

# Strategic Planning

## Managing Outcomes, Process, and Cost



- ◆ Identify care and service outcomes that matter
- ◆ Design processes that predictably produce desired performance results
- ◆ Measure/document performance results and improvements

Customer focused outcomes + Expertly designed processes = Measurable results and documented improvements

Use performance improvement systems and CQI process to produce outcomes desired by patients, physicians, managed care companies

### Objectives

At the end of the workshop, participants will know how use outcomes to measure and manage performance in their departments. Specifically, they will be able to:

- Use customer (patients, physicians, business, third party payers, etc.) feedback to target, negotiate, and prioritize clinical and customer service outcomes;
- Design cost-effective, efficient processes that consistently produce desired performance results within cost constraints set by managed care companies and other purchasers;
- Measure, document, and communicate performance results and improvements.

### Program Content

**Set the stage for success: Identify outcomes that matter** Plan to do the right thing, the right way, the first time, within cost constraints • How to align with customers (patients, physicians, payers) • 15-minute quality management overview: How tools and teams help • Tool review: Indicator Development Worksheet • **Tool practice:** Customer/Supplier Interview

#### Design processes that produce predictable performance results

Probe internal and external customers to target and negotiate care and service outcomes • Design cost-effective processes that produce results • Workload design or redesign • Streamlining and simplifying processes • Critical paths: Cross-functional cooperation to do things right the first time • Tool review: Clinical pathways, Flowchart • **Tool practice:** Success Plan, Action Planning

#### Measure and document performance results and improvements

Outcome and process indicators as guides and measures • Department indicators • Comparative clinical data indicator projects • Data collection, display, and analysis tools (overview) • Measuring satisfaction: Will anyone care? • Using outside sources for data collection • Communicating results • Tool review: Variance analysis, Control Charts • **Tool practice:** Pareto Diagram