



NATIONAL
RURAL HEALTH
RESOURCE CENTER

Engaging Subcontractors and Partners in Demonstrating Outcomes

Sally Buck

CEO

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The Center's Purpose

The National Rural Health Resource Center (The Center) is a nonprofit organization dedicated to sustaining and improving health care in rural communities. As the nation's leading technical assistance and knowledge center in rural health, The Center focuses on five core areas:

- Performance Improvement
- Health Information Technology
- Recruitment & Retention
- Community Health Assessments
- Networking



Direction of the Flex Program



Importance of Contracting and Partnering

- Significant portion of state Flex workplans: contractors and partners
 - Quality improvement organizations, hospital associations, emergency medical services (EMS), critical access hospitals (CAHs), networks, and consultants
- Ensure accountability and grant policies
- Meeting reporting requirements
- Track outcomes



Types of Contracts

- Flex partners
- Subject matter experts
- Consultations/projects
- Subcontracts
 - Specific federal flow down clauses
 - Procurement process to award and monitor
 - State requirements (competitive bids, in-state vendors)



Deliverables

- Scope of service
- Progress reports/draft documents, outreach and recruitment and agendas
- Report, manuals and summaries (outputs, outcomes, impact)
- Intervention measures
- Consequence for non-deliverables



Project Development Process

Scope of Work (SOW) includes:

- Purpose of contract or agreement
- Objectives of the service
- Activities to complete objectives
- Workplan and timeline
 - Activities and anticipated outcomes in general terms



Project Initiation Process

- Initiate the SOW as defined in the Flex workplan and engage partners
- Develop a monitoring plan
 - Follow deliverables
 - Include preliminary and final reporting requirements for contractors and specific project metrics on projects
- Base invoicing on deliverables



Project Outputs and Outcomes

- Project outputs
 - Participation, planning calls, site visit, enrollment
- Project outcomes
 - Evaluation and satisfaction scores from CAHs
 - Use of benchmarking tool
 - Recommendations from CAH consultation
 - Case study summary
 - MBQIP or FMT data points



Quality Outcomes

Objective

Report MBQIP measures

- % participating
- change in participation
- % change in measures
- data analysis

Benchmark initiatives

- # activities identified for QI
- change in participation
- state summary
- ranking

Support quality education

- # of initiatives
- improvement in quality measures

Outcome



Financial/Operational Outcomes

Objective

Assist CAHs in identifying financial and operational improvement

Implement interventions for finance

Support CAH operational and financial education

Outcome

- FOA
- Revenue cycle management
- Charge Master reviews and recommendations
- Improvement in FMT financial status
- Improvement of Top 10 key indicators
- Change in days in accounts receivable
- Effectiveness of training
- Improvement in measures from Lean, billing and coding training

Health Service Delivery Outcomes

Objective

Support EMS in systems of care

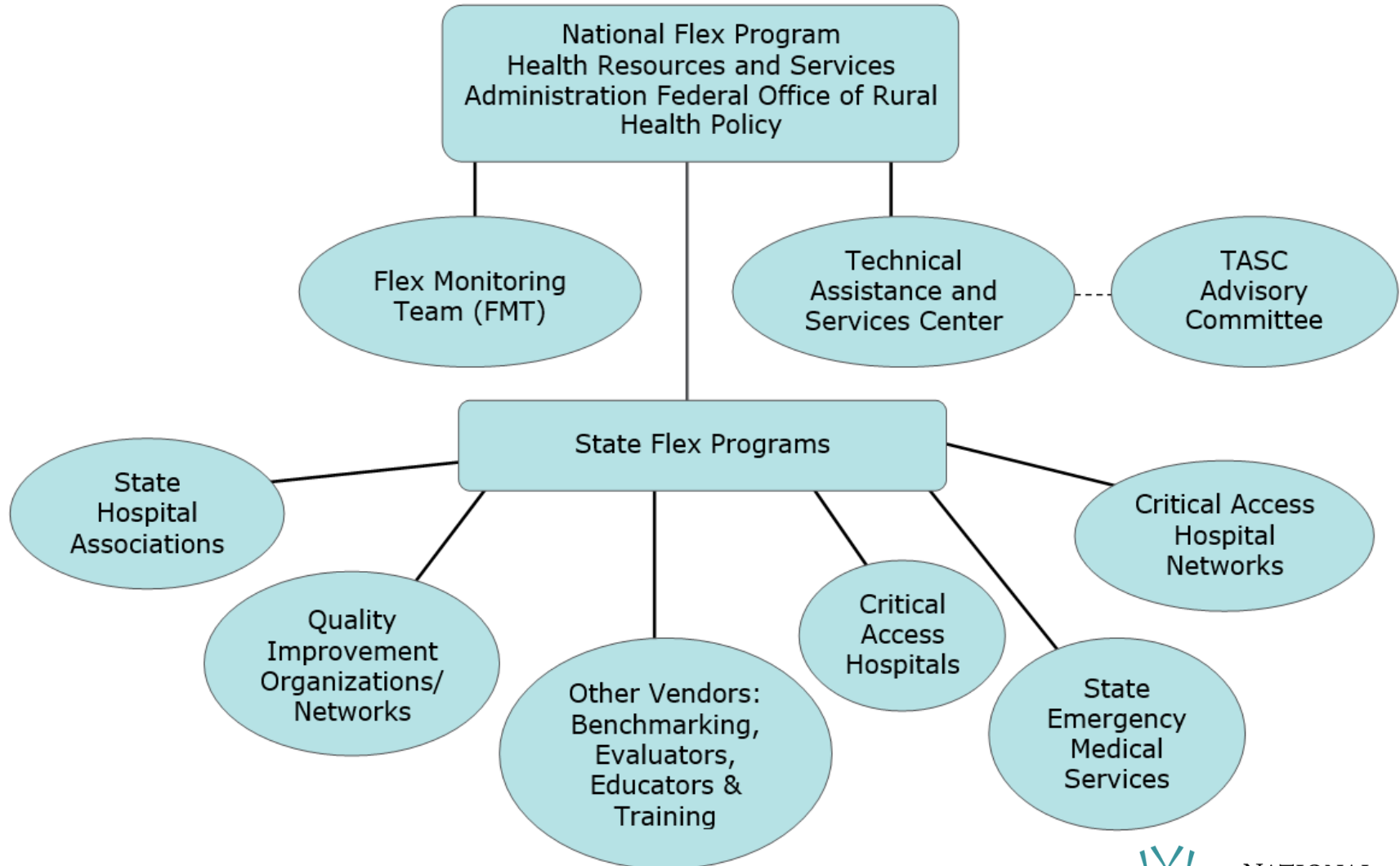
Support CAH and community health needs assessments

Outcome

- Increased STEMI processes and interventions at CAH
- Health priorities identified for % of CAHs and implementation accomplished



Flex Program Subcontracting & Partners



Definitions

- Project Outputs – Outputs are the project contract deliverables
- Outcomes – Results of the intervention
- Anticipated Outcomes – Expected results from the intervention
- Measureable Outcomes – Values that track progress of the intervention over time
- Impact – The 'quality' aspect of the project that includes other underlying outcomes that are not measurable such as culture change



Discussion Questions

- What is the best contracting experience your Flex program has completed?
- Why did it work well?
- What are things you've learned in contracting?
- What not to do?
- How can TASC or FORHP help Flex Programs with contracting?



Resources/Templates

- Budget Tracking Spreadsheet – Alabama State Office of Rural Health

<http://www.ruralcenter.org/tasc/resources/alabama-budget-tracking-spreadsheet>

- Flex Program Sub-contract Tracking Spreadsheet – Idaho State Office of Rural Health and Primary Care

<http://www.ruralcenter.org/tasc/resources/flex-program-sub-contract-tracking-spreadsheet>

Looking for something else? Contact TASC!



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Sally Buck

CEO

218-727-9390, ext. 225

sbuck@ruralcenter.org

<http://www.ruralcenter.org>

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@RHRC