State Offices of Rural Health (SORH) Performance Improvement Measurement System (PIMS)

July 15, 2021

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Federal Office of Rural Health Policy (FORHP)

Vision: Healthy Communities, Healthy People

Purpose of Webinar

- FY 20 SORH PIMS reporting
- FY 20 SORH PIMS definitions for Technical Assistance and Unduplicated Client
- Five year (FY 15 – FY 19) program wide SORH PIMS trends

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**

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.**

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.*

SORH Performance Measures
Objective 2 (Cont'd)

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/ CHCs, 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.*

SORH Performance Measures
Objective 3

Program Objective 3: Provide Technical Assistance to Public and Non-Profit Private Entities

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.

U.S. Department of Health & Human Services
HRSA
Federal Office of Rural Health Policy

SORH Performance Measures - Current

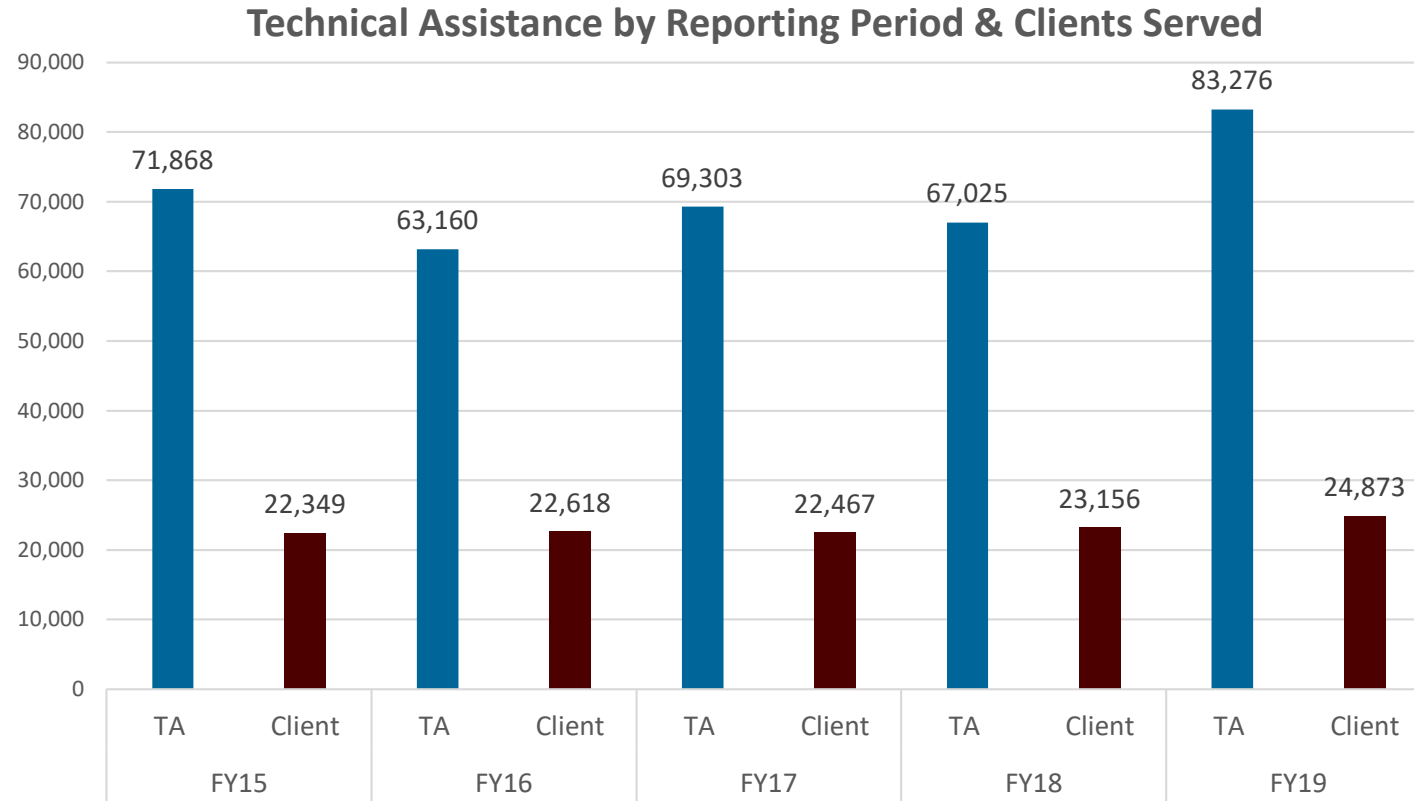Roll-up of measures from all 50 SORHs reported to OMB, high variations require explanation.

To view HRSA's Budget Justification, visit:

https://www.hrsa.gov/sites/default/files/hrsa/about/budget/budget-justification-fy2021.pdf

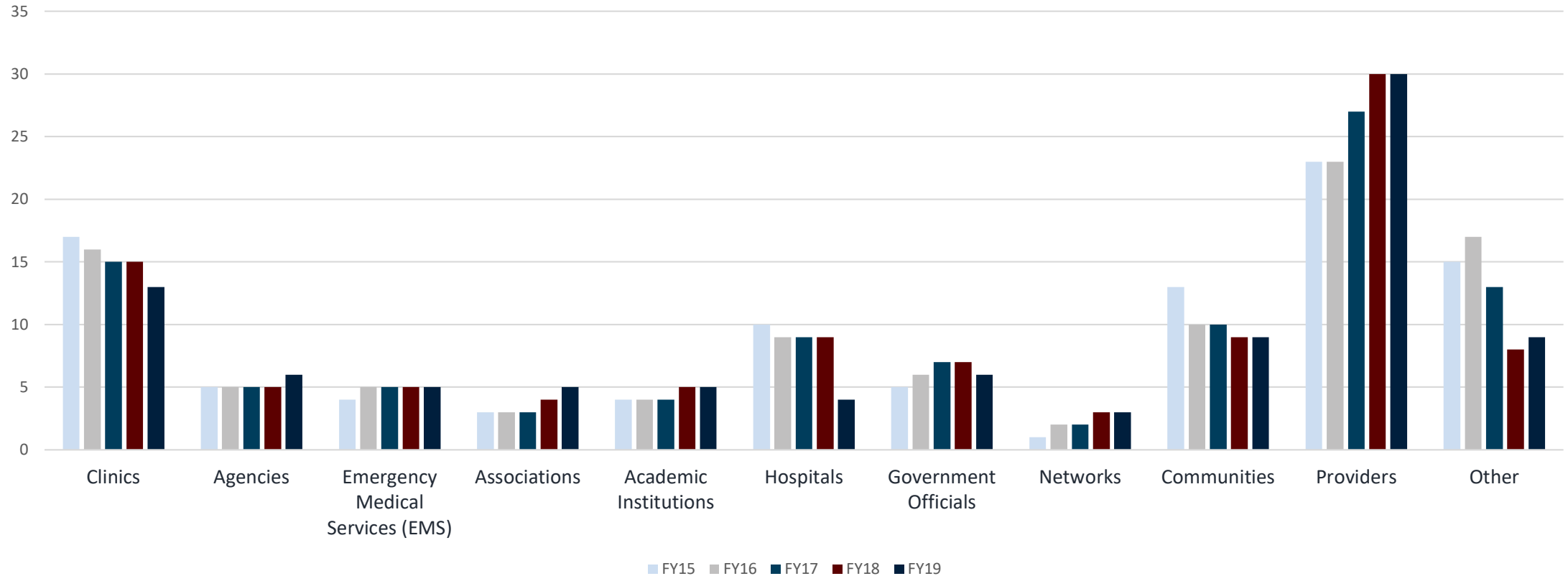https://www.hrsa.gov/sites/default/files/hrsa/about/budget/budget-justification-fy2020.pdf

SORH Performance Measures

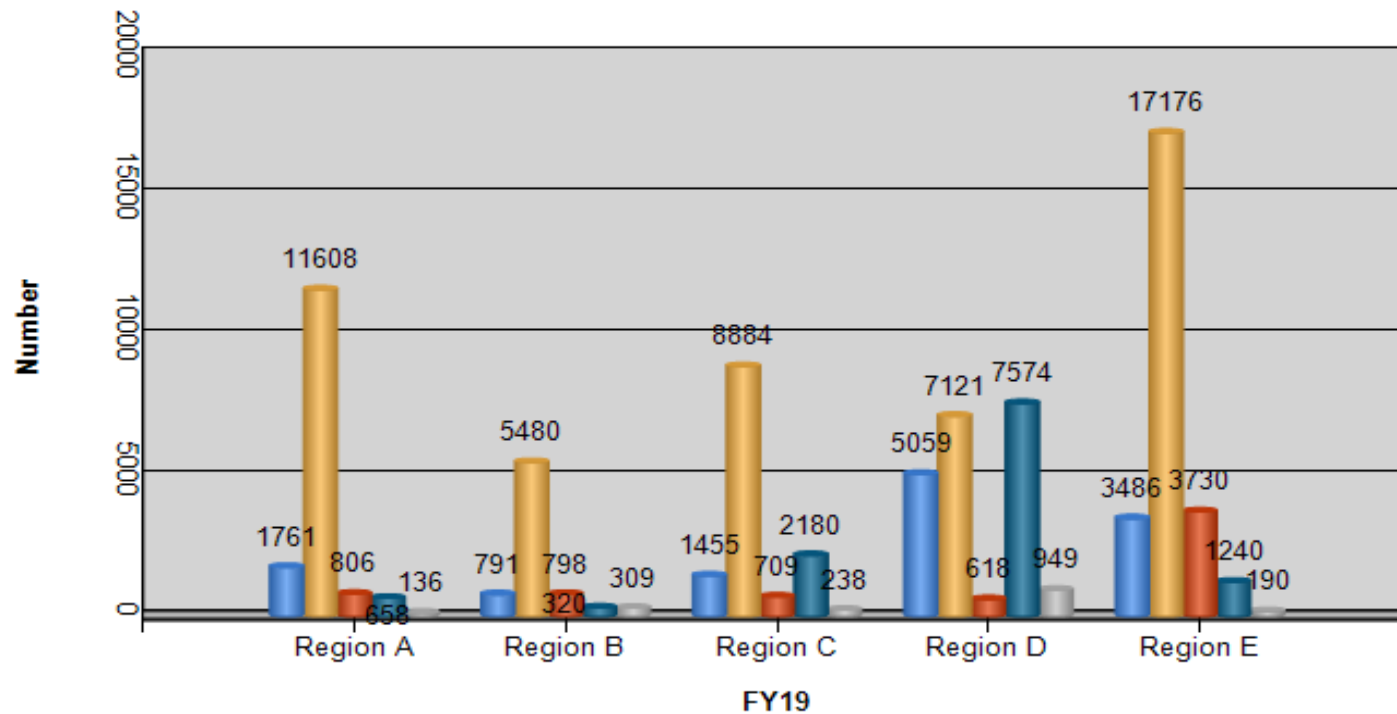**Technical Assistance by Reporting Period & Clients Served**

Note: 38 SORHs use TruServe collection instrument.

SORH Performance Measures: Type of Clients

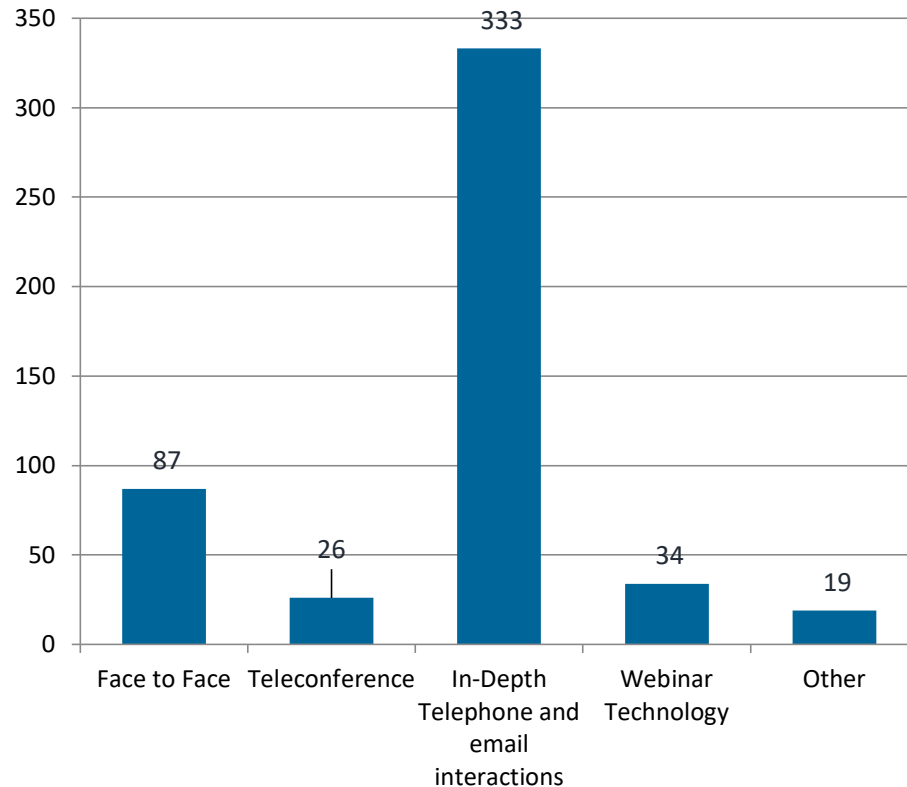**TYPE OF CLIENTS RECEIVING TECHNICAL ASSISTANCE, FY15-FY19**

Legend: FY15, FY16, FY17, FY18, FY19

Different TA used in each region

SORH Performance Measures:
Types of Technical Assistance

FY 15-19

Bar chart showing FY 15-19: Face to Face 87, Teleconference 26, In-Depth Telephone and email interactions 333, Webinar Technology 34, Other 19.

FY19

Bar chart showing FY19: Face to Face 21, Teleconference 5, In-Depth Telephone and email interactions 66, Webinar Technology 6, Other 2.
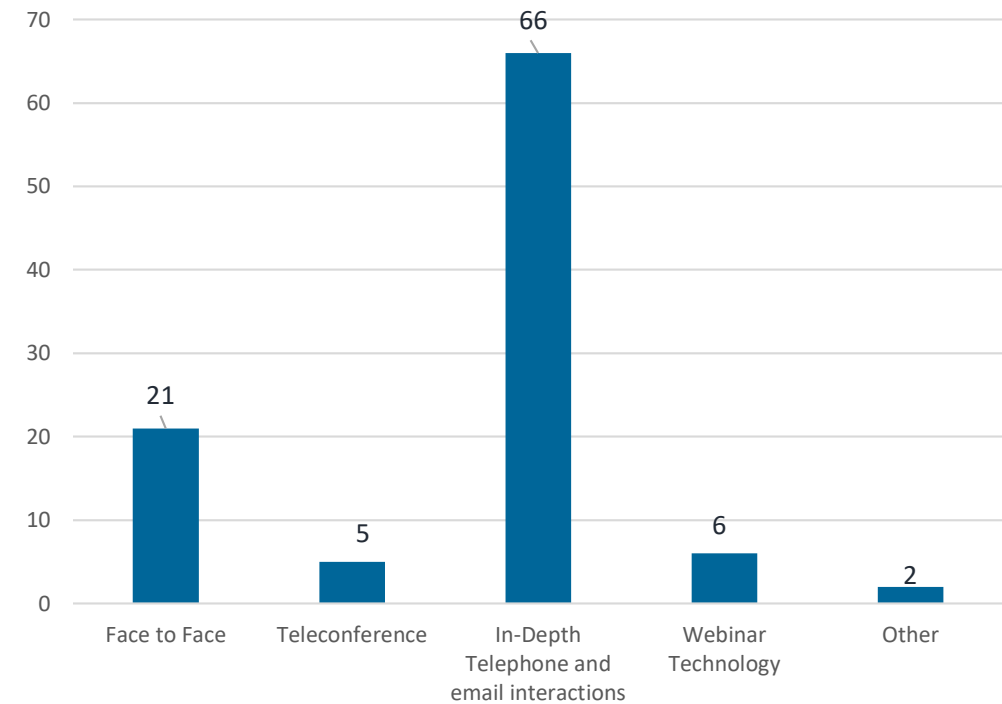
SORH Performance Measures: 2019

SORH PIMS Information for 2019:

- Across the 50 SORHs, there are:
  - 48,833 listserv subscribers
  - 7,925 items posted to listservs
  - 59,481 receiving a newsletter (mail or electronic)
  - 654 newsletters distributed
  - 1,614,482 website hits

- FORHP is sorting through additional data reported for 2019 and exploring ways to report this information.

FY 20 PIMS Submission Process

- Due in EHB by August 30, 2021
- If FY 20 measures vary significantly from FY 19, contact Project Officer to discuss prior to submission
- Note suspected reason for any changes in comment section at bottom of EHB submission form
- All prior year reports can be viewed in EHB
- Project Officer can provide five year trend

SORH PIMS Submissions FY2020

- 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/
Twitter: twitter.com/HRSAgov
Facebook: facebook.com/HHS.HRSA

U.S. Department of Health & Human Services
HRSA
Federal Office of Rural Health Policy

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TruServe

Performance Measurement
and Tracking Tool

Add Activity from Scratch

* Title

* Start Date   2020-05-11

* Activity Type   --- None ---

* Staff   ✕ Barclay, Mark

Orgs   --- None ---

My Programs & Goals   ☑ **SORH - Collect and Disseminate Information**

- ☐ Articles ...
- ☐ Conferences (hosted or co-hosted)
- ☐ Fact Sheets
- ☐ Maps
- ☐ Newsletter
- ☐ Toolkits
- ☐ Webinars
- ☐ Website Updates

☐ **SORH - Coordinate Rural Health Care Activities** ...

☐ **SORH - Technical Assistance** ...

[Save and go to Homepage 🏠]   [Save and Add Detail ❯]

Add Activity from Template

Public Templates   **My Templates**

Add Activity from Scratch

* **Title**

* **Start Date**   2020-05-11

* **Activity Type**   --- None --- ▾

* **Staff**   ✕ Barclay, Mark

Orgs   --- None ---

My Programs & Goals ☐ **SORH - Collect and Disseminate Information** ...

☑ **SORH - Coordinate Rural Health Care Activities**

☐ Behavioral Health
☐ Community Development
☐ Grant Writing
☐ Needs Assessment
☐ Older Adults/Aging
☐ Opioids
☐ Oral Health
☐ Population Health
☐ Rural Health Network
☐ Telehealth
☐ Transportation
☐ Tribal
☐ Veterans
☐ Workforce

☐ **SORH - Technical Assistance** ...

Save and go to Homepage 🏠   **Save and Add Detail** ❯

Add Activity from Scratch

* **Title**

* **Start Date**   `2020-05-11`

* **Activity Type**   --- None --- ▾

* **Staff**   ✕ Barclay, Mark

Orgs   --- None ---

My Programs & Goals

☐ **SORH - Collect and Disseminate Information** ...

☐ **SORH - Coordinate Rural Health Care Activities** ...

☑ **SORH - Technical Assistance**
  ☐ Face to Face
  ☐ In Depth Email or Telephone
  ☐ Teleconference
  ☐ Webinar

[Save and go to Homepage 🏠]   [Save and Add Detail ❯]

Add Activity from Template

Public Templates
No templates found

My Templates
🖉 Edit **SORH - Collect and Disseminate Information**   Use ❯
Added: May 23, 2018 by mark.barclay
🖉 Edit **SORH - Coordinate Rural Health Care Activities**   Use ❯

TruServe   Activities ▾   Orgs ▾   Reports

Search

| 1 Start | 2 Filter Items | 3 Filter Orgs | 4 Select Output | 5 See Results |

Activities
   Dates: January 1st - June 30th, 2021

Type

Length

Reach

Mode

Focuses

Topics

Programs & Goals   SORH - Technical Assistance

○ and   ● or

☐ *(no Program selected)*
☐ *(no Program Goals selected)*

☐ **OLD - SORH**

☐ **PCO** ...

☐ **SORH - Collect and Disseminate Information** ...

☐ **SORH - Coordinate Rural Health Care Activities** ...

☑ **SORH - Technical Assistance**
   ☐ Face to Face
   ☐ In Depth Email or Telephone
   ☐ Teleconference
   ☐ Webinar

| 1 Start | 2 Filter Items | 3 Filter Orgs | 4 Select Output | 5 See Results | ‹ Prev   Next › |

Activities
Dates: January 1st - June 30th, 2021
Programs & Goals: SORH - Technical Assistance

Lists

☑ Activity List
☐ Communities Served
☑ Organizations, including types

Maps

--- None ---

Charts

Activity Taxonomy
☐ Committee (pie)
☐ Focuses (bar)
☐ Length (pie)
☐ Level (pie)
☐ Mode (bar)
☐ Programs & Goals (bar)
☐ Reach (pie)
☐ Topics (bar)
☐ Type (pie)

Activity Other
☑ Goals grouped by Program (bar)
☐ Staff Chart (bar)

Org Taxonomy
☐ Kind (pie)
☐ Org Facility Type (pie)
☐ Type (pie)

HELP

Technical Assistance
Mark Barclay

Manuals & Tip Sheets
TruServe Manual (PDF)

Video Tutorials
Adding an Activity

Site Resources
PM Dictionary

TruServe

Activities ▾   Orgs ▾   Reports

Search 🔍

Mark Barclay ▾

Date Range: April 1st, 2016 - April 30th, 2020

📊 Select Output

Activity Filters
click to add

Org Filters
click to add

➕ Create Report
Template from
these settings

▶ Load Template

⬇ Export all records
to CSV/Excel

⬇ Export all records
as JSON

49 records matched your search
Total time: 60.50 hours

Programs and Goals   📊 ⊞   ⬇ Download ▾

SORH - Collect and Disseminate Information

Fact Sheets	7
Newsletter	7
Webinars	6
Conferences (hosted or co-hosted)	2
Maps	2
Toolkits	1

SORH - Coordinate Rural Health Care Activities

Telehealth	9
Opioids	4
Older Adults/Aging	1
Oral Health	1
Rural Health Network	1

SORH - Technical Assistance

Face to Face	8
In Depth Email or Telephone	7
Teleconference	2
Webinar	2
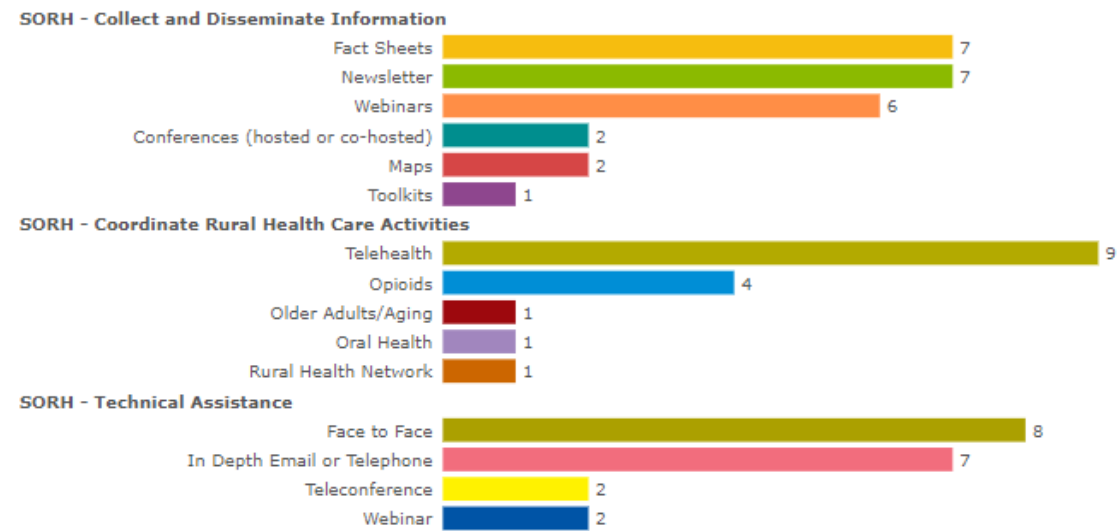
Organization List

[⬇ Download ▾]

Organization	Activities	Kind	Type	Facility Type
Baron Community Health Center	1	Organization	Community Health Center	
Buffalo Community Health Center	1	Organization	Community Health Center	
Cando Hospital	3	Organization	Health Department	
Center Clinic	1	Organization	Faith Based Clinics	
Dakota Hospital	2	Organization	Free Clinics	
Demo Hospital	1	Organization	Community Health Center	
Fertile Hospital	2	Organization	Free Clinics	
Grafton Hospital	3	Organization	Other	
New Rockford Clinic	1	Organization	Free Clinics	
Northwood Hospital	1	Organization	FQHC Look-A-Like	
Red River Hospital	1	Organization	Community Health Center	

Activity List

Site visit with CAH on Recruitment and Retention   *(Provide Techincial Assistance)*

Mark Barclay, Nikki Massmann, Barry Pederson

Notes about the site visit

Workforce presentation with CAH quality group   *(Provide Techincial Assistance)*

Mark Barclay, Nikki Massmann, Barry Pederson

Mark presented on 3RNet

Site visit with CAH on Recruitment and Retention   *(Provide Techincial Assistance)*

Contact Us

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  - 701-777-2094