

Using Outcome/Performance Data

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Council on Aging of Southwestern Ohio

Using the Data!

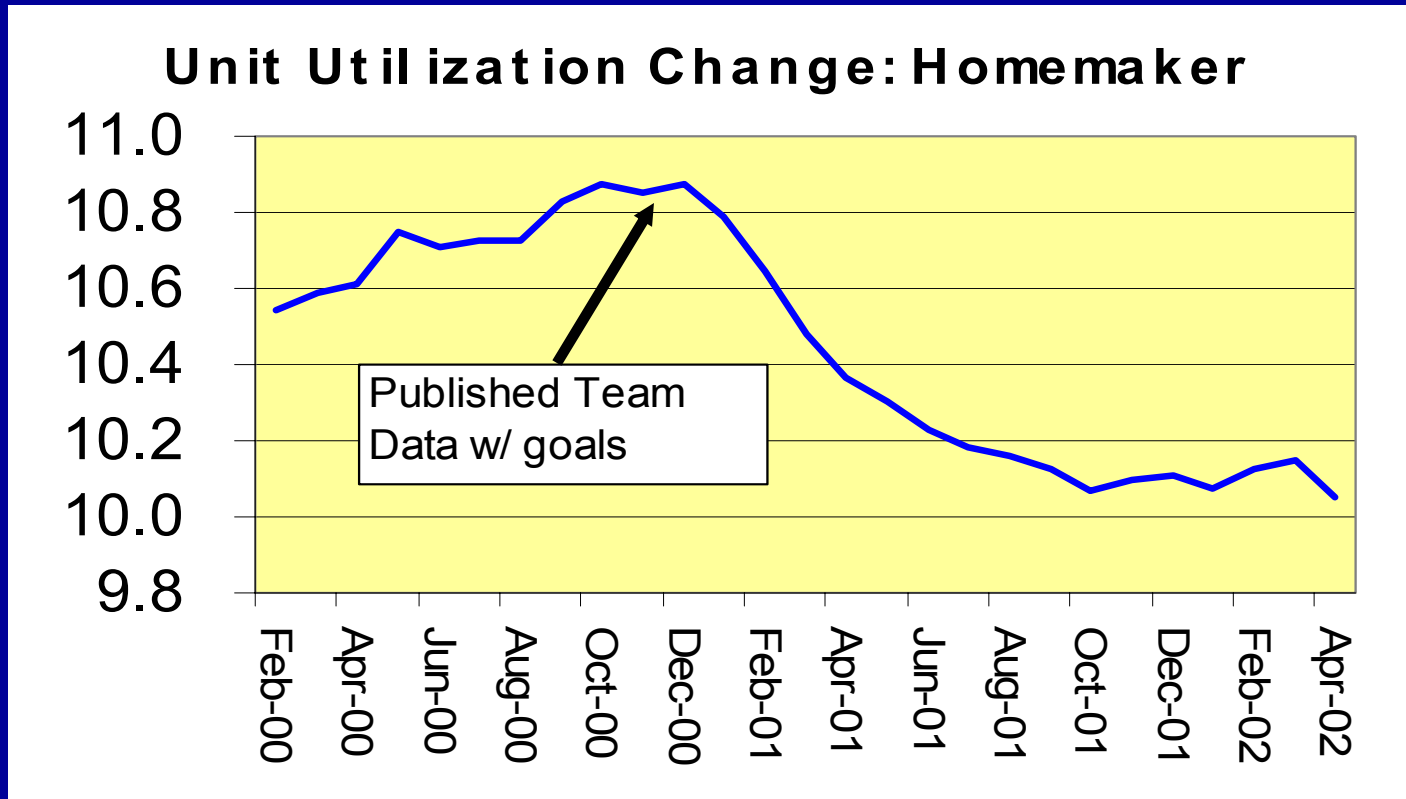
Outcome and Performance data has two primary uses:

1. Improving Program Performance
2. Advocacy

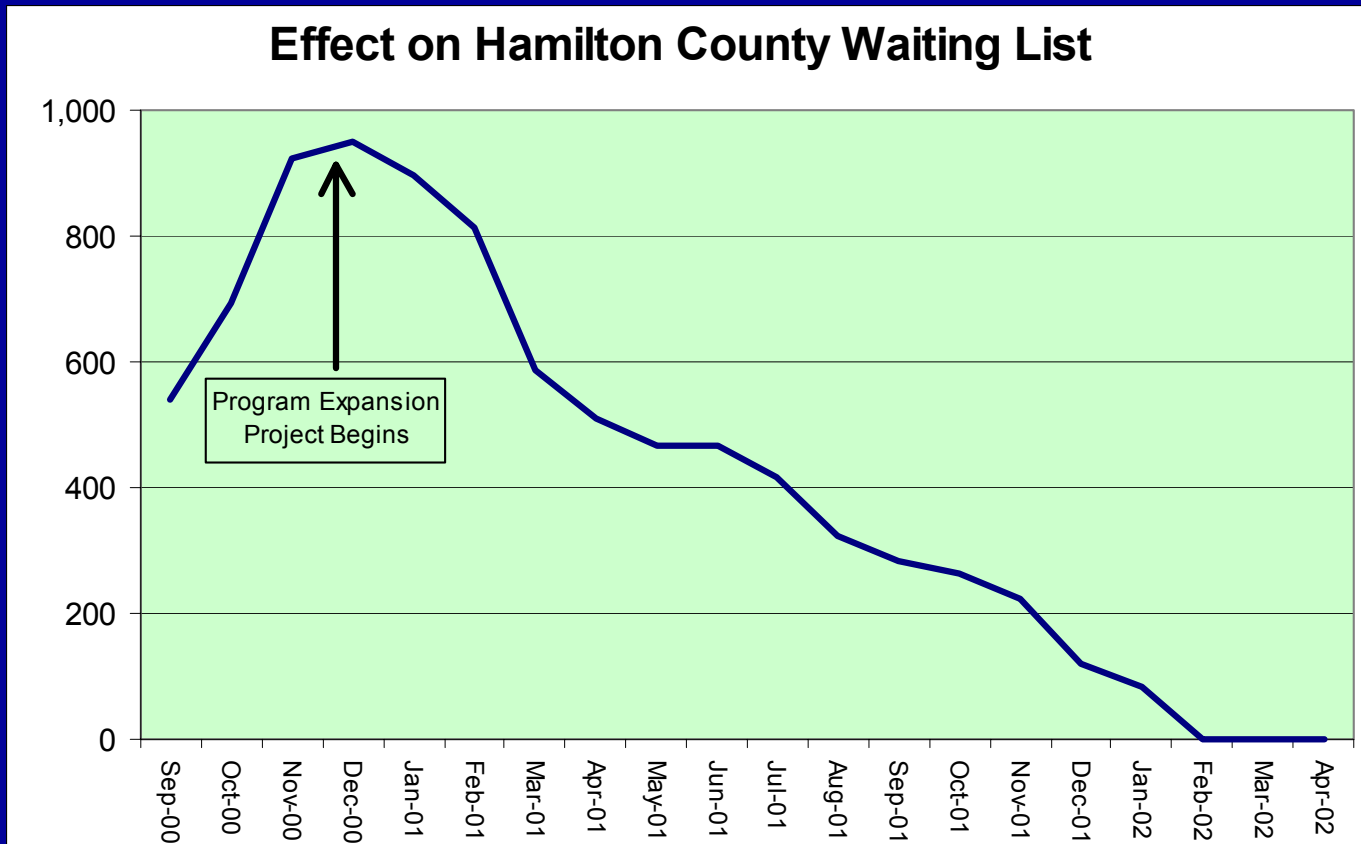


Data Changes Behavior

Annual Savings: \$480,000



Efficiencies = Over \$1,700,000



Elements to Successfully Use Data

1. Built into organizational culture and values
culture of process improvement, use quantitative data.
2. Baseline data
3. Simple format, key numbers with graphs.
4. Properly “cut” data



Successful Data Use...

5. Repetition

6. Build into operations. (strategic planning, project management, “image” of success, etc.)

7. Avoid making the data punitive

Staff and Provider Evaluations



Examples of how data is used:

1. Monthly Program Management Report

Cost, Demographic, Waiting List, Productivity and Enrollment Information

2. Quarterly Performance Report

Evaluation of Strategic Plan Progress

Team Level Data

Performance Information

3. Monthly Board Report and Annual Report

4. Provider Quality Report

Response Time, Market Share, Referral History, and Quality scores.

5. Consumer Guide

Provider Quality Scores



Advocacy Use

1. Local Elderly Service Levy Campaigns \$30 M annually
Justification of need
“Sound Management of Program”
Local Campaign
2. Foundation Support
Cincinnati Foundation for the Aged \$300,000 annually
3. Grant Writing
Robert Wood Johnson Foundation “Active for Life”
4. State and Federal Legislators!



Other Uses of Data

Rollout of very successful questions into our CM assessment tool. (i.e. caregiver survey)



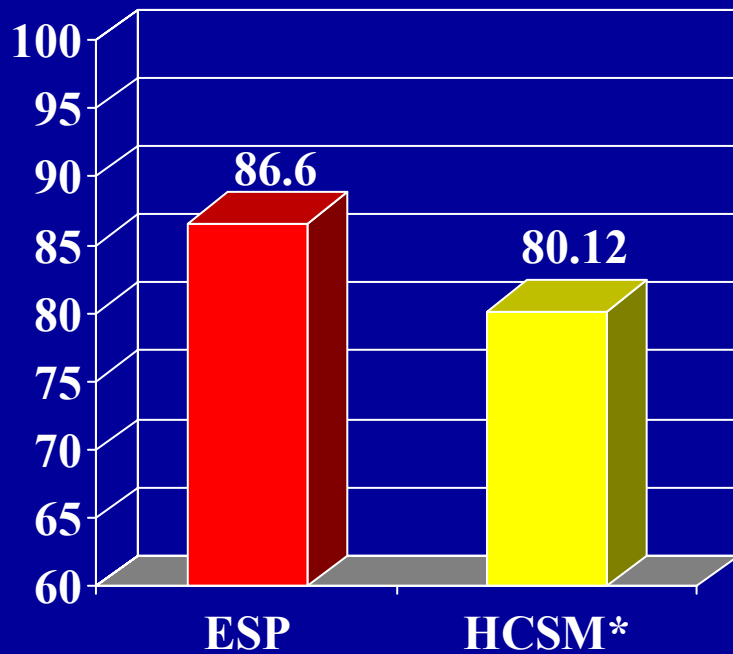
Quality Improvement Examples:

1. Response time for case manager to schedule home visit.
 - Improved by 21% after data published. Range of improvement for each team: 4% - 87%
2. Home Health Aide Shortage Problem:
 - Homemaker wait declined by 80%
 - Personal Care wait declined by 90%!

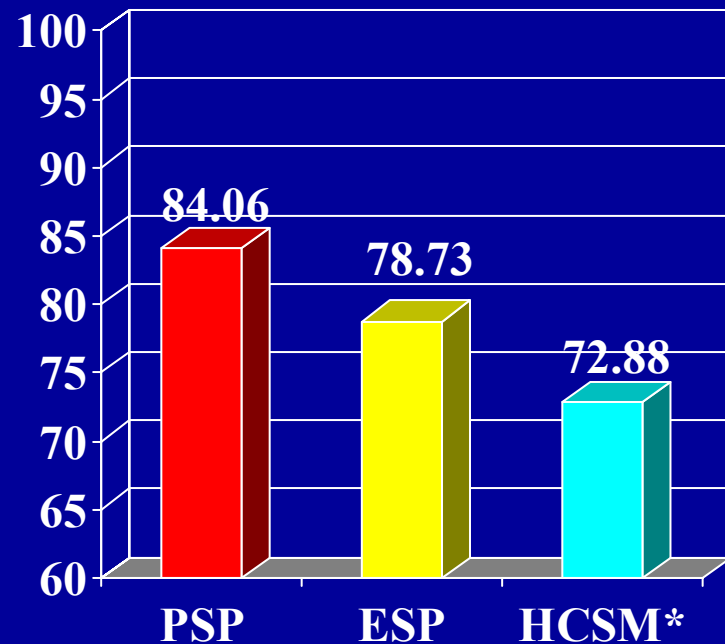


HCSM: Program Quality Rating

Personal Care

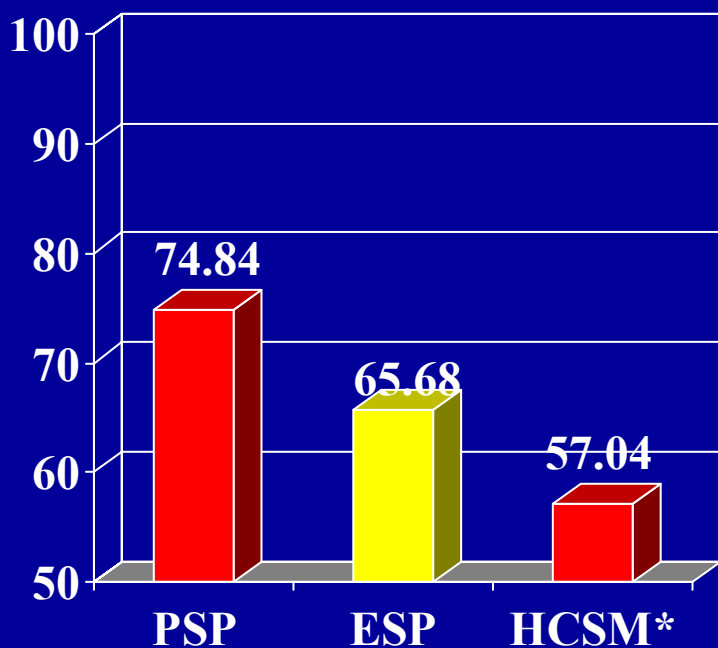


Case Management

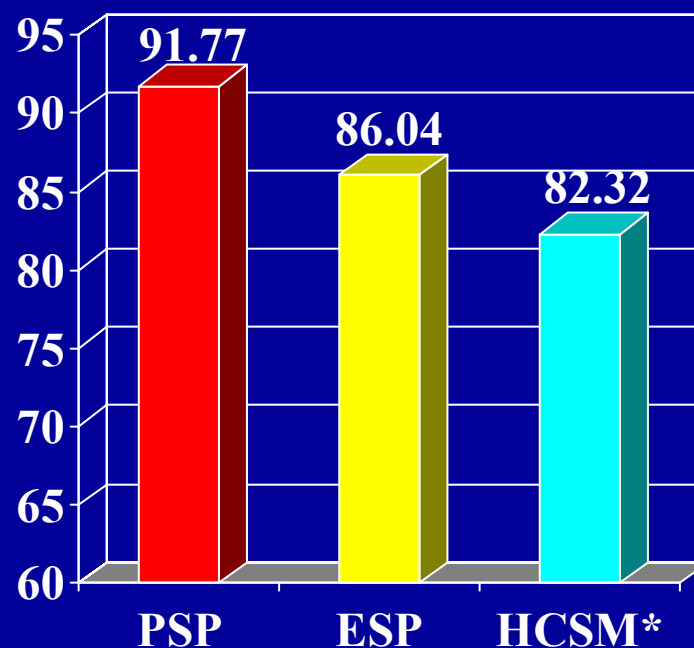


HCSM: Case Management Quality

CM Service Choice

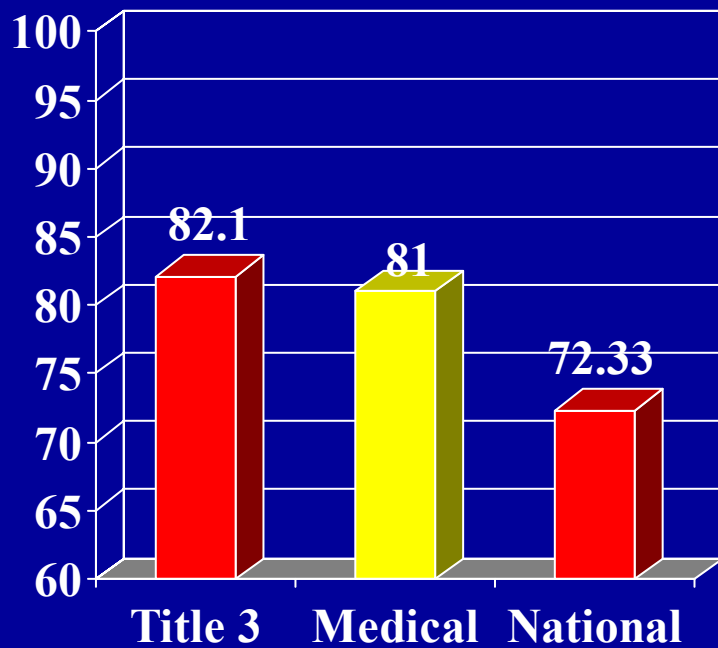


CM Competency

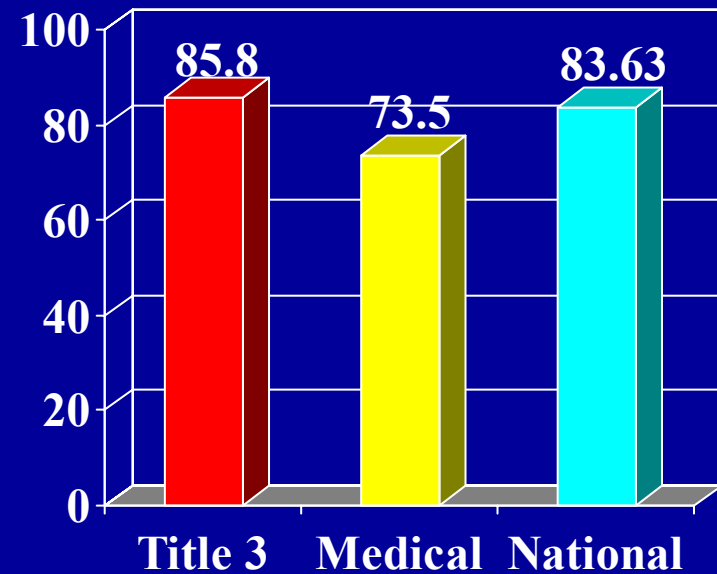


Transportation Quality

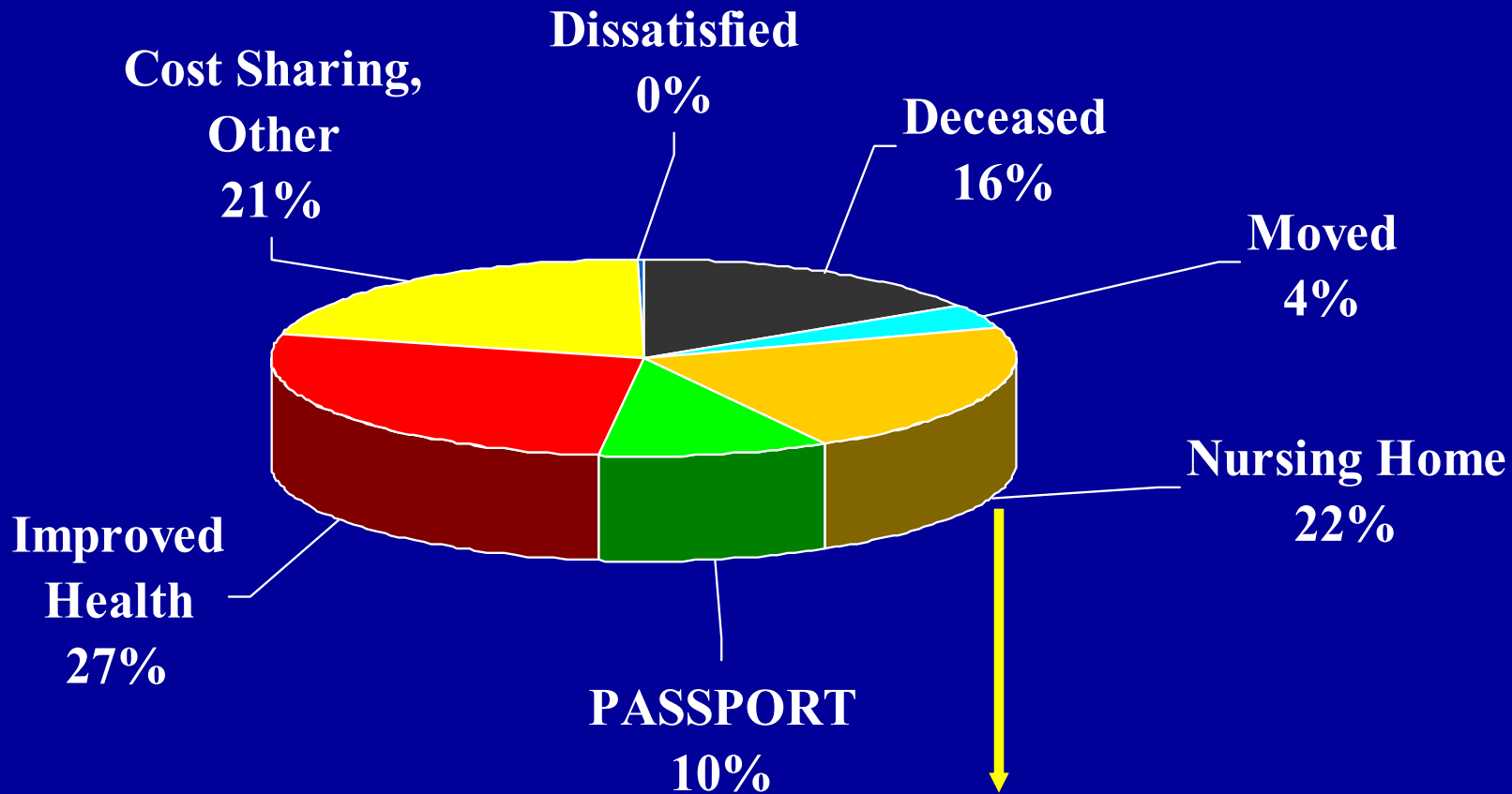
Arrive on Time



Easy to get in/out vehicle



Disenrollment Outcomes



Those entering the nursing home were receiving home care services for 29.5 months, 55% longer than the average!



Next Steps...

- Implementation of Provider Quality Report (Provider comparisons)
- Issue a report on pre-post testing of home delivered meal survey.
- Implementation of new caregiver assessment tool in MIS system.

