

# Healthcare Foundation of La Porte

## Results Based Accountability

7/20/2017



# Welcome

- ▶ Agenda
- ▶ Introduction to Community Solutions

# Introductions

- ▶ Name
- ▶ Affiliation
- ▶ What is the result your organization exists to achieve?

# Learning Objectives

- ▶ A practical understanding of the principles of Results Based Accountability
- ▶ The difference between Population Accountability and Performance Accountability, and how they relate to each other
- ▶ Performance measures as a tool for measuring and communicating programmatic impact

# Results-Based Accountability 101



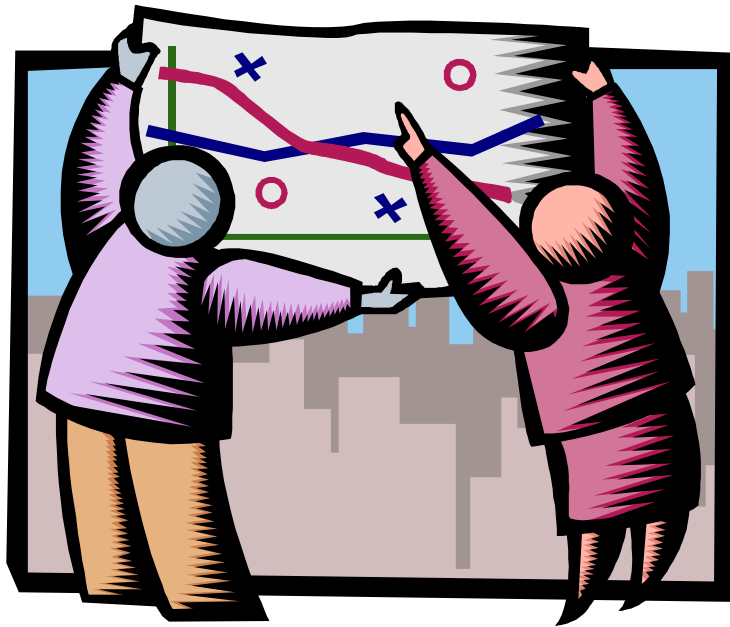
# The RBA Framework Aims to:

- ▶ Define the results we are seeking... in our community, for the population served, for our organization
- ▶ Determine and get buy in for Indicators of Success. How would you know if the result was achieved?
- ▶ Identify What Works - Best practices, promising practices - and prioritize them
- ▶ Identify all those who could potentially play a role in contributing to results - Who are our partners?
- ▶ Move from talk to action

## The RBA Framework also...

- ▶ Moves “doing good things” to “doing effective things” that can have a population level impact
- ▶ Allows you to clearly communicate the need and the progress being made
- ▶ Creates a table for everyone to contribute to achieving the result
- ▶ Guides investment... of time, energy, and money

# Population vs. Performance Accountability





# Results Accountability includes two parts:

## **Population Accountability** about the well-being of **WHOLE POPULATIONS**

For Communities – Cities – Counties – States – Nations

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## **Performance Accountability** about the well-being of **CLIENT POPULATIONS**

For Programs – Agencies – Service Systems

# Clarifying Language

## Language Confusion

Outcome : Goal

Target : Result

Objective : Measure

Indicator : Benchmark



# Definitions

**Result/Outcome:** A condition of well being for children, adults, families or communities (**ENDS**)

**Indicator/Benchmark:** A measure which helps quantify the achievement of a result (**ENDS**)

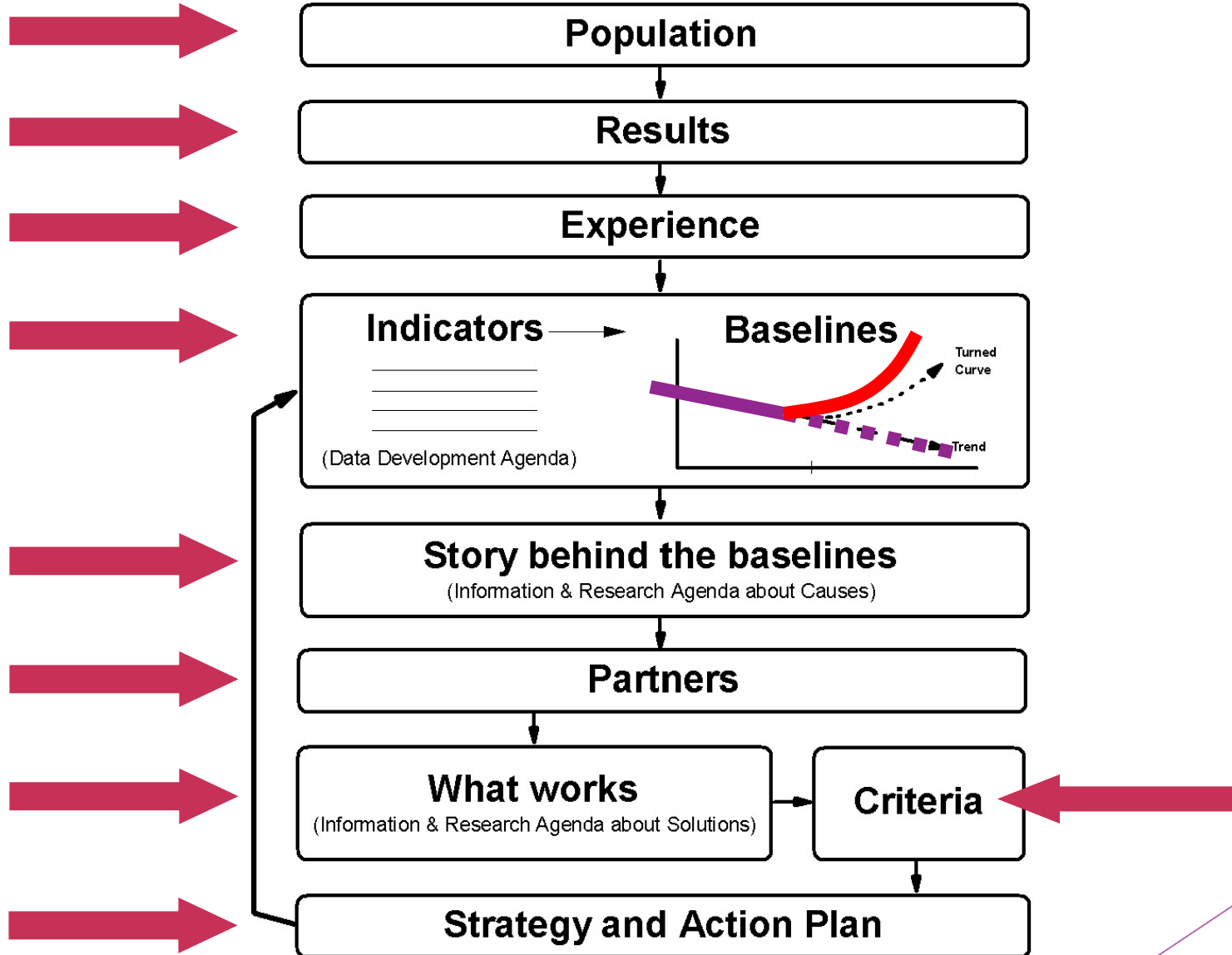
**Performance Measure:** A measurement of how well a program, agency or service system is working (**MEANS**)

# The 7 Population Accountability Questions

1. What are the quality of life conditions we want for the children, adults, and families who live in the community?
2. What would these conditions look like if we could see them?
3. How can we measure these conditions?
4. How are we doing on the most important of these measures?
5. Who are the partners that have a role to play in doing better?
6. What works to do better - including low- and no-cost ideas?
7. What do we propose to do?

# Population Accountability

Getting from Talk to Action



# Leaking Roof



You come home after a long day of rain, and find that water is dripping from the ceiling of the top floor of your house!  
What do you do?

# Leaking Roof

(Results thinking in everyday life)



Experience:



Measure:



Story behind the baseline (causes):



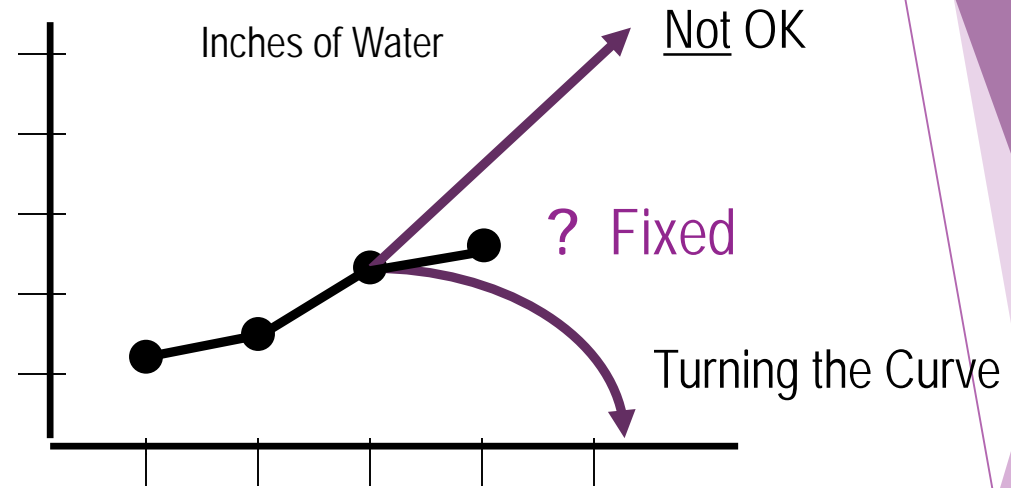
Partners:



What Works:



Action Plan:



# Unpacking the steps in RBA





# **One: DECLARING A RESULT**

## **RESULT or OUTCOME or GOAL**

A condition of well being for a population  
(clients, neighborhoods, counties)

**What result to you want to achieve?**

**What should be different for the population served?**

## **Two: IDENTIFY THE TARGET POPULATION**

**Who is the population that will be impacted?**

**Who do you want to achieve this result for?**

**Universal population vs Targeted population**

## **Three: HOW WOULD YOU KNOW?**

**If the result is achieved, what will be different?**

- ▶ What would that difference look like?
- ▶ What would that difference feel like?

## **Four: HOW WOULD YOU MEASURE IT?**

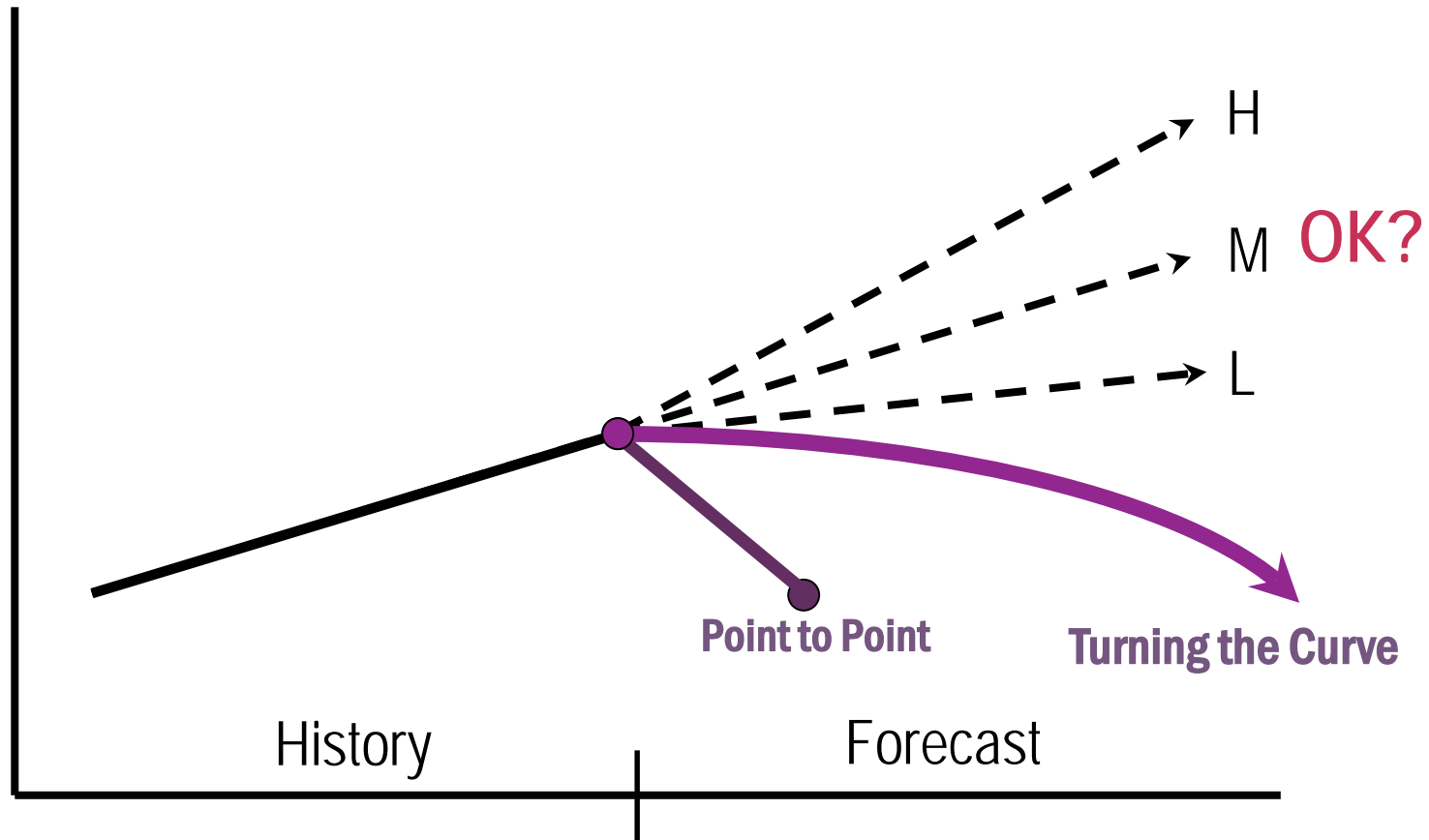
What key Indicators would change?

What do those key Indicators look like now (what is the trend line)?

What is the story behind the data?

What do you wish you could measure (data development agenda)

# The Matter of Baselines



**Baselines have two parts: history and forecast**

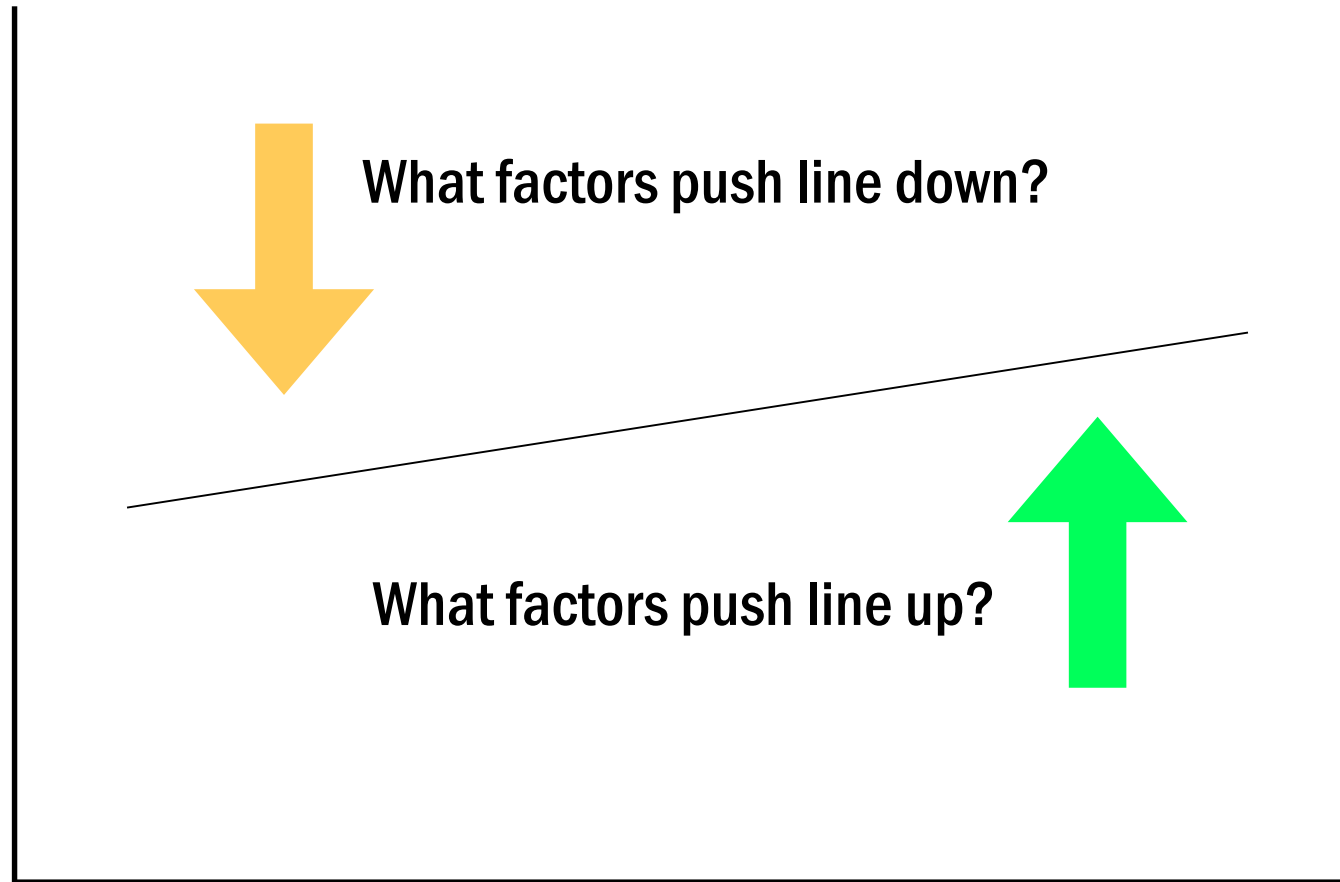
## Five: WHO ARE THE PARTNERS?

- What is their potential for Aligned Contribution
- What is their role in achieving the result?
- Do they have a sphere of influence?
- Are they willing to move from Talk to Action?

## **Six: WHAT WORKS?**

- ▶ **What does the research say?**
- ▶ **Are there Evidence-Based Practices?**
- ▶ **Are there Promising Practices?**
- ▶ **What are some low cost/no cost strategies?**

# What do we know about what contributes to the **RESULT**?





## **Seven: MOVING TO ACTION**

- **What are you going to do?**
- **Are the actions aligned?**
- **Do they leverage each other?**
- **Do they contribute to the target population being “better off”?**

# Population vs. Performance Accountability

## **Population Accountability**

about the well-being of  
**WHOLE POPULATIONS**

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## **Performance Accountability**

about the well-being of  
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# Performance Accountability - 7 Questions

1. Who are our customers?
2. How can we measure if our customers are better off?
3. How can we measure if we are delivering service well?
4. How are we doing on the most important of these measures?
5. Who are the partners with a role to play in doing better?
6. What works, what could work, to do better?
7. What do we propose to do?

# Population vs. Performance Accountability - MEASUREMENT

## **Population Accountability**

measured by:

**INDICATORS**

For Communities – Cities – Counties – States – Nations

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## **Performance Accountability**

measured by:

**PERFORMANCE MEASURES**

For Programs – Agencies – Service Systems

All performance measures  
that have ever existed  
for any program  
in the history of the universe  
involve answering two sets of  
interlocking questions...

# Performance Measures

Quantity

Quality

**How  
Much**

did we do?

( # )

**How  
Well**

did we do it?

( % )

## Performance Measures

### **Effort**

How hard did we try?

### **Effect**

Is anyone better off?

# Program Performance Measures

	Quantity	Quality
Effort	How much did we do?	How well did we do it?
Effect	Is anyone better off?	
	#	%



## Performance Measures

	Quantity	Quality
Input Effort	How much service did we deliver?	How well did we deliver it?
Output Effect	How much change / effect did we produce?	What quality of change / effect did we produce?

# Education

	Quantity	Quality
Effort	How much did we do?  Number of students	How well did we do it?  Student-teacher ratio
Effect	Is anyone better off?	
	Number of high school graduates	Percent of high school graduates

# Drug/Alcohol Treatment Program

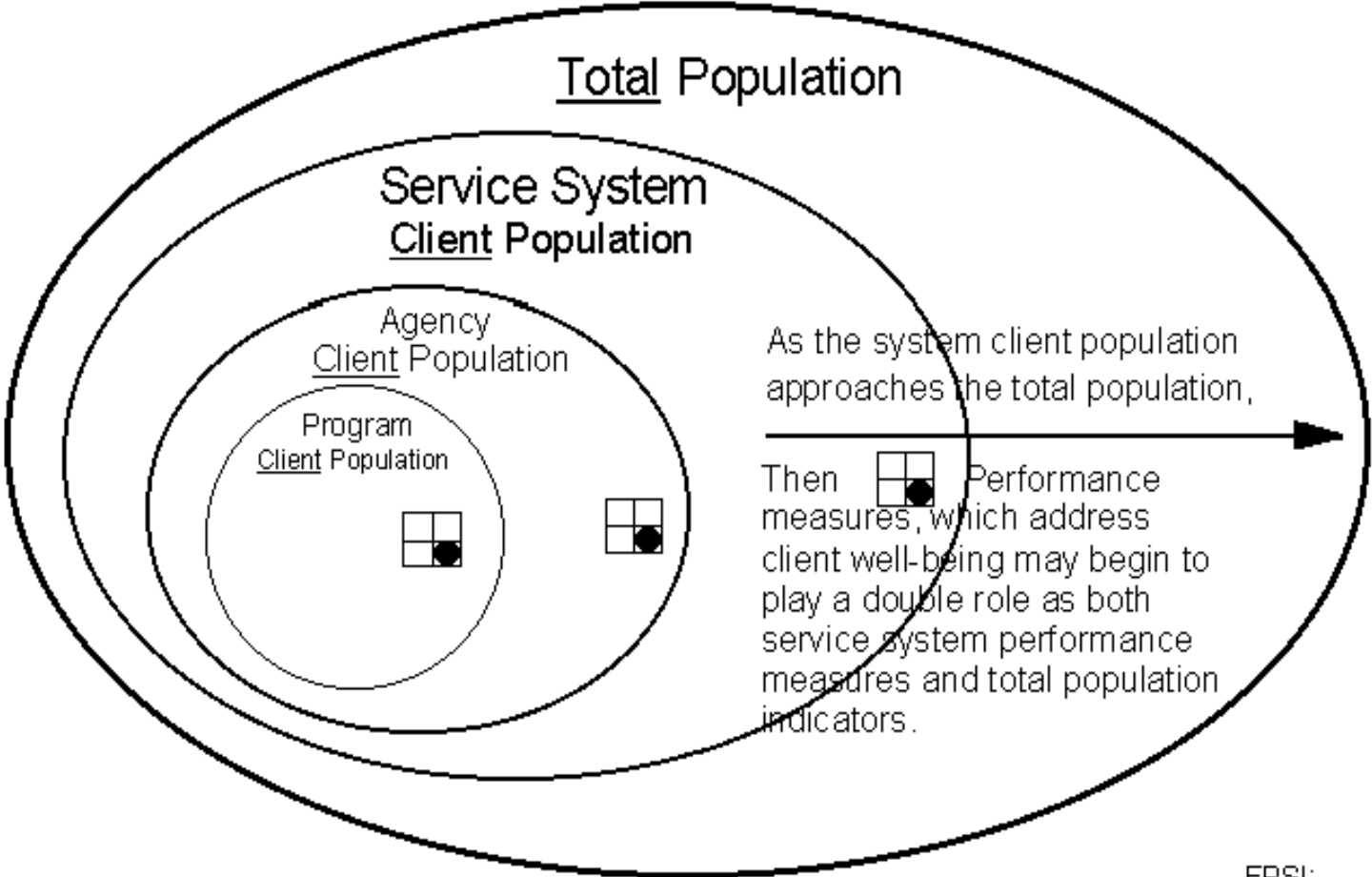
	Quantity	Quality
Effort	<p>How much did we do?</p> <p><b>Number of persons treated</b></p>	<p>How well did we do it?</p> <p><b>Percent of staff with training/certification</b></p>
Effect	<p>Is anyone better off?</p> <p><b><u>Number</u> of clients off of alcohol &amp; drugs</b></p> <ul style="list-style-type: none"><li>- at exit</li><li>- 12 months after exit</li></ul>	<p>Is anyone better off?</p> <p><b><u>Percent</u> of clients off of alcohol &amp; drugs</b></p> <ul style="list-style-type: none"><li>- at exit</li><li>- 12 months after exit</li></ul>

# Performance Measures

## Types of Measures Found in Each Quadrant

<u>How much did we do?</u>	<u>How well did we do it?</u>
# Clients/customers served	% Common measures client staff ratio, staff turnover rate, staff morale, % staff fully trained, % clients seen in their own language, cost/client
# Activities (by type of activity)	% Activity-specific measures % timely, % clients completing activity, % correct and complete, % meeting standard
<u>Is anyone better off?</u>	
#	% Skills / Knowledge (e.g. parenting skills)
#	% Attitude / Opinion (e.g. toward drugs)
#	% Behavior (e.g. school attendance)
#	% Circumstance (e.g. working, in stable housing)

# An Advanced View of the Relationship Between Indicators and Performance Measures



# Identifying Good Performance Measures (in 15 minutes or less!)

1. Choose ONE result (1 minute!)
2. Choose ONE indicator (1 minute!)
3. Choose ONE What Works - or, make one up that aligns with your work/proposal (1 minute!)
4. Brainstorm at least 5 measures for each category - How Much, How Well, and Better Off #/% (10 minutes)
5. Circle the 2 best measures in each category - in terms of communication power, availability of data, central importance to your work, strong connection to the result (2 minutes!)

# Select ONE “What Works”

Result	Indicators	Examples of What Works
Healthy Living	Adult Obesity	<ul style="list-style-type: none"><li>• Improving access to health foods</li><li>• Increasing community-wide focus on active living and fit lifestyles</li></ul>
Healthy Children	Low Birthweight Uninsured Children	<ul style="list-style-type: none"><li>• Improving education about tobacco and drug uses and their consequences</li><li>• Increasing safety in homes and schools</li></ul>
Healthy Minds	Adult Smoking Alcohol-Impaired Driving Deaths Drug Overdose Deaths Mental Health Providers	<ul style="list-style-type: none"><li>• Increasing access to care for mental illnesses</li><li>• Increasing access to treatment for substance usage</li></ul>

# Select ONE “What Works”

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# QUESTIONS?



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# Next Steps

- ▶ Opportunities to work with Community Solutions

# Thank you for joining us!

- ▶ Other Capacity Building Opportunities
- ▶ Survey