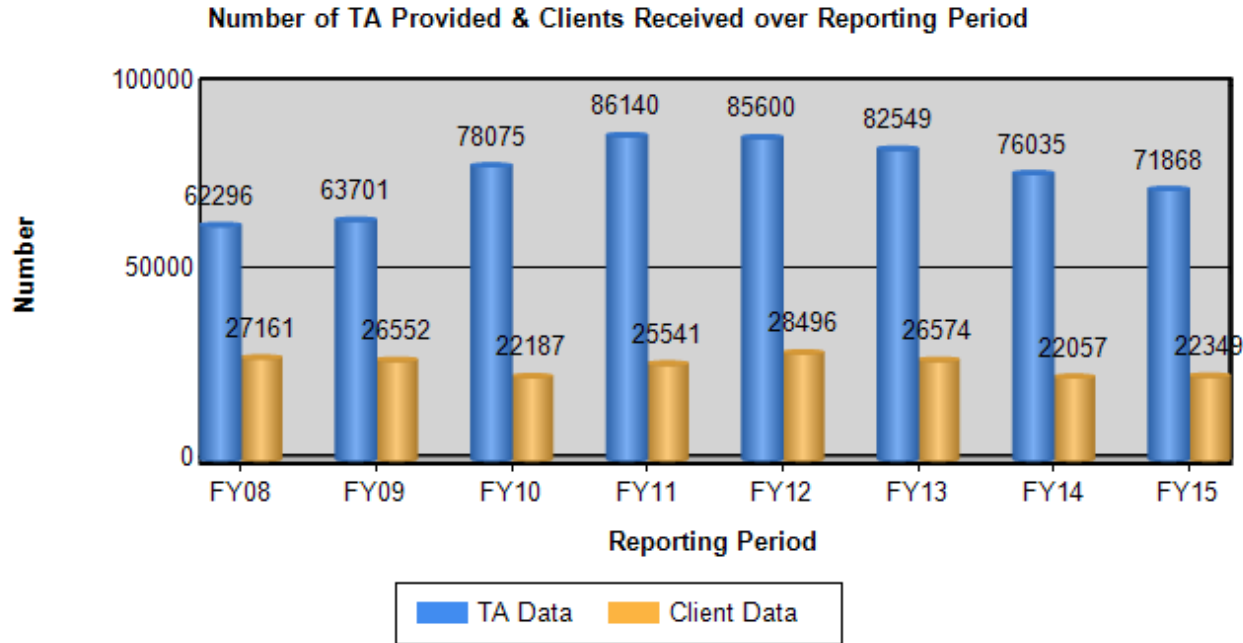
	Types of TA Provided	Number
<input checked="" type="checkbox"/>	In-Depth Telephone and email interactions	1102
<input checked="" type="checkbox"/>	Webinar Technology	27
<input checked="" type="checkbox"/>	Thru Teleconference	42
<input checked="" type="checkbox"/>	Face to Face	129
<input checked="" type="checkbox"/>	Other	129
	Total:	1429



Types of Clients that Received TA	Number
<input checked="" type="checkbox"/> Communities	28
<input checked="" type="checkbox"/> Government Officials	2
<input checked="" type="checkbox"/> Academic Institutions	4
<input checked="" type="checkbox"/> Associations	8
<input checked="" type="checkbox"/> Agencies	6
<input checked="" type="checkbox"/> Networks	3
<input checked="" type="checkbox"/> Emergency Medical Services (EMS)	2
<input checked="" type="checkbox"/> Clinics	41
<input checked="" type="checkbox"/> Hospitals	18
<input checked="" type="checkbox"/> Providers	128
<input checked="" type="checkbox"/> Other	13
Total:	253



SORH Performance Measures

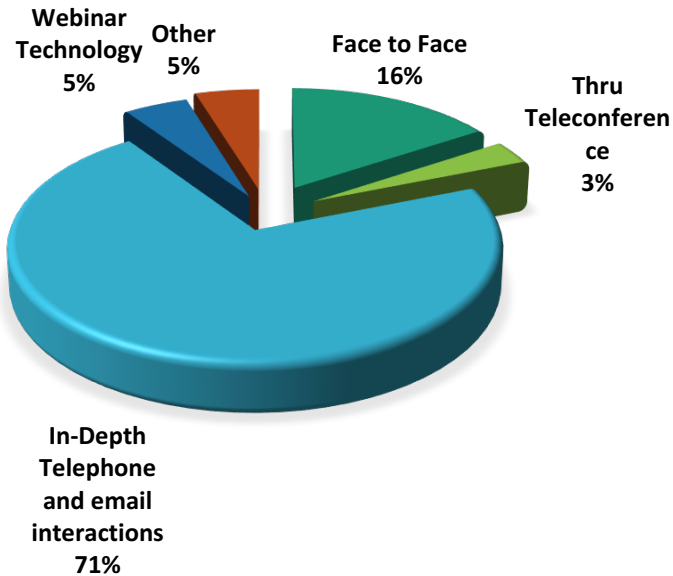


Note: 30 SORHs now using TruServe collection instrument.

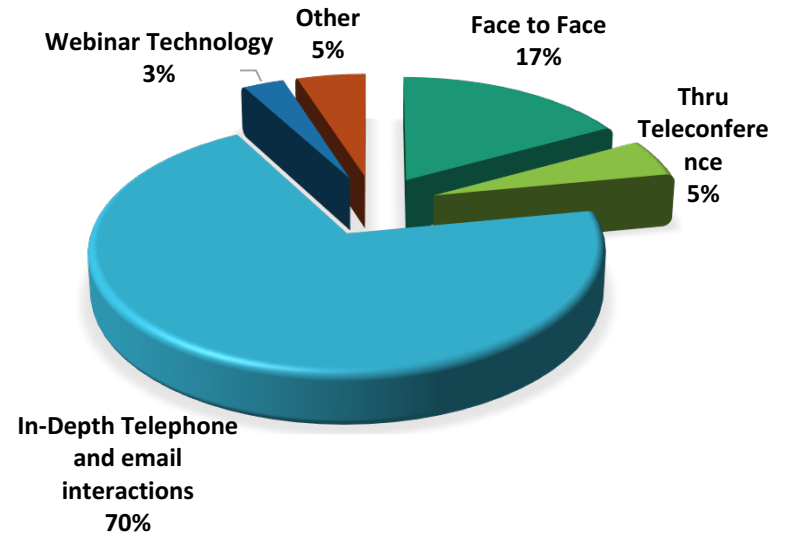


SORH Performance Measures: Types of Technical Assistance

FY10-14

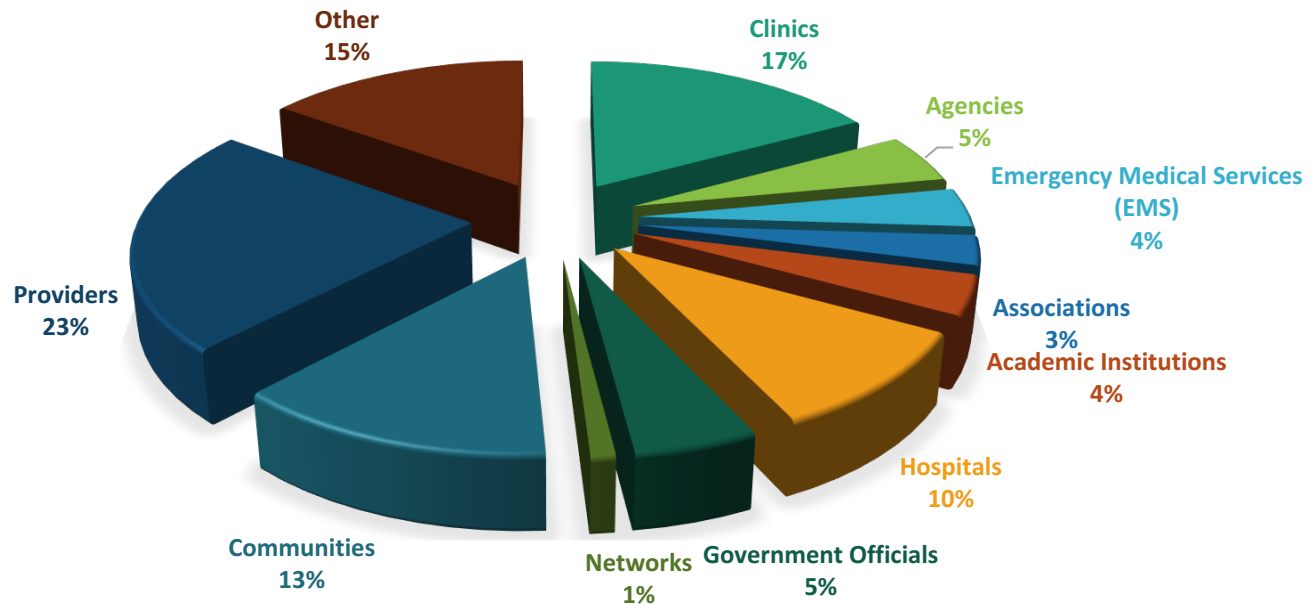


FY15



SORH Performance Measures: Types of Clients

TYPE OF CLIENTS RECEIVING TECHNICAL ASSISTANCE, FY15

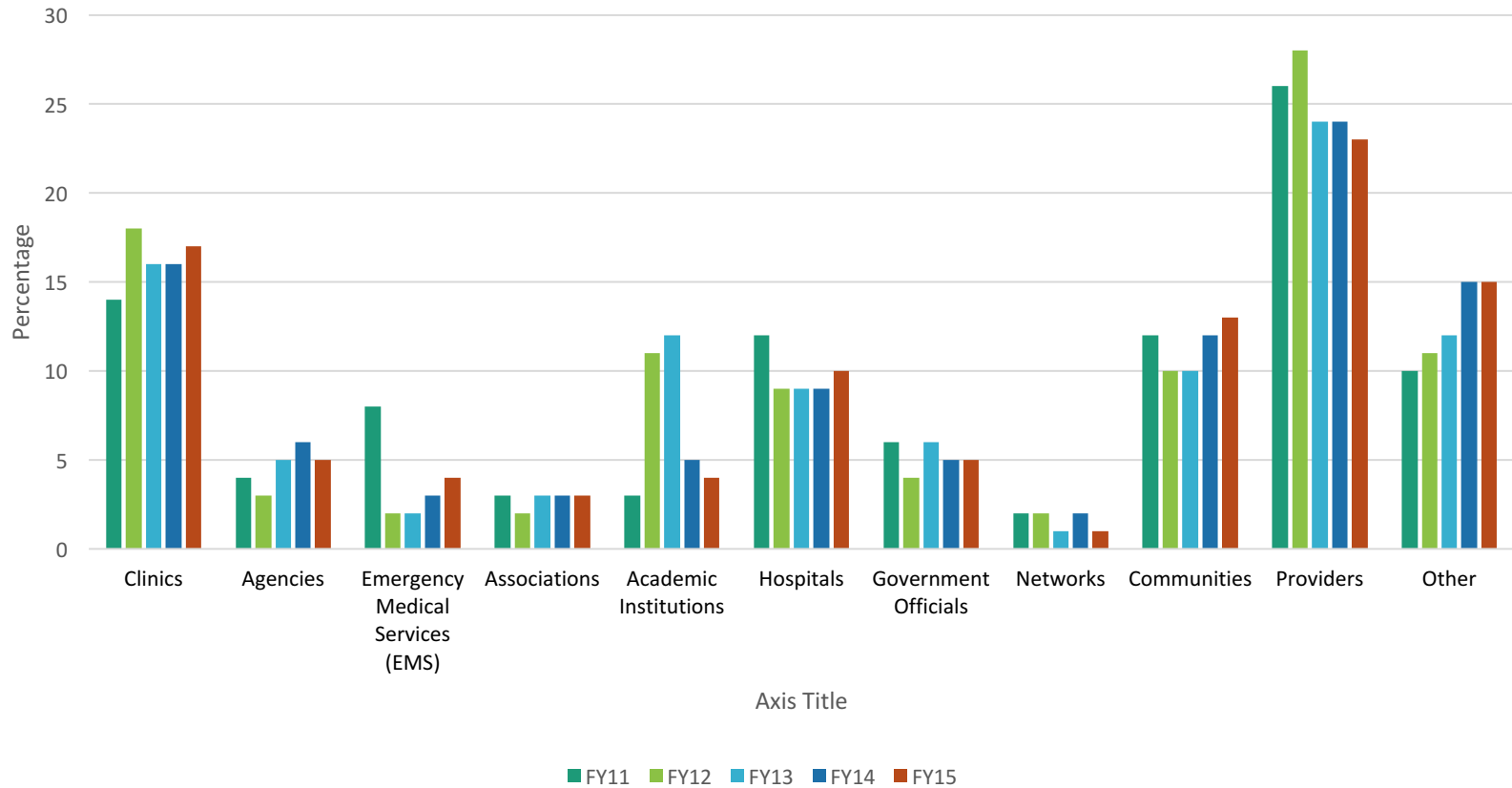


NOTE: Providers, clinics and hospitals receive about 50% of technical assistance



SORH Performance Measures: Type of Clients

TYPE OF CLIENTS RECEIVING TECHNICAL ASSISTANCE, FY11-FY15



FY 16 Submission Process

- All prior year reports can be viewed in EHB.
- Project Officer can provide five year trend.
- FY 16 PIMS due in EHB by August 30, 2017.
- If FY 16 measures vary significantly (5% or more) from FY 15 for either TA or Clients, contact Project Officer to discuss prior to submission.
- Note suspected reason for change in comment section at bottom of EHB submission form.



Contact Information

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FORHP HSD Project Officer Map:
<https://www.hrsa.gov/ruralhealth/ruralhospitals/regionmap.html>

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