

Results Based Accountability: The Whole Picture

RESULT: What quality of life do we want for people in our community?
 Examples: All babies in Vermont are born healthy. All people in Addison County are safely, affordably and permanently housed.

EXPERIENCE: What would these conditions look like if we could see them?

INDICATOR: How can we measure these conditions?
 1-3 pieces of data that represent the status of this RESULT in our community

BASELINE & STORY: How do things look? How are we doing?
 INDICATOR over time (baseline & projection)
 Who is/isn't achieving this result?

WHAT WORKS: What will it take to get the results we want?
 Include:
 Low cost ideas
 No cost ideas
 Wild ideas
 Unusual ideas
 Best practices
 Promising models
 Theory/research
 Knowledge of community

PARTNERS: Who are the partners with a role to play?

STRATEGIES/ACTION PLAN: What do we propose to do?

ACCOUNTABILITY BOUNDARY
 CROSS WITH INTENTION!

OTHER INFLUENCES

Strategy 1
 By Whom?
 What?
 For whom?

Strategy 2
 By Whom?
 What?
 For whom?

Strategy 3
 By Whom?
 What?
 For whom?

Strategy 4
 By Whom?
 What?
 For whom?

For each Strategy:
 Who do we serve?
 What do we do?
 How good of a job are we doing?
 How much?
 How well?
 Anyone better off?
 Who are the partners with a role to play?
 What works or could work to do better?
 What do we propose to do?

The Matryoshka of Collective Impact, Results Based Accountability and Rubrics

Collective Impact	RBA	Rubrics
Centralized Infrastructure		
Dedicated Staff Person		
Common Agenda	Result, common measures, strategies	
Shared Measurements	Population and Performance Measures and trendlines	Shared language about a range of success for a particular strategy
Continuous Communication	Co-created measures and strategies, continuous analysis of data	Co-created and a lens for evaluation and strategy
Mutually reinforcing activities	Identify how your strategy fits with the whole to contribute to the desired result	Shared expectations and definition of success
Shared/Adaptive Leadership	What works to do better? Turn the Curve analysis	Guidance from status quo to range of successful options
Funding	Identified need, actions to do better, data showing success or adaptation - should certainly help the cause!	Link resources needed to move to the next level of excellence
Facilitation Skills	Replicable Process, Shared framework and language	A shared understanding of what constitutes success

Goal: Reduce Prevalence and Morbidity of Chronic Disease (COPD, DM, HTN)

<p>Chronic Conditions Targets: Rates of COPD, diabetes, and hypertension are not increased, by more than 1 percentage points</p>	<p>All-Cause Unplanned Admissions for Patients with Multiple Chronic Conditions</p>	<p>Diabetes, hypertension, and multiple chronic conditions morbidity. The state must achieve the 75th percentile as compared to national Medicare performance.</p>
	<p>Diabetes Mellitus: Hemoglobin A1c Poor Control >8%</p>	
	<p>Hypertension (HTN): Controlling High Blood Pressure</p>	
	<p>Preventive Care and Screening: Tobacco Use: Screening and Cessation Intervention</p>	<p>75th Percentile as compared to national Medicare Performance</p>
	<p>Medication Management for People with Asthma</p>	<p>25th percentile as compared to health plans nationally</p>

1. With your table workgroup, what are some of the strategies your own organization or partners in your community are doing that contribute to this desired population result?

Strategy	Primary Organization	Organizations who also contribute
1		
2		
3		
4		
5		

2. Choose one of the strategies, preferably one for which one of your teammates is the primary organization, and start brainstorming how you might answer the following questions:

Strategy chosen:	
How much did we do? (for instance: # of people, # of activities)	How well did we do it? (for instance: % of customers satisfied, % of clients moved directly to service without waiting period)
Is anyone better off?	

3. For the same strategy, let's play David Grant's Planning Backwards exercise.

Part 1.

a. What would success look like for you in the next three to five years? Describe what you'd like to see.

b. Whatever you wrote, can you be more specific?

c. If you haven't done so already, would you give an example of what you've just written about?

d. Share with the other group at your table.

Part 2.

- a. Whatever success looked like for you in the first set of questions, now describe what it would look like at an even higher level. Put another way, what would success REALLY look like in the next three to five years?

- b. Whatever you just wrote, can you be more specific?

- c. If you don't have an example to help me and others understand what you mean by success at this level, would you please make one up?

- d. Share with the other group at your table.