



The OIG Report and SMART FACTS; Big Picture

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2007 OIG Report Findings – AoA Perspective

■ 2007 –New SMP Performance Measures

- Active volunteers: #’s, + training hours & work hours
- Simple Inquiries: # received and resolved
- Complex issues: # received, referred for further action, resolved, & pending further action
- Tracking the \$\$
 - Value of complex issues referred for further action
 - Cost avoidance

2007 OIG Report Findings – AoA Perspective

□ 2007—New SMP Data

- Over 10,000 volunteers
- Almost 200,000 volunteer training hours
- Over 300,000 hours of volunteer service to SMP projects
- Over 2.6 million people reached by community education events
- Almost 370,000 beneficiaries educated by SMP volunteers and staff
 - Almost 240,000 attended group sessions
 - Over 131,000 one-on-one counseling sessions held
- Almost 70,000 simple inquiries received (of which almost 61,000 were resolved)
- Complex issues: over 17,600 received
 - 4,000 referred for further action valued at over \$1.5 million
 - Over 5,000 resolved
- Monetary results
 - Almost \$7.5 million documented in cost avoidances (*congrats to CA!*)
 - \$300,000 in Medicare funds recovered
 - \$140,000 in savings to beneficiaries
 - \$11,000 in other savings



2007 OIG Report Findings – AoA Perspective

Highlights and Observations

- Positive—we can really paint a picture of the work and results of the SMP– it is highly visible and comparable
- Negative: Areas of low performance and outliers are illuminated.
- Examples:
 - Few or no volunteers, work hours and training hours
 - Few or no complex issues addressed
 - lack of logical relationship between number of **group educational sessions** AND the **number of beneficiaries** attending
 - Above also true with **community outreach sessions**



Wide Variation Amongst SMPs

Examples:

- **Total Number of Volunteer (range: 3 – 870)**
- **Volunteer work hours (range: 0 – 79,000+)**
- **Number of beneficiaries educated (range: 0 – 43,000+)**
- **Lack of cost avoidance and savings data for many SMPs**
- **Community education sessions-- 200,000+ per session reached?**

Possible Factors:

- **SMART FACTS data entry learning curve**
- **Misinterpretation or lack of understanding of definitions**
- **Vacant Program Director/Coordinator positions**
- **Diffused responsibility for SMART FACTS entry requires communication, control and oversight by SMP Director**
- **Difficulty getting documentation from CMS and Contractors**

Value of the data in SMART FACTS

- Justification for outcomes readily available within the system
- Data can be cross-checked for accuracy using SMART FACTS reports features
- Data maintained continually throughout the year – improves quality and avoids last minute rush to complete reports.
- Data can be used for more than just reporting – for example for program management
- Facilitates communication with CMS contractors
- Allows AoA to report to HHS about the SMP progress toward the achievement of strategic objectives, such as statewide coverage and beneficiary training in other areas of health care.



Importance of Accuracy

- Need to be able to tell the difference between data entry/reporting errors vs. actual changes in program outcomes.
- Uniform understanding of definitions—“what to count and when” is crucial to ensuring accuracy
- Accurate data entry into SMART FACTS allows HHS, Congressional, OMB questions about SMP Program to be answered with confidence.
- AoA/Center will work with OIG to work with SMPs, verify data, question anomalies, train and support SMPs to improve the quality of SMART FACTS data.



Definition of a Volunteer

- Any individual who receives training and/or donates time or resources toward the implementation of the SMP program.
- Does not include individuals from partnering organizations (e.g. people who serve on Advisory Boards)
- Volunteers are unpaid while performing SMP activities
- Subcontractors are not volunteers

“Activities” vs. “Hours”

- SMP Partner and SMP Staff (including subcontractors) **ACTIVITIES** are entered into SMART FACTS in the *Outreach and Education* program and/or *Issues and Inquiries* program
- SMP Partner and SMP Staff (including subcontractors) **HOURS** are not entered into the *Volunteer Tracking and Management Program in SMART FACTS*

