

Evaluation and Redesign of BHPr’s Comprehensive Performance Monitoring System

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

Project Overview

The purpose of this project was to evaluate an Electronic Data Collection Instrument (EDCI) to improve the availability, quality, and timeliness of grantee data collected through both the Uniform Progress Report (UPR) and the Comprehensive Performance Management System (CPMS). The UPR assists the Health Resources and Services Administration’s (HRSA) Bureau of Health Professions (BHPr) in evaluating grantees’ progress toward their goals and program-specific indicators, while the CPMS collects performance data related to the performance indicators that are common to BHPr’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 are working in Medically Underserved Community (MUC) sites.

As part of this research, Insight conducted:

- A literature synthesis on how individuals process information through electronic instruments
- In-depth interviews with grantees
- A Technical Expert Panel
- The development of a simple, easy-to-use guidebook for grantees to use to locate MUC sites
- The development of a EDCI Recommendations report
- The development of a MUC Recommendations report to ascertain difficulties grantees have in identifying MUC work settings; provide design recommendations for a new MUC Web site; and determine future areas for BHPr to improve grantees’ ability to identify these work settings accurately

Results helped BHPr to improve timeliness, maximize data quality and completeness, reduce reporting burden, and minimize nonresponse for grantees completing the UPR and the CPMS.

Core Activities

Program Evaluation; Qualitative Research; Data Collection; Secondary Data Analysis and Simulations; Performance Measurement and Monitoring; Report Development and Presentation

Products

- A final report entitled “Recommendations for the Redesign of the Electronic Data Collection Instrument” (November 2002)
- A final report entitled “Medically Underserved Communities: Recommendations and Resources for Grantees” (November 2002)
- A resource guide for grantees entitled “A Guide for Locating Medically Underserved Communities” (November 2002)

