Performance Improvement Measurement System (PIMS) Update

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Purpose of Webinar

- **FY 17 SORH PIMS timeline and process.**

- **FY 17 SORH PIMS definitions for Technical Assistance and Unduplicated Client.**

- **Five year (FY 12 – FY 16) program wide SORH PIMS trends.**

- **Review new proposed PIMS for upcoming FY18 project period.**

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 (~1:2).**

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/sites/default/files/hrsa/about/budget/budget-justification-fy2019.pdf**

Types of TA listed in EHB PIMS

	Types of TA Provided	Number
☑	In-Depth Telephone and email interactions	1102
☑	Webinar Technology	27
☑	Thru Teleconference	42
☑	Face to Face	129
☑	Other	129
	Total:	**1429**

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	Types of Clients that Received TA	Number
☑	Communities	28
☑	Government Officials	2
☑	Academic Institutions	4
☑	Associations	8
☑	Agencies	6
☑	Networks	3
☑	Emergency Medical Services (EMS)	2
☑	Clinics	41
☑	Hospitals	18
☑	Providers	128
☑	Other	13
	Total:	**253**

SORH Performance Measures
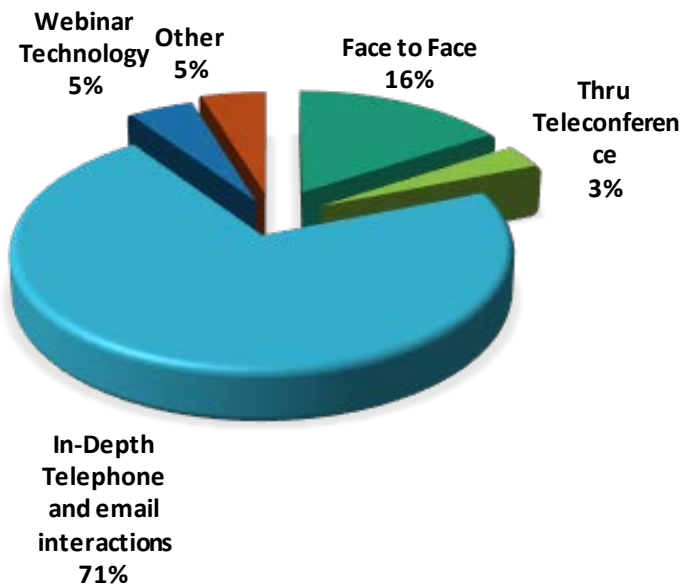

Number of TA Provided & Clients Received over Reporting Period
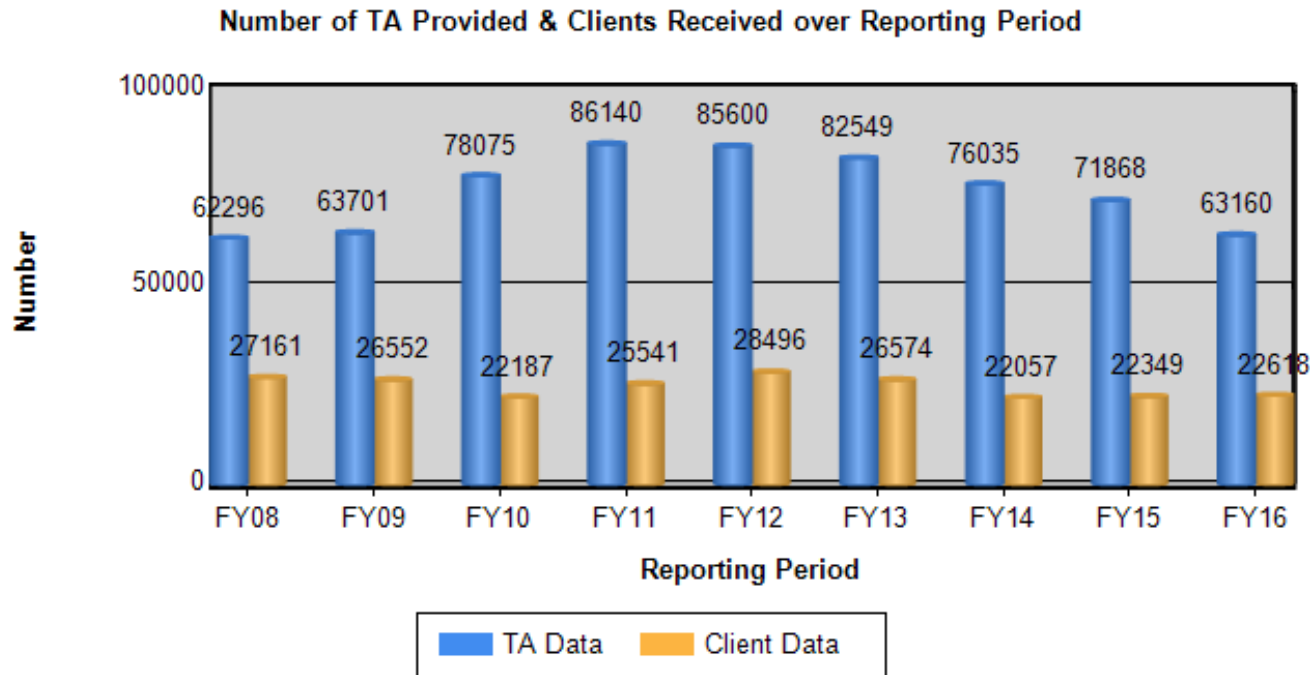
Note: 38 SORHs use TruServe collection instrument.

SORH Performance Measures:
Types of Technical Assistance

FY11-15

- Webinar Technology 5%
- Other 5%
- Face to Face 16%
- Thru Teleconference 3%
- In-Depth Telephone and email interactions 71%

FY16

- Other 6%
- Face to Face 17%
- Webinar Technology 5%
- Thru Teleconference 4%
- In-Depth Telephone and email interactions 68%
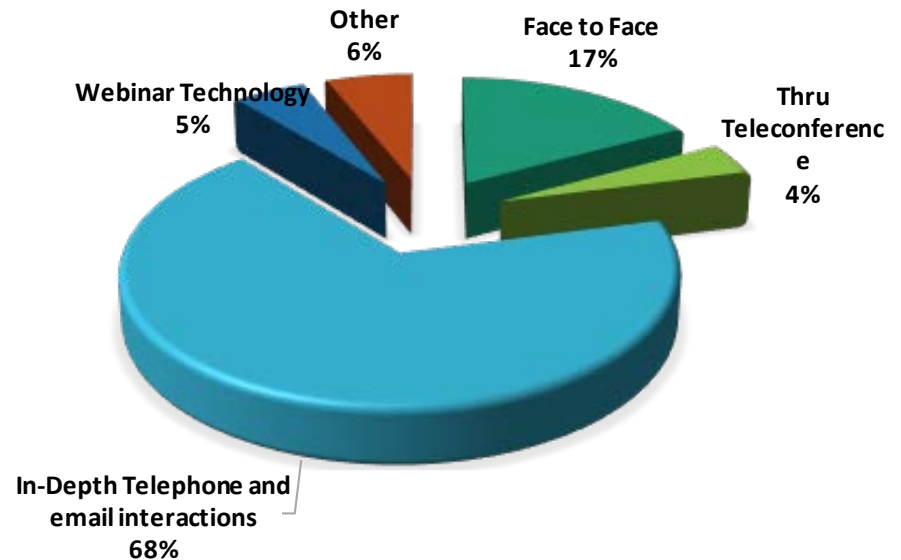
SORH Performance Measures: Types of Clients

TYPE OF CLIENTS RECEIVING TECHNICAL ASSISTANCE: FY16

- Clinics 16%
- Agencies 5%
- Emergency Medical Services...
- Associations 3%
- Academic Institutions 4%
- Hospitals 9%
- Government Officials 6%
- Networks 2%
- Communities 10%
- Providers 23%
- Other 17%

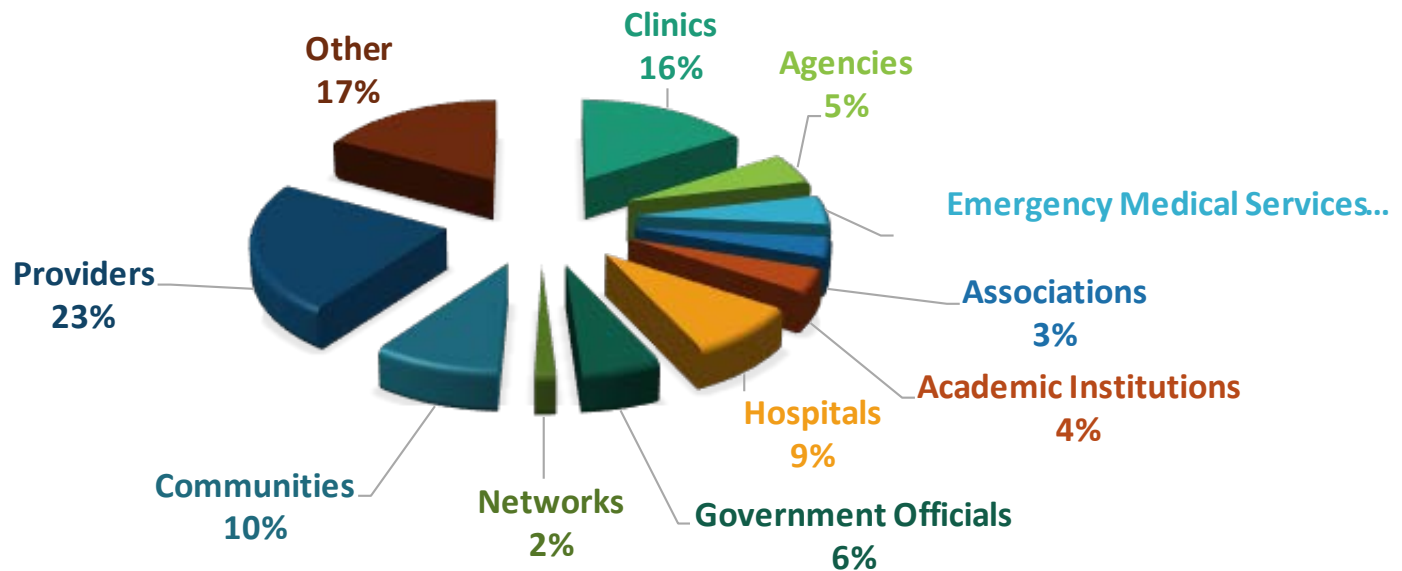NOTE: Providers, clinics and hospitals receive about 50% of technical assistance

SORH Performance Measures: Type of Clients

TYPE OF CLIENTS RECEIVING TECHNICAL ASSISTANCE, FY11-FY16

Legend: FY11, FY12, FY13, FY14, FY15, FY16
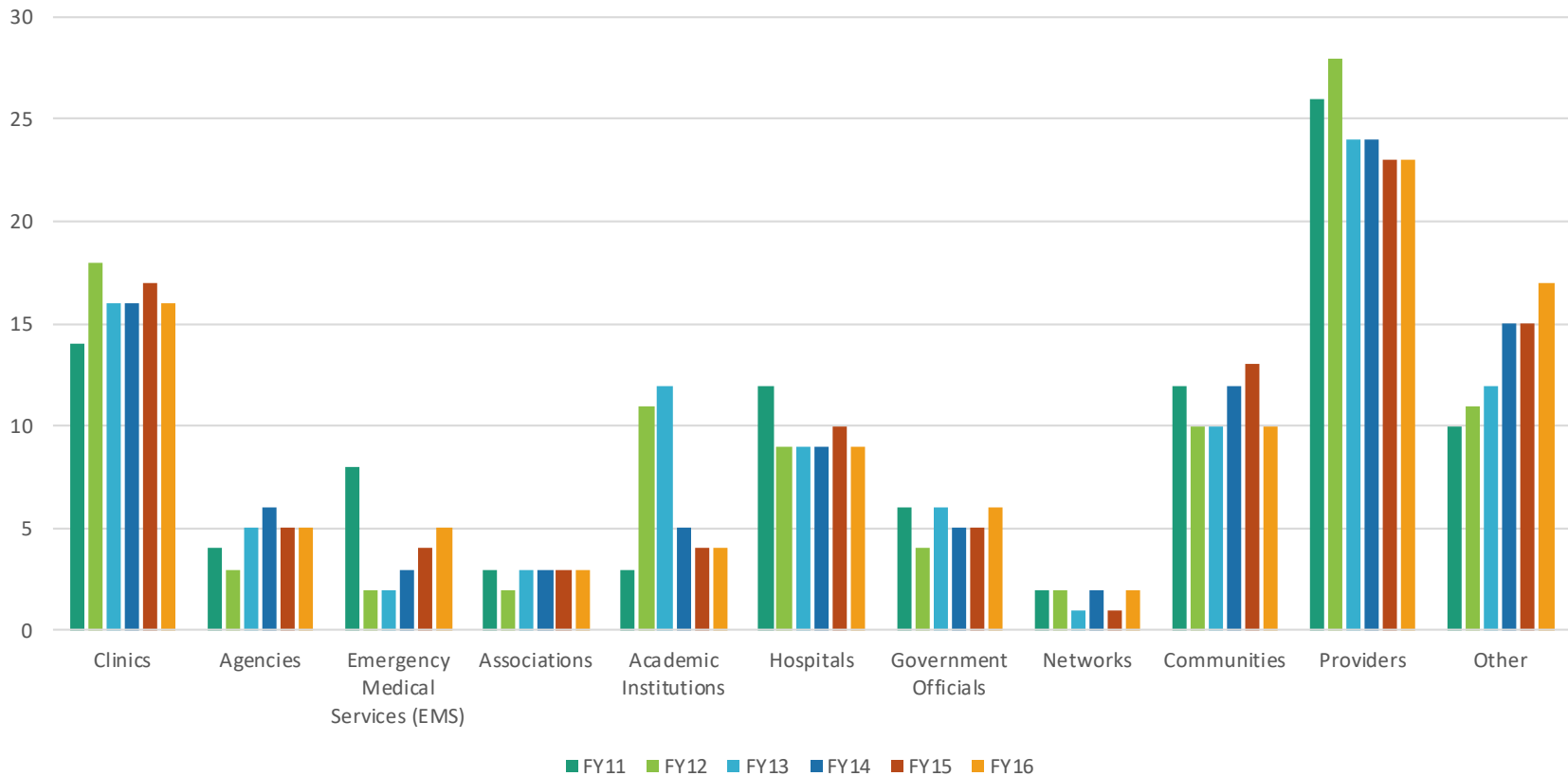
FY 17 Submission Process

- **All prior year reports can be viewed in EHB.**

- **Project Officer can provide five year trend.**

- **FY 17 PIMS due in EHB by August 30, 2018.**

- **If FY 17 measures vary significantly (5% or more) from FY 16 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.**

New Draft Proposed SORH Performance Measures

- **In 2017, FORHP convened a SORH PIMS Workgroup (one rep per region) to conduct an analysis of existing PIMS measures.**

- **The Workgroup met via conference calls to discuss existing measures and option for new PIMS measures that would more clearly depict SORH work and successes.**

- **Workgroup Objectives were to: Identify what we know about SORH Program accomplishments and activities; what we can reasonably find out; and what all SORHs are capable of reporting on to demonstrate outcomes.**

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New Draft Proposed SORH Performance Measures

- **SORH PIMS is currently collected only for Objective 3 of the program: Provide Technical Assistance (TA Encounter and Clients Served).**

- **The Workgroup proposed to identify at least one reporting measure that could be tied to each of the other two objectives, Objective 1 and Objective 2.**

- **Efforts were made to ensure that any new measures were not overly onerous and could be collected by SORHs of varying size and capacity.**

- **The main purpose of this change is to provide a mechanism for SORHs to show the great work they are doing!!**

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New Draft Proposed SORH Performance Measures Objective 1

Program Objective 1: Collect and Disseminate Information

Information Disseminated:

- **Number of people on listserv**
- **Number of people receiving newsletter (mail or electronic)**
- **Number of website hits**
  - **Include information on most popular sections of website, if known: textbox for this**
- **Is audience/membership for listserv the same as for newsletter: Yes or No**
- **Is the listserv one way information or interactive: one way or interactive**

New Draft Proposed SORH Performance Measures Objective 1

Program Objective 1: Collect and Disseminate Information

Optional Section, Complete Only if Applicable:

- **Information Created or Developed: New/Updated/Not Applicable.**

- **Checkbox will be available for: Fact Sheets, Toolkits, Maps, Conferences (hosted or co-hosted), Articles, Webinars, Website Updates, Newsletter**
  - Newsletter: how many newsletter issues per year (if known): *provide number*
  - Listserv: how many listserv posts distributed per year (if known): *provide number*
  - Describe one tool that you created to address a problem in your state: *This will be a textbox.*

New Draft Proposed SORH Performance Measures Objective 2

- **Program Objective 2: Coordinate rural health care activities in state in order to avoid redundancy.**

- **Collaborative Efforts by 1) topic area and 2) type of audience.**

- **Topic Area: Convened/Attended/Not Applicable**

- **Checkbox will be available for the following topic areas: Rural Health Network, Needs Assessment, Workforce, Telehealth, Tribal, Older Adults/Aging, Behavioral Health, Community Development, Population Health, Opioids, Veterans, Oral Health, Transportation, Grant Writing and/or Other. *Other will be a textbox.***

New Draft Proposed SORH Performance Measures Objective 2

- **Program Objective 2: Coordinate rural health care activities in state in order to avoid redundancy.**

- **Collaborated With: Other HRSA grantees, Other State Agencies, Policymakers, CAHs, Small Rural Hospitals, FQHCs, RHCs, Workforce Programs, National Organizations, Educational Institutions, Associations, Networks, Advisory Boards/Committees/Workgroups and/or Other.** *Other will be a textbox.*

- **Describe one collaborative effort in your state that resulted in increased engagement on issues and/or strengthened partnerships that helped further the goals of the SORH?** *This will be a textbox.*

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New Draft Proposed SORH Performance Measures

- **Questions?**

Contact Information

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

HRSA EHB Contact Center / 877-Go4-HRSA (464-4772)

Web: hrsa.gov/ruralhealth/

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