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

June 27th, 2023

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Federal Office of Rural Health Policy (FORHP)

Vision: Healthy Communities, Healthy People

Purpose of Webinar

- FY 22 SORH PIMS reporting (New System)
- FY 22 SORH PIMS definitions for Technical Assistance and Unduplicated Client
- Five year (FY 17 – FY 21) 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. This will be a textbox**
- **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.

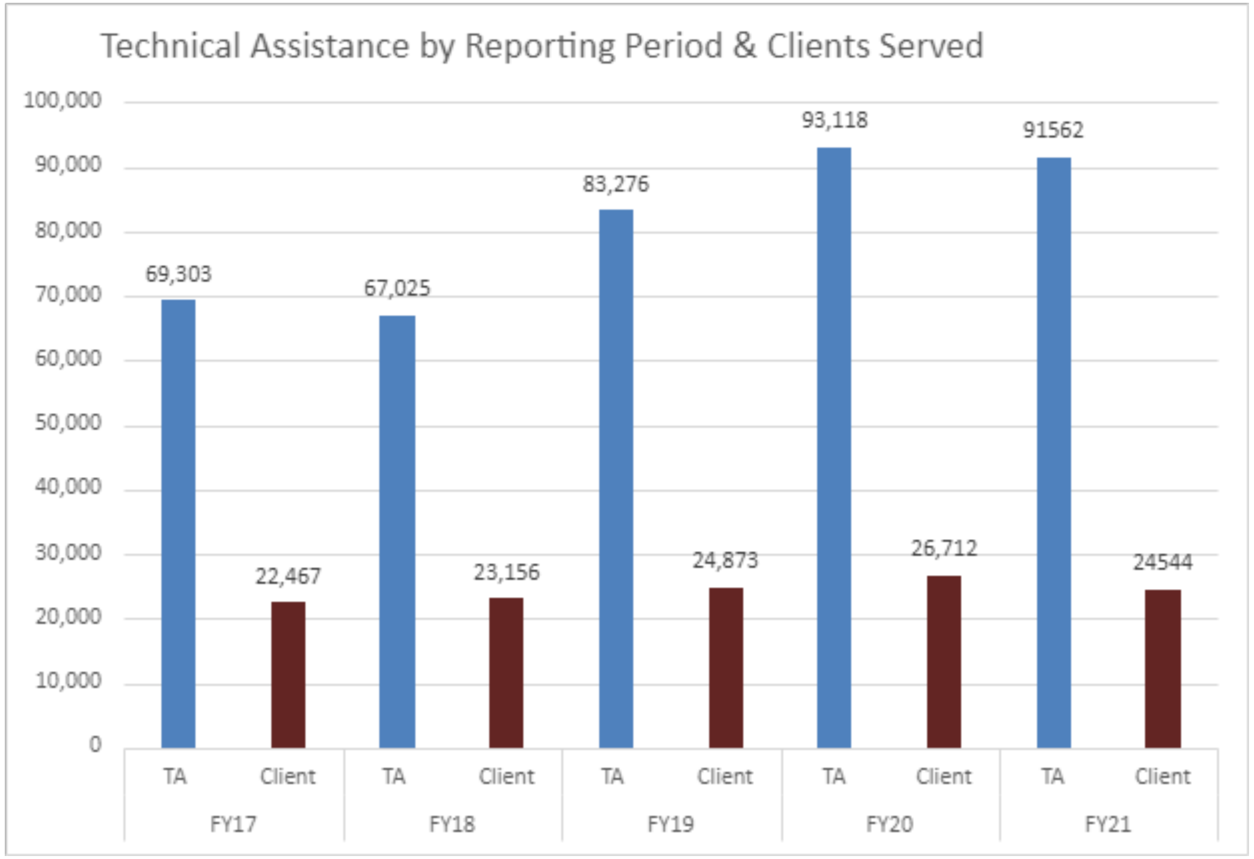
SORH Performance Measures - Current

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-fy2024.pdf

SORH Performance Measures



Note: 38 SORHs use TruServe collection instrument.

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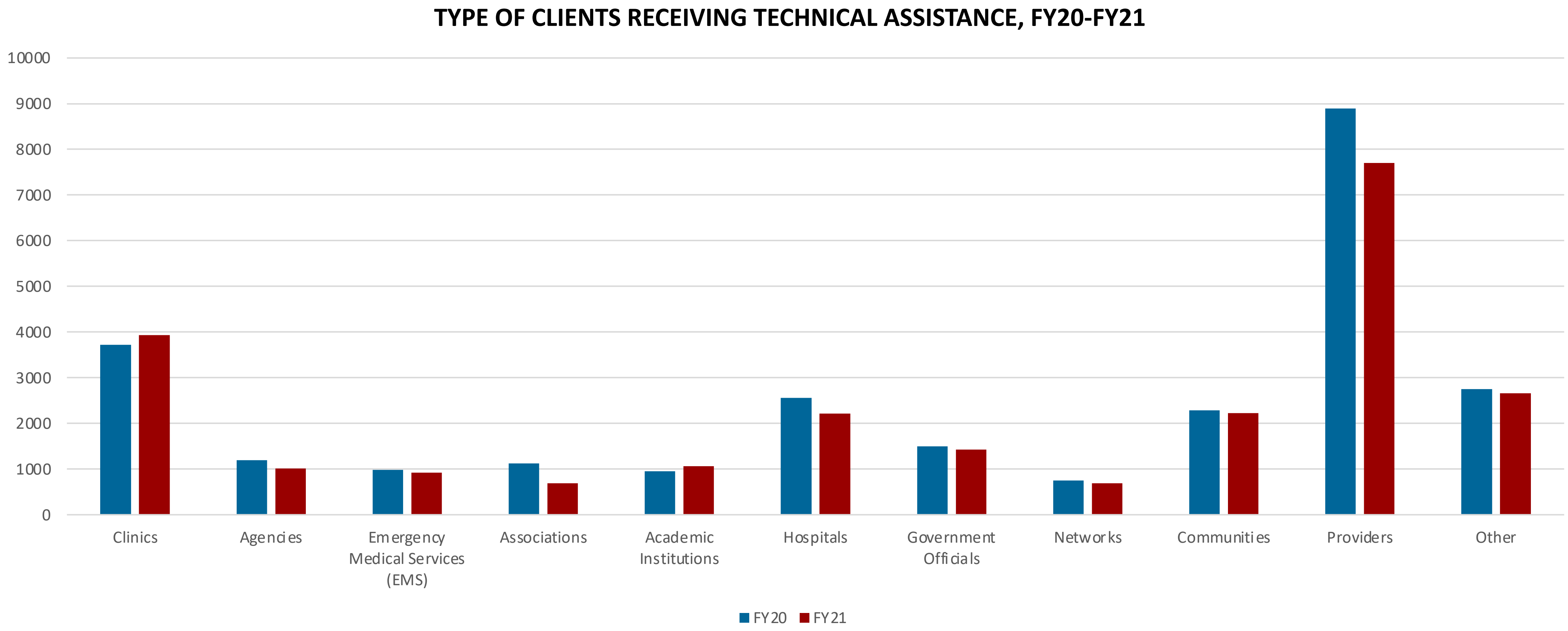
SORH Performance Measures: Type of Clients



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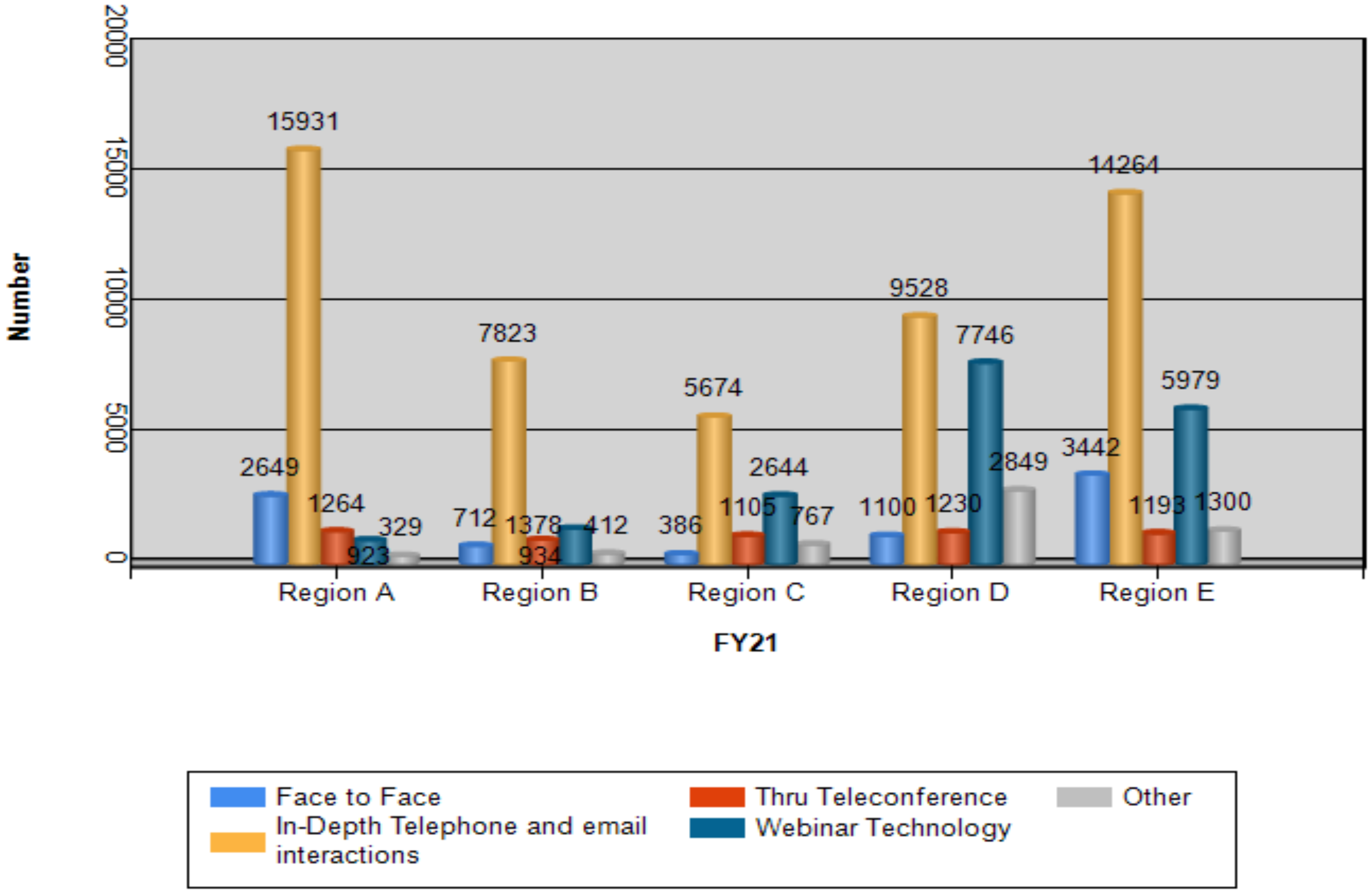
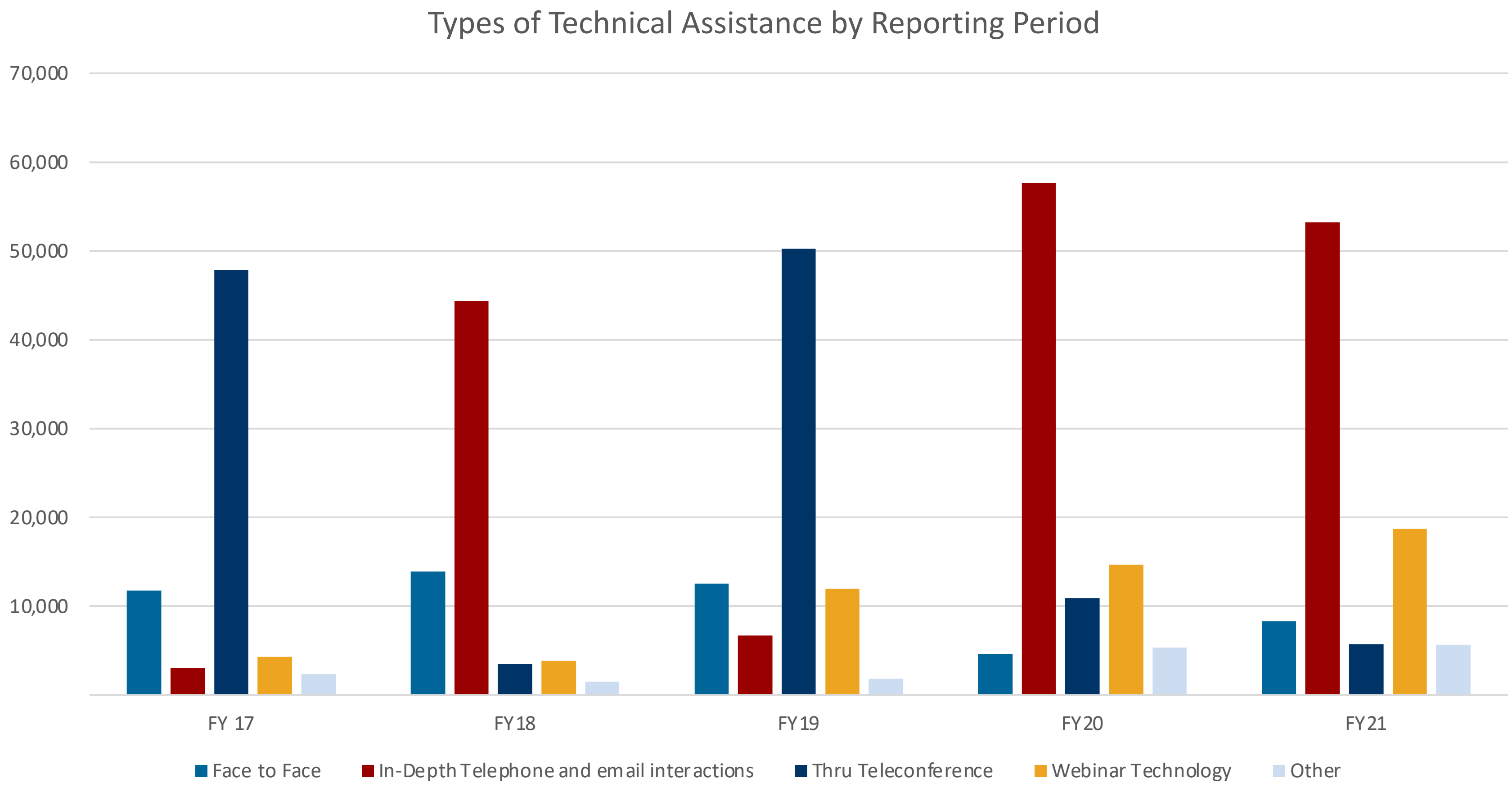
Different TA used in each region



SORH Performance Measures: Types of Technical Assistance



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SORH Performance Measures: 2021

SORH PIMS Information for 2021:

- Across the 50 SORHs, there are:
  - 64,858 listserv subscribers
  - 4,265 items posted to listservs
  - 54,683 receiving a newsletter (mail or electronic)
  - 676 newsletters distributed
  - 1,523,804 website hits
- FORHP is sorting through additional data reported for 2020 and exploring ways to report this information.

New Salesforce PIMS Application

- Overview:
  - New easy to use system will go live for PIMS reporting
  - No changes to the data collected
- New Features
  - New system will offer a side-by-side comparison of previous report
  - Grantees will have ability to download their data and run reports
- SORH Participation
  - Opportunities to test the system before it goes live
  - Coming in Mid-July
- Please keep an eye out for system generated email

FY 22 PIMS Submission Process

- PIMS will be available at the end of August and Due in October
- If FY 22 measures vary significantly from FY 21, contact Project Officer to discuss prior to submission
- Please note suspected reason for any changes in comment section of the submission form
- Project Officer can provide five year trend

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The next TruServe training:

Mark Barclay, MS
TruServe Coordinator
University of North Dakota Center for Rural Health
701-777-2094
mark.barclay@und.edu

Jun 28, 2023 12:00 PM Central Time
https://und.zoom.us/meeting/register/tJwoceCtqz8uHtTwSJx0YqvHQvTgc3IRTTFl

July 26, 2023 1pm Central Time
https://und.zoom.us/meeting/register/tJ0pf-Cqqz0tE9cjzOCt3lO3fpQJLD9idJEj

August 30, 2023 1pm Central Time
https://und.zoom.us/meeting/register/tJAkf-quqjsuE9HziDDM-9ClhEjc2dsqBZTV

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

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SORH PIMS Submissions FY2022

- Questions?

TODAY'S TOPICS

- How do I update my contact information in the EHBs?
- How do I delete users who no longer work for my organization?
- How do I update my top favorites?
- How do I verify my Email Address?

HOW DO I UPDATE MY CONTACT INFORMATION IN EHB?

The information you enter in the registration form is used throughout other processes in EHB. If your contact information changes, you should update your EHB profile, so these changes are reflected throughout the system.

Information that you can update includes:

Your first and last name

Your email address

Your phone number

Your mailing address

Your physical location address

Follow the steps below to update your contact information in EHB:

- Logging into EHB.
- In the top right menu, move your mouse over your username to expand the drop-down menu options. A list of options is displayed.
- Click the view/update profile option. The view/update profile page opens with the registration information you entered when you created your account.
- Update information as necessary and click the continue button to save your changes.
- When the confirmation page opens, review your updated profile and then click the confirm button to complete the process.

HOW DO I DELETE USERS WHO NO LONGER WORK FOR MY ORGANIZATION?

In the case that a member of your organization has left and should no longer be associated with your organization, the user can be removed by an AO or other user with "Manage Users" privileges.

To remove a user from the organization, you must have the "Manage Users" privilege at the Organization Level.

- Log into EHB
- Click the Organization tab at the top of the page. My Registered Organizations - List page opens and display organizations that you are already registered to.
- Click the down-arrow icon next to the Organization Folder link in the Options column. A list of context menu options is displayed.
- Click the Registered Users menu option. The Users - List page opens with a list of users in the organization.
- Locate the user you wish to delete.
- Click the down-arrow icon next to the Update Privileges link in the Options column. A list of context menu options is displayed.
- Click the Remove User menu option. The Organization User - Remove page opens.
- Enter a comment and click the Save and Continue button. The user will no longer be able to access your organization in the EHBs.

HOW DO I UPDATE MY TOP FAVORITES?

In the top right menu, select the Manage Favorites link from the pulldown menu under your username.

Click the Update Top Favorites sub tab, select your top favorites, and then Save your work.

HOW DO I VERIFY MY EMAIL ADDRESS?

In the top right menu, select the View/Update Profile link from the pulldown menu under your username, and then verify your email address.

Ultimately It is the NFE's responsibly to make sure that all roles are updated.