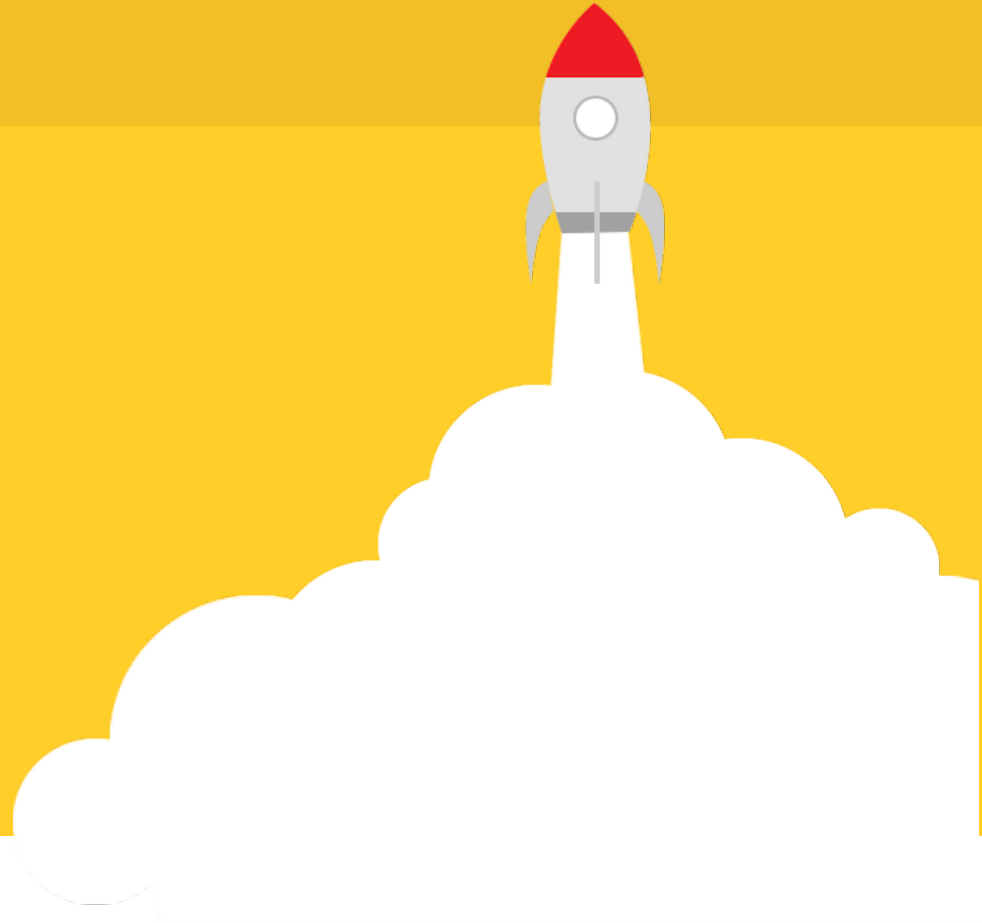


Utah Performance Targets Panel

Darren Hotton
Utah SHIP / SMP Director





Utah Performance Targets

01

History

02

Utah SHIP Coordinator Conference

03

SHIP NPR Quarterly Reports

04

Progress through Communication

what part of

$$\mathcal{L}_{0,EW} = -(\overline{\psi_{\nu e,L}}, \overline{\psi_{eL}}) \gamma^\mu \left(\partial_\mu - i \frac{g}{\hbar} \vec{A}_\mu \cdot \left(\frac{1}{2} \vec{\sigma} \right) - \frac{1}{2} i \frac{g'}{\hbar} B_\mu \cdot (-1) \right) \begin{pmatrix} \psi_{\nu e,L} \\ \psi_{eL} \end{pmatrix} - \overline{\psi_{eR}} \gamma^\mu \left(\partial_\mu - \frac{1}{2} i \frac{g'}{\hbar} (-2) B_\mu \right) \psi_{eR}$$

don't you understand?

bqrrysworld.biz

History

Over a two year period the Utah SHIP program was ranked 15th (highest) then 45th (lowest).

What changed?

- Not using CMS data
- Understanding the data
- Budget cuts
- Staff cuts
- Hoping for local areas to make changes

Yearly Coordinators Conference

“A goal without a plan is just a wish.”

Quote by Antoine de Saint-Exupéry:

01

Proposed goals for next year

NPR reports / Number to achieve
Group discussions to achieve the goals

02

Data Goals

What should “always” be asked during
counseling

03

How to Report

Coordinators help with reports
What fields count for each PM

**Improvement to
each local area**



	Performance Measure	State Name	County Fips	County Name	Rural County (MIC or OUT)	Medicare Population	Total # Reached	Penetration Rate Percent	Medicare Population	Total # Reached	Penetration Rate Percent	Penetration Rate Percent Change from 2015	2015 Denominator	2016 Denominator	2015 Achieved Counts	2016 Target Penetration Counts	Reached so far in 2016	Area Additions to Reach Target Penetration Rate	Diff 2015 to 2016	Idea To reach 5% more
5	1 (Client Contacts)	Total		29	19	345,975	5,330	1.54%	359,273	6,235	1.74%	12.65%	345,975	359,273	20,358	31,084	6,235	24,849	10,726	1,018
7	1 (Client Contacts)	Utah	49001	Beaver	OUT	1,072	28	2.61%	1,110	28	2.52%	-3.42%	1,072	1,110	97	96	28	68	-1	5
8	1 (Client Contacts)	Utah	49003	Box Elder	-	7,402	474	6.40%	7,687	482	6.27%	-2.08%	7,402	7,687	977	665	482	183	-312	49
9	1 (Client Contacts)	Utah	49005	Cache	-	11,933	130	1.09%	12,461	312	2.50%	129.83%	11,933	12,461	517	1,078	312	766	561	26
10	1 (Client Contacts)	Utah	49007	Carbon	MIC	3,978	188	4.73%	4,084	193	4.73%	0.00%	3,978	4,084	580	353	193	160	-227	29
11	1 (Client Contacts)	Utah	49009	Daggett	OUT	214	4	1.87%	228	5	2.19%	17.32%	214	228	10	20	5	15	10	1
12	1 (Client Contacts)	Utah	49011	Davis	-	35,375	293	0.83%	36,666	445	1.21%	46.53%	35,375	36,666	879	3,172	445	2,727	2,293	44
13	1 (Client Contacts)	Utah	49013	Duchesne	OUT	2,734	247	9.03%	2,844	291	10.23%	13.26%	2,734	2,844	731	246	291	-45	-485	37
14	1 (Client Contacts)	Utah	49015	Emery	OUT	1,873	76	4.06%	1,900	54	2.84%	-29.96%	1,873	1,900	155	164	54	110	9	8
15	1 (Client Contacts)	Utah	49017	Garfield	OUT	1,039	24	2.31%	1,081	15	1.39%	-39.93%	1,039	1,081	47	94	15	79	47	2
16	1 (Client Contacts)	Utah	49019	Grand	OUT	1,782	33	1.85%	1,850	42	2.27%	22.59%	1,782	1,850	60	160	42	118	100	3
17	1 (Client Contacts)	Utah	49021	Iron	MIC	6,758	129	1.91%	7,055	168	2.38%	24.75%	6,758	7,055	519	610	168	442	91	26
18	1 (Client Contacts)	Utah	49023	Juab	-	1,481	7	0.47%	1,529	11	0.72%	52.21%	1,481	1,529	156	132	11	121	-24	8
19	1 (Client Contacts)	Utah	49025	Kane	OUT	1,671	3	0.18%	1,748	16	0.92%	409.84%	1,671	1,748	15	151	16	135	136	1
20	1 (Client Contacts)	Utah	49027	Millard	OUT	2,163	115	5.32%	2,208	114	5.16%	-2.89%	2,163	2,208	557	191	114	77	-366	28
21	1 (Client Contacts)	Utah	49029	Morgan	-	1,356	19	1.40%	1,419	15	1.06%	-24.56%	1,356	1,419	42	123	15	108	81	2
22	1 (Client Contacts)	Utah	49031	Piute	OUT	390	8	2.05%	402	11	2.74%	33.40%	390	402	10	35	11	24	25	1
23	1 (Client Contacts)	Utah	49033	Rich	OUT	362	0	0.00%	382	1	0.26%	0.26%	362	382	23	33	1	32	10	1
24	1 (Client Contacts)	Utah	49035	Salt Lake	-	125,667	1,423	1.13%	129,741	1,728	1.33%	17.62%	125,667	129,741	6,648	11,225	1,728	9,497	4,577	332
25	1 (Client Contacts)	Utah	49037	San Juan	OUT	1,871	258	13.79%	1,946	217	11.15%	-19.13%	1,871	1,946	844	168	217	-49	-676	42
26	1 (Client Contacts)	Utah	49039	Sanpete	OUT	4,163	322	7.73%	4,342	264	6.08%	-21.39%	4,163	4,342	1,360	376	264	112	-984	68
27	1 (Client Contacts)	Utah	49041	Sevier	OUT	3,746	133	3.55%	3,884	95	2.45%	-31.11%	3,746	3,884	497	336	95	241	-161	25
28	1 (Client Contacts)	Utah	49043	Summit	MIC	4,639	34	0.73%	5,037	66	1.31%	78.78%	4,639	5,037	216	436	66	370	220	11
29	1 (Client Contacts)	Utah	49045	Togele	-	6,563	209	3.18%	6,898	231	3.35%	5.16%	6,563	6,898	615	597	231	366	-18	31

Utah State Summary Performance Measures with number edits- ACL help

Performance Measure 1 by County for October 1, 2015 - December 31, 2015 vs. October 1, 2016 - December 31, 2016

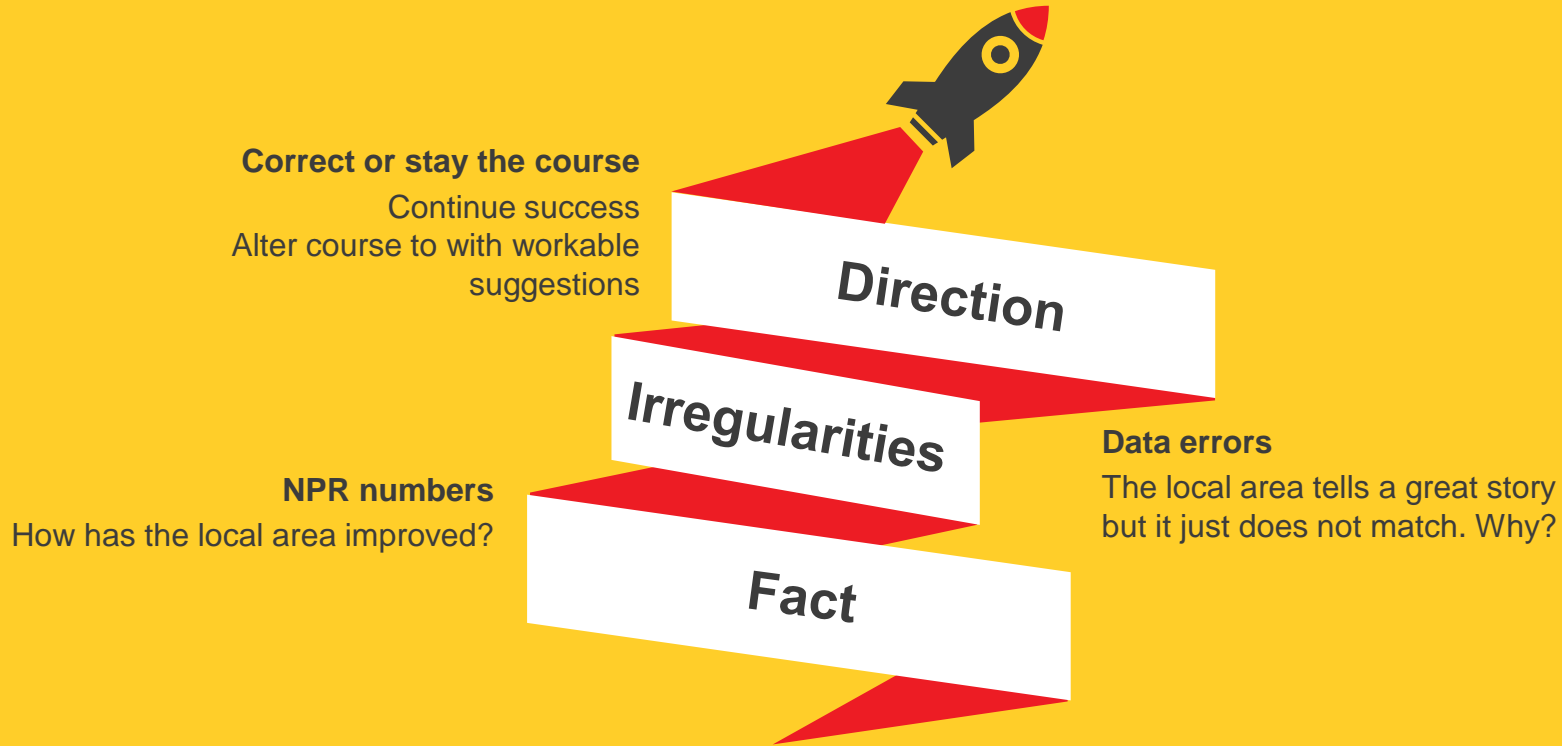
Percentage of total client contacts (in-person office, in-person home, telephone (all durations) and contacts by email, postal or fax per Medicare beneficiaries in the State.

	8.65%	2016 Target Penetration
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Performance Measure	State Name	County Fips	County Name	Rural County (MIC or OUT)	(Oct 1, 2015 - Dec 31, 2015)			(Oct 1, 2016 - Dec 31, 2016)			Penetration Rate Percent Change from 2015	2015 Denominator	2016 Denominator	2015 Achieved Counts	2016 Target Penetration Counts	Reached so far in 2016	Area Additions to Reach Target Penetration Rate
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SHIP NPR Quarterly Goals

“I never lose. I either win or learn.” Nelson Mandela



Progress through communication

Do the best you can until you know better. Then when you know better, do better.

Maya Angelou



Quality Assurance

A few observations and much reasoning lead to error; many observations and a little reasoning to truth. ([Alexis Carrel](#))



On-site visits

- × Get to know staff and volunteers
- × LISTEN to conversations
- × Always be willing to help
- × Celebrate triumphs
- × Discuss other options

Officially Monitor once a year

- × Watch local presentation
- × Observe a counseling session
- × Provide training if requested



Thank you