Agenda

- Driving Concepts and Pain Points (Tim)
- HCA Planning and Performance Division Overview (Tim)
- Pathway to Painlessly Discussing a Performance Measure (Aaron)
- Training Compliance Demo (Tim)
- Process Improvement Intersect (Blake)
- Documentation Demo (Gwen)
- Q&A
Driving Concepts

• Data Reflect the Work
• Make the Right Answer the Easy Answer
• Don’t do Anything Twice
• Red is an Opportunity
• Get to Conversations Quickly
• Documentation
Pain Points

- Performance Measurement and Process Improvement is “Extra Work”
- Analysis Most Often in Excel
- Does Not Describe Daily Work
- Programs Often Lack Analytic Capacity
- Systems to Support Performance Management Can Be Cumbersome
Path to Measure Discussion

- Data Access = 90% of the Game
- Seamless and Automated Path From Raw Data to Visual Display
- Automated Messaging System
Raw Data to Visual Display

Results HCA – Relieving the Pain of Performance Management
Results HCA – Relieving the Pain of Performance Management

Seamless Automated Messaging

SharePoint Workflow
Who: Email
What: Update Story
When: By 11/21/18
Where: URL

Reports (Measures)

Dashboards (Slide Deck)
KPI1
KPI2
KPI3

SharePoint Workflow

Who: Email
What: Update Story
When: By 11/21/18
Where: URL

Reports (Measures)

Dashboards (Slide Deck)
KPI1
KPI2
KPI3

KPI = Key Performance Indicator
DEMO TIME!
Results HCA – Relieving the Pain of Performance Management

Process Improvement Intersect
One of two major intersects between performance measurement and process improvement.

O11A is measuring that all yellow and red measures from the previous Quarterly Target Review (QTR) have active and clearly defined process improvement activities associated with them.

Not a “GOTCHA!”

Red is Okay! As long as we aim to work the problem and improve.

This is one of the most important measures at is assures that problems are not just admired from a distance.

“Forcing” mechanism for action.

The measure is fundamental to the success of Results HCA. We can measure all day, but if we do not take action, the measurement had no real meaning.
Results HCA – Relieving the Pain of Performance Management

O11A Leadership Accountability

<table>
<thead>
<tr>
<th>WHO</th>
<th>WHAT</th>
<th>WHEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measure Owner</td>
<td>Reports on measure in red or yellow status</td>
<td>During the QTR</td>
</tr>
<tr>
<td>PRO/CIO</td>
<td>PRO identifies need for problem solving</td>
<td>2 Weeks following a QTR</td>
</tr>
<tr>
<td>CIO/PRO/Biz Area</td>
<td>Process Map, Implement Solution(s), Revamp analysis report</td>
<td>By Pre QTR</td>
</tr>
<tr>
<td>Measure Owner</td>
<td>Communicate changes to Coordinating Team</td>
<td>QTR</td>
</tr>
</tbody>
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Report Good News
The second major intersection of performance measurement and process improvement occurs when issues are identified during day to day work performance management efforts. “The data reflects the work.” If the data has serious issues, we have found that some process opportunities are likely.

Again… Not a “GOTCHA!” There is no judgement. It is what it is…

Our philosophies are:

- We meet our customers where they are at.
- We adjust our tools and methods to meet specific customer needs.
- We say yes!

Not all HCA process improvement projects come from Results HCA, but Results HCA is a powerful tool to keep a culture of improvement growing.
How Documentation Relieves Pain

• Reference for team members
  – Where data and analyses are stored
  – How measures / other analyses are calculated
  – Documents WHO is supposed to do WHAT by WHEN

• Team knows how changes in one data set will ripple through other data sets
Q&A

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