



Performance Review Overview



U.S. Department of Health and Human Services (DHHS)
Health Resources and Services Administration (HRSA)
Office of Performance Review (OPR)


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Goals of Presentation


- Provide an overview of the performance review process
- Present several examples of performance improvement options that HAB programs have decided to implement
- Present an example of collaboration between OPR and HAB based on feedback from performance reviews

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Performance Review Process

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OPR Purpose

- OPR serves as the agency's focal point for reviewing and enhancing the performance of HRSA funded programs within communities and States
- On a regularly scheduled basis, HRSA grantees are comprehensively reviewed by a review team from one of the ten OPR regional divisions
- Aligns with current government and industry standards regarding performance measurement and accountability

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Purpose of Performance Reviews

- To strengthen the performance of HRSA funded programs through:
 - Assessment of Project Goals and Objectives
 - Evaluation of Performance Measures
 - Discussion of Best Practices and Lessons Learned
- Provide direct feedback to HRSA about policy, trends, and environmental issues impacting program implementation and performance
- OPR Council and HRSA Bureaus meet to discuss issues impacting grantee's performance

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HRSA Grants Reviewed by OPR



BPHC – Bureau of Primary Health Care
 MCHB – Maternal and Child Health Bureau
 ORHP – Office of Rural Health Policy
 HAB – HIV/AIDS Bureau
 BHP – Bureau of Health Professions
 HSB – Healthcare Systems Bureau

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Performance Review Underlying Assumptions

- Most grantees are performing well
- Many solutions to issues/problems exist within an organization, or can be achieved through partnerships with others
- Working in collaboration with grantees and other HRSA staff will produce better outcomes and results (day-to-day grantee oversight responsibility remains with the Headquarters HRSA project officers and grants officers)

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Partnering to Serve HRSA Grantees

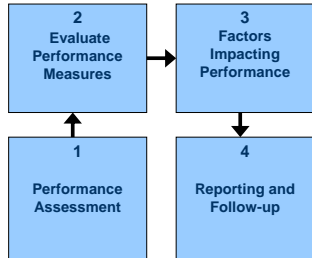
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Project Officer Role in Review Process

- Project Officers work collaboratively with OPR review teams throughout the Review Process
- Project Officer participation may include, but is not limited to:
 - consulting with review teams during the Pre-Site Preparation
 - advising on the selection of measures and/or goals and objectives
 - participating in on-site visit
 - reviewing Performance Review Report and Action Plan
 - following up with grantee on progress made on Action Plan

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Performance Review Components



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Assessment Findings

- Summarize Performance for each Program Area
 - How well is the grantee achieving their goals and objectives?
 - Is there a gap between current and desired performance?
- Highlight
 - Best Practices and Outstanding Outcomes
 - Process to be maintained and improved

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Grantee Performance Measures

- Select and report one or more performance measures for each program area (access and clinical)
- Purpose – provide grantee and stakeholders a tool for:
 - Communicating grantee program performance
 - Informing decision making
 - Tracking trends in grantee performance

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On-Site Visit

- Identify the factors contributing to/restricting performance
 - Internal systems and processes
 - External issues, including HRSA policies
 - Partnerships – critical for most outcome measures
- Identify best/promising practices
- Discuss possible Performance Improvement Options and Action Plan development

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Grantee Performance Improvement Action Plan

- OPR finalizes the Performance Report and requests an Action Plan from grantee
- Grantee submits Action Plan to OPR
 - Performance Improvement Action Steps
 - TA request if needed

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Action Plan Follow-Up

- Program requirement issues will be reviewed by the Project Officer(s) in consultation with the grantee
- TA requests that support Action Items will be shared with Bureau/Office for concurrence
- Project Officer(s) and Review Team will follow up with grantee on progress on Action Plan
- Grantees will include updates on Action Plan progress as part of regular program progress reporting to Project Officer

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1: Transportation

- Utilize Ryan White Part B funding for transportation options including vouchers, bus passes and gas cards
- Tele-health technology
- Patient and volunteer carpool programs
- Distance learning for providers

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2: Financial Consultation

- Financial planners can help clients:
 - Plan for long-term HIV/AIDS care
 - Consolidate debt
 - Start businesses
 - Plan for retirement
 - Purchase real-estate
- Identify financial planners who volunteer their time or work at reduced rates through state societies of Certified Public Accounts

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3: Culturally Competency and Patient Education

- Culturally Competency:
 - Identify language and cultural barriers impacting populations served
 - Services and materials appropriate for populations served
 - Services specific to women (women's health day and social gatherings)

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3: Culturally Competency and Patient Education

- Patient Education:
 - Market services to patients and community members in the service area
 - Risk reduction education targeted to sub-populations
 - Patient empowerment programs focused on improving self-esteem and self-confidence
 - Emphasize the importance of preventative screening and testing

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4: Outreach Efforts/Community Perception

- Innovative outreach efforts:
 - The organization's website provides current information detailing HIV/AIDS testing, counseling and healthcare services
 - Lay health workers (promotoras) within the Hispanic/Latino community
 - Ensure that outreach plans are culturally and linguistically appropriate

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4: Outreach Efforts/Community Perception

- Consumer Involvement:
 - Conduct focus groups
 - Personal interviews conducted on-site
 - Phone interviews with client permission
 - Involvement with Board of Directors

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4: Outreach Efforts/Community Perception

- Stigma associated with HIV/AIDS:
 - State Primary Care Associations may provide training and resources to work with local faith communities
 - Annual report to community addressing factual information regarding HIV/AIDS
 - HRSA offers a review of HIV/AIDS literature on stigma associated with HIV/AIDS

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4: Outreach Efforts/Community Perception

- Marketing Services:
 - Promote the wide array of services available and how these services benefit the entire community
 - Publicize the services and benefits in an annual report to the community

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OPR and HAB Collaboration

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Effect of Feedback from Performance Reviews on HRSA

- Performance Reviews are playing a role in breaking down the silos within HRSA
- OPR Bi-Annual Policy & Trends Report reports policy issues to HRSA Administrator and Senior Staff
- Issues & Recommendations are discussed at the OPR Council

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OPR Council

- The purpose of the OPR Council is to provide a forum for the senior leadership of HRSA to discuss issues impacting grantee's performance
- The Council serves as a direct communication channel between OPR and the Bureaus and Offices across HRSA
- The Council serves as a forum for sharing information on policies and trends affecting grantees and makes policy recommendations when appropriate

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Example of OPR Council Collaboration

- The differences between the requirements for the Sliding Fee Schedule for HAB and BPHC created significant administrative and financial burdens for grantees
- HAB, BPHC and OPR examined the burdens imposed on grantees receiving both 330 funding and Ryan White Part C funding and explored potential solutions
- The result is better alignment between the sliding fee schedules for HAB and BPHC grantees

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THANK YOU

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For further information, please view our website:
<http://www.hrsa.gov/performance-review>

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