Results Based Accountability at AHS

1. **What is Results Based Accountability?**

RBA is one tool in the AHS toolbox for strengthening the way we measure, monitor, and improve our programs, strategies, and operations to improve outcomes for the people we serve and building a culture of accountability across AHS.

RBA is a disciplined way of thinking and taking action used to improve the quality of life for whole populations in a geographic area, and to improve the performance of programs, agencies, and service systems. It starts with what we want to achieve, and works toward what to do to get there.

- **It has 2 components:**
  1. **Population accountability:** a group of partners takes responsibility for the well-being of a population in a geographic area.
     - Measured by *indicators*
  2. **Performance accountability:** a manager or group of managers takes responsibility for the performance of a program, agency, or system.
     - Measured by *performance measures*

- **It identifies 3 types of performance measures** to monitor and improve:
  1. How much?
  2. How well?
  3. Is anyone better off?

- **It asks 7 questions** at the population and performance level to help groups of partners and organizations get from talk to action, to “turn the curve” on indicators and performance measures that quantify the outcomes we strive to achieve.

2. **What is the Agency doing to become more accountable?**

AHS CO has been coordinating and managing efforts to develop performance accountability practice. Some of these strategies are below; all fall within the AHS Performance Framework.

The Performance Framework outlines the key components of our continuous improvement strategy to improve outcomes for the people we serve. Each component encompasses a range of practices within each Department and across the Agency. In order to pursue our mission and accomplish our goals, we must continually measure our performance, monitor our progress, and improve our strategies at all levels. Results Based Accountability helps provide structure to this work.
3. What does RBA mean for your Department?

AHS and each Department have two responsibilities related to population and performance accountability. RBA helps us accomplish both:

**Collaborate with partners to achieve population outcomes.**
- Establish population outcomes of well being
- Establish indicators to measure progress
- Act as one partner in developing collaborative strategies – “turning the curve”

**Manage performance internally to improve outcomes for those we serve.**
- Measure performance more meaningfully
- Improve performance – “turning the curve”
- Measure and monitor performance of contracts/grants

4. How is my Department using Results Based Accountability within the Performance Framework?

Every Department is contributing to strengthening the Agency foundation for performance accountability, and continues to grow and focus that commitment within their organization. Each Department is involved in the following ways:

- **Identifying Outcomes and Goals:** Strategic Planning founded in RBA.
- **Measuring Performance and Teaching Performance:** RBA Trainers and trained staff who work to incorporate RBA into measurement and improvement practices, internally and with community partners.
- **Monitoring and Communicating Performance:** Scorecard Champions who build Scorecards to monitor data internally and ensure data is available to the public.
- **Monitoring Performance:** Leadership and staff engaged in the Agency Stat process to monitor and direct system-wide improvements.
- **Improving Performance:** Departments are making meaningful improvement through the Agency Improvement Model (AIM), Performance Improvement Projects (PIPs), RBA, etc.
- **Steering the Framework:** A representative on the Performance Accountability Committee, which acts as a steering committee for guiding measurement, monitoring, and improvement best practices.

5. What can my Department do to advance a results-based approach to improving outcomes?

**Consider how your Department measures your strategies and activities (“programs” and operations).**

Ask staff at each level of the Department to participate in a performance measure exercise. Arrange performance measures that you collect in the grid. How do you know if anyone is better off? How do you know the quality of your services? What are the most important of these measures that matter to the whole Department?

Start a Data Development Agenda to prioritize where you need to begin collecting data and how.

**Consider how your Department monitors data on a regular basis toward improving outcomes.**

Use Scorecards to present trends over time to monitor performance, and review them regularly to hold staff accountable for improving.

Consider the story behind the curve for the most important of those measures. Ask the 7 questions to consider what to do next to do better.

**Consider how your Department uses data to make decisions, and to collaborate with partners.**

Are you monitoring data and information about your strategies and activities in a way that informs leadership about making decisions?

Or do leaders make decisions in a process that is separate from the process by which you monitor and improve performance?

Consider how, aligning your decision-making process with your performance monitoring process allows leaders at all levels to motivate staff and management toward the performance that matters most.