

Evaluation and Redesign of the Bureau of Health Professions' Comprehensive Performance Monitoring System

Client: U.S. Department of Health and Human Services, Health Resources and Services Administration

Overview

This project evaluated an electronic data collection instrument (EDCI) to improve the availability, quality, and timeliness of grantee data through the Uniform Progress Report (UPR) and the Comprehensive Performance Management System (CPMS). The UPR assists the Health Resources and Services Administration's Bureau of Health Professions (BHP) in evaluating grantees' progress toward their goals and program-specific indicators, while the CPMS collects performance data related to the performance indicators common to BHP's Title VII and VIII grant programs. Along with the EDCI evaluation, Insight developed a resource manual for grantees to help them determine whether their graduates and program completers were working in medically underserved community (MUC) sites.

As part of this research, Insight carried out the following activities:

- Conducted a literature synthesis on how individuals process information through electronic instruments

- Conducted in-depth interviews with grantees
- Convened a Technical Expert Panel
- Developed a simple, easy-to-use guidebook for grantees to locate MUC sites
- Developed an EDCI recommendations report
- Developed an MUC recommendations report to ascertain difficulties grantees have in identifying MUC work settings, provide design recommendations for a new MUC website, and determine future areas for BHP to improve grantees' ability to identify these work settings accurately

The results of this study helped BHP improve timeliness, enhance data quality and completeness, reduce reporting burden, and minimize nonresponse for grantees completing the UPR and the CPMS.

Products

- Final report, Recommendations for the Redesign of the Electronic Data Collection Instrument (November 2002)
- Final report, Medically Underserved Communities: Recommendations and Resources for Grantees (November 2002)
- Resource guide for grantees, A Guide for Locating Medically Underserved Communities (November 2002)

