

Process Oriented Objectives

Learning and Growth

How can we assist CAHs in improving their culture, skills, training, and technology to support their operations?

Objectives	Measures	2004 Objectives
L.1 Enhanced capabilities of CAHs	# of networks supported Technical Assistance provided (i.e. FFS, CBR) # of Educational opportunities provided	# 2, 5 & 8
L.2 Technology Enhancement	# and type of technology grants awarded \$ saved, QI documented	# 5
L.3 Rural Leadership Development	# of internships, research projects	# 7
L.4 Manpower needs addressed	# of recruitment activities, retention improvement, FTE's hired	# 7

Performance Improvement

How can we help to improve the performance of CAHs?

Objectives	Measures	
P.1 Business and Development	Operating Margin improvement in CAHs Improvement in days cash on hand in CAHs Improvement in Cost per Discharge in CAHs	# 1 & 9
P.2 Patients and Community	Patient Satisfaction improvement (IP & ER) Quality of Care Index (benchmark) Patient Engagement Index (benchmark)	# 1, 3, 4 & 9
P.3 Quality and Safety	EMS improvement & integration efforts Deliver positive clinical outcomes (QIO) Deliver effective care (ALOS) Medication error rate/reporting rate (benchmark)	# 1 & 9
P.4 Staff and Clinicians	# of CAHs using the Balanced Scorecard Staff engagement index (benchmark) Nursing staff turnover rate (benchmark) Physician Engagement Index (benchmark)	# 1 & 9

Outcome Oriented Objectives

Financial

How do we make maximum use of the available Flex funds in PA and how do we leverage them with other funds to improve rural health and healthcare?

	Objectives	Measures	2004 Objectives
F.1	Flex Funding	\$ funded	# 8 & 9
F.2	Additional fund sources	\$ funded to rural healthcare from other sources	# 6
F.3	Program stewardship	% of \$ to Flex Program activities	# 8

Community

How can the Flex Program assist in improving health and healthcare in rural Pennsylvania's communities?

	Objectives	Measures	2004 Objectives
C.1	Improved facilities	Age of Plant improvement Services up-to-date (benchmark)	# 8
C.2	Community Confidence	Quality of Care index (benchmark)	# 6 & 9
C.3	HP 2010 indicators	# addressed	# 6
C.4	Rural Health Plan	# of recommendations implemented Access to care (benchmark)	# 6