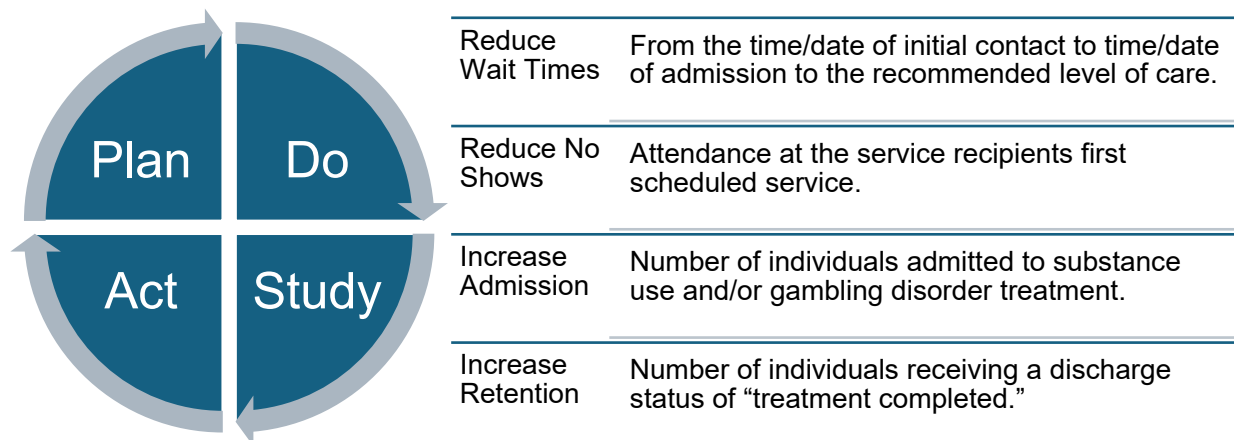


SUPTRS Access Funds Reporting

Summary

Community Based Organizations (CBOs) who receive SUPTRS Access Funds as part of their safety-net contract with the Iowa Primary Care Association (Iowa PCA) are required to complete and submit bi-annual progress reports for each contract period discussing their two chosen Key Performance Indicators (KPIs). These reports utilize the Plan-Do-Study-Act (PDSA) process for choosing Key Performance Indicators (KPIs), measuring outcomes, and reporting progress toward improving those outcomes.

Key Performance Indicators



Process

To select KPI's which are meaningful to improving access to substance use services, CBOs will appoint a change team and conduct internal "walk-through" exercises. Of the four KPI options above, each CBO will select two which need improvement based off of the "walk-through" and the CBOs experience. Once KPI's are selected, an action plan must be developed which outlines the CBOs intended approach to improving the KPI outcomes. The KPI selections and action plan must be outlined in the format described below and submitted as the first of two bi-annual reports.

Once the CBO begins to carry out its action plan, it must simultaneously begin collecting data to measure changes in its two KPI selections. Data must be tracked in monthly intervals. The tracking method and format will be at the discretion of the CBO but must be organized and easy to interpret. The second bi-annual report will consist of this data, including changes to the two KPI measures over time, lessons learned from carrying out the action plan, and a brief forecast for the next annual PDSA cycle.

PDSA Bi-Annual Report

Report 1 (Due February 15th)

Plan:

- 1) Describe your agency's walk-through exercises.
- 2) Who at your agency was chosen to participate in your Change Team?
- 3) What areas of your agency's SUD Treatment program were assessed?
- 4) What are the two KPI's your agency selected to improve?
- 5) What is your agency's action plan for improving these areas?
- 6) What are the specific measures (data) your agency will measure to demonstrate changes to the selected KPI's?
- 7) What are your agency's targets for improving the two chosen KPI's?

Report 2 (Due July 31st)

Do:

- 1) Did your agency complete its action plan as described in the "Plan" step?
- 2) What lessons were learned from this process?
- 3) What barriers (if any) were encountered with conducting its action plan?
- 4) What barriers (if any) were encountered with collecting KPI measure data?

Study:

- 1) Provide a summary of the KPI measure data which includes the reporting period measured, monthly interval, and changes in the data over time.
- 2) Did your agency achieve its goal to improve its two chosen KPI's?
 - a. If yes, what factors contributed to your success?
 - b. If not, describe barriers for achieving your KPI measure targets.

Act:

- 1) What actions will your agency take resulting from the KPI measure outcomes?
- 2) In preparation for the next PDSA cycle, which of the KPI's does your agency anticipate acting on in the next reporting period?
- 3) What technical assistance or training needs does your agency have based on the results of the current PDSA cycle?