Updated SORH Performance Reporting: PIMS Measures and TruServe Collection

Wednesday, May 29, 2019
2:00 – 3:00pm ET

Presenters:

Suzanne Stack, MS
Project Officer
Federal Office of Rural Health Policy, HRSA

Mark Barclay, MS
TruServe Coordinator, Center for Rural Health
University of North Dakota School of Medicine

*hold music courtesy of www.bensound.com
Performance Improvement Measurement System (PIMS) Update

Suzanne Stack, MS
SORH Program Coordinator
Federal Office of Rural Health Policy
Health Resources and Services Administration
Purpose of Webinar

• FY 18 SORH PIMS reporting.
• FY 18 SORH PIMS definitions for Technical Assistance and Unduplicated Client.
• Five year (FY 13 – FY 17) program wide SORH PIMS trends.
• Review new PIMS for upcoming FY19 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.
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.
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.

## Types of TA listed in EHB PIMS

<table>
<thead>
<tr>
<th>Types of TA Provided</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Depth Telephone and email interactions</td>
<td>1102</td>
</tr>
<tr>
<td>Webinar Technology</td>
<td>27</td>
</tr>
<tr>
<td>Thru Teleconference</td>
<td>42</td>
</tr>
<tr>
<td>Face to Face</td>
<td>129</td>
</tr>
<tr>
<td>Other</td>
<td>129</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>1429</strong></td>
</tr>
<tr>
<td>Types of Clients that Received TA</td>
<td>Number</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Communities</td>
<td>28</td>
</tr>
<tr>
<td>Government Officials</td>
<td>2</td>
</tr>
<tr>
<td>Academic Institutions</td>
<td>4</td>
</tr>
<tr>
<td>Associations</td>
<td>8</td>
</tr>
<tr>
<td>Agencies</td>
<td>6</td>
</tr>
<tr>
<td>Networks</td>
<td>3</td>
</tr>
<tr>
<td>Emergency Medical Services (EMS)</td>
<td>2</td>
</tr>
<tr>
<td>Clinics</td>
<td>41</td>
</tr>
<tr>
<td>Hospitals</td>
<td>18</td>
</tr>
<tr>
<td>Providers</td>
<td>128</td>
</tr>
<tr>
<td>Other</td>
<td>13</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>253</strong></td>
</tr>
</tbody>
</table>
Note: 38 SORHs use TruServe collection instrument.
SORH Performance Measures: Types of Technical Assistance

FY12-16
- In-Depth Telephone and email interactions: 71%
- Face to Face: 17%
- Thru Teleconference: 4%
- Other: 4%
- Webinar Technology: 4%

FY17
- In-Depth Telephone and email interactions: 69%
- Face to Face: 17%
- Thru Teleconference: 4%
- Other: 4%
- Webinar Technology: 6%
SORH Performance Measures: Types of Clients FY2017

NOTE: Providers, clinics and hospitals receive about 50% of technical assistance
SORH Performance Measures: Type of Clients
In 2018, 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.
New 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!!
New 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
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 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 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.
FY 18 Submission Process

• All prior year reports can be viewed in EHB.
• Project Officer can provide five year trend.
• FY 18 PIMS due in EHB by August 30, 2019*.
• If FY 18 measures vary significantly (5% or more) from FY 17 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

• Questions?
Contact Information

Suzanne Stack, MS
SORH Program Coordinator
Federal Office of Rural Health Policy
Health Resources and Services Administration
sstack@hrsa.gov / (301) 443-4043

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/
Twitter: twitter.com/HRSAgov
Facebook: facebook.com/HHS.HRSA
Mark Barclay, MS
TruServe Coordinator
UND Center for Rural Health
Mark.Barclay@und.edu
701-777-2094