

Use of Effective Methods to Present Data to Stakeholders

Overview:

As important as accurate data collection is for agency monitoring and management, transformation of the data into meaningful performance indicators that can be clearly communicated is critical for guiding system improvement.

Over the years, Oklahoma's performance measurement system has evolved to tailor the information to meet the needs of various audiences with differing decision-making requirements.

Beyond producing reports, staff members work directly with audiences to educate them about the uses of performance measures. These exchanges include discussions at Mental Health Planning Council meetings; Performance Improvement (PI) Coordinators' meetings; CMHC Directors' meetings; Governing Board PI meetings; conferences; and agency site visits, working directly with line staff.

Development Staff:

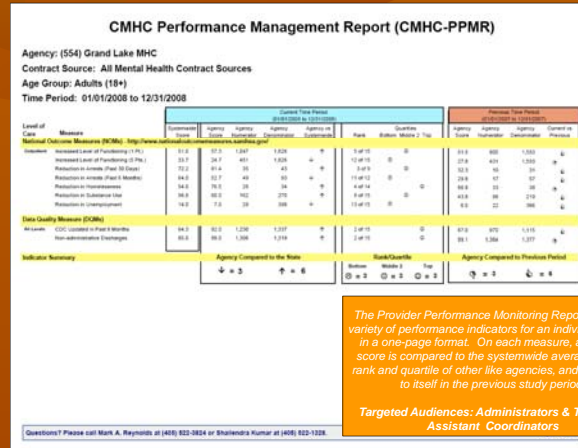
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Audiences:

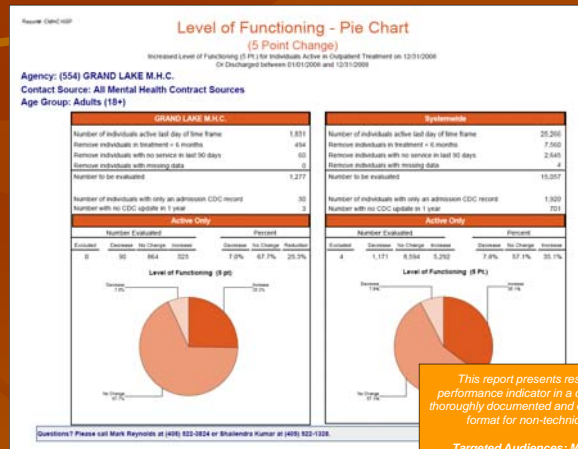
- Planning Councils
- Administrators
- Facility Directors
- Direct Line Staff

Impact:

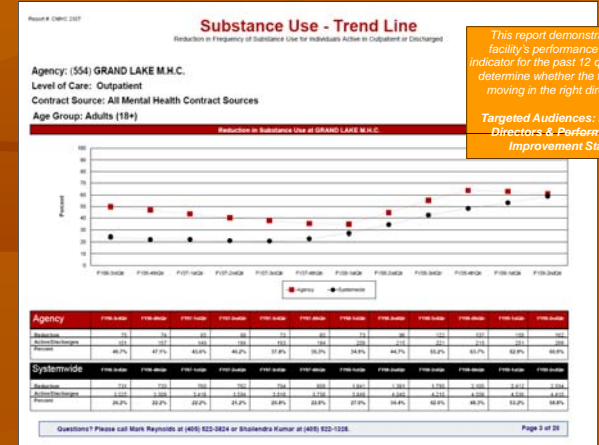
- Planning
- Identification of Technical Assistance
- Performance Improvement Efforts
- Legislative Requests



The Provider Performance Monitoring Report shows a variety of performance indicators for an individual facility in a one-page format. On each measure, a facility's score is compared to the systemwide average, to the rank and quartile of other like agencies, and compared to itself in the previous study period.



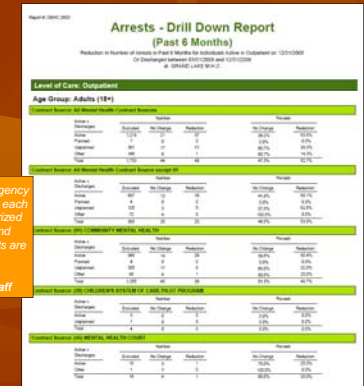
This report presents results of each performance indicator in a commonly used, thoroughly documented and easily understood format for non-technical groups.



This report demonstrates a facility's performance on an indicator for the past 12 quarters to determine whether the facility is moving in the right direction.



The Agency Ranking Report allows readers to determine where a facility falls in relationship to other facilities and the systemwide average.



The Drill Down Report allows an agency to "drill down" to the client level for each measure. In this example, authorized staff can click on the number and detailed information of those clients are displayed.