

Accountability Management (AM)

AM: Develop and Manage Performance Measures and Reporting Process

Item	Details	
Description	The <i>Develop and Manage Performance Measures and Reporting</i> business process establishes mechanisms and requirements for developing, managing, and reporting performance measures and other data for providers/contractors, quality, and outcomes, and to comply with state and federal reporting requirements. This process analyzes client and service histories and trends, costs, expenditures, and trends, assesses external factors affecting the program, assesses agency initiatives and plans, identifies significant measurable activities and outcomes, and creates and/or revises performance measures.	
MITA Reference	Source Process Name: <i>Develop and Manage Performance Measures Reporting</i> Source Process Business Area: <i>Program Management</i> References: Part 1 Appendix C, Business Process Model Details Part 1 Appendix D, Business Process Capability Matrix Details http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp	
Sample Data	All Enterprise data State and federal measures	Shared analytical data State and federal requirements

AM: Develop and Manage Performance Measures and Reporting: Maturity Levels

Level 1	Level 2	Level 3	Level 4	Level 5
Performance measures are determined in an ad hoc manner on an irregular basis. Performance measures are developed by meeting state and federal requirements, selecting measurable attributes, and obtaining staff and stakeholder input. Performance measures are limited by the available data; data available is the minimum necessary to meet reporting requirements. Data is reported as required. This Level complies with agency requirements.	Performance measures are determined on a regularly scheduled basis using a systematic and well defined process. The process uses the Web, video conferencing and other technologies to facilitate communications and process speed. The process is informed by a set of agency standardized data on clients and services. Data available increases; simple data is reported electronically. This Level includes additional data and quality edits.	The process uses networks or virtual connections to both internal and external stakeholders. Communications are standardized across agencies and coordination cross agency results in improved efficiencies for joint measurement and reporting. Performance measures and reporting requirements are synchronized across agencies. cross agency data accessible via interfaces that use BH-MITA standards compatible with Medicaid MITA. At this Level data is standardized against HL7 RIM.	Standardized client specific clinical data is accessible for performance and other measures via state HIEs, and data for those measures is automatically communicated. All health care agencies collaborate in creating common performance measures and reporting requirements between agencies and among all agency partners statewide. Potential performance measure choices are greatly expanded as the data available increases. This Level adds clinical data.	Performance and other measures algorithms are integrated into HIEs on a national scale. Data pertinent to the planning process is analyzed and transmitted in real time. Nationwide collaborations streamline measures with agency stakeholders nationwide. This Level adds nationwide technical interoperability
VA As Is: Facilities are at a level 1 with some aspects of level 2.	CSBs are at a level 2.			
VA To Be: Virginia will continue to work				

toward the next level.				
Automation				
Level 1	Level 2	Level 3	Level 4	Level 5
All/mostly paper	Internal processes mostly automated	Internal agency processes/interfaces mostly automated	External agency processes/interfaces mostly automated	Non-state entity processes/interfaces mostly automated
VA As Is: Facilities are between levels 1 & 2.		CSBs are at Level 3.		
VA To Be: Virginia will continue to work towards the next level.				
Standards				
Level 1	Level 2	Level 3	Level 4	Level 5
Use few or no national standards	Internal processes use national standards	Internal agency processes/interfaces mostly use national standards	External agency processes/interfaces mostly use national standards	Non-state entity processes/interfaces mostly use national standards
VA As Is	CSBs are between levels 2 & 3. Facilities and Central Office are at level 2.			
VA To Be	Virginia will continue to work towards meeting level 3 criteria.			
Cross Coordination				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no coordination across processes or with other programs	Internal agency operational processes coordinated	Internal agency program processes coordinated	External agency program and operational processes coordinated	Non-state entity program and operational processes coordinated
VA As Is: Facilities range from levels 1-3.	CSBs and Central Office are between levels 2 & 3.			
VA To Be: Virginia will continue to work towards the next level.				
Client Data				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no access to client specific data	Internal processes have access to client specific data	Internal agency processes have access to client specific data	External agency processes have access to client specific data	Non-state entity processes have access to client specific data
VA As Is	Facilities range between levels 2 & 3 with some elements of level 4, i.e. CCS and sharing reports with	CSBs with EHRs are at Level 3.		

	the state.			
VA To Be	Virginia will continue to work towards the next level.			
Interoperability				
Level 1	Level 2	Level 3	Level 4	Level 5
None	Limited interoperability internally or limited to claims processing systems	Interoperability with internal agency systems other than claims processing	Interoperability with external agency systems other than claims processing	Interoperability with non-state entity systems
VA As Is	Facilities are at level 2.	Central Office and some CSBs are at level 3.		
VA To Be	Virginia will continue to work towards the next level.			