STAR-SI

Strengthening Tratment Access & Retention
-State Implementation

Performance Management

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Performance Management

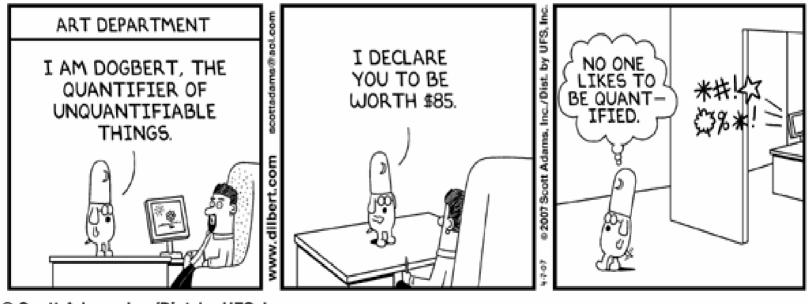## Andrew Quanbeck

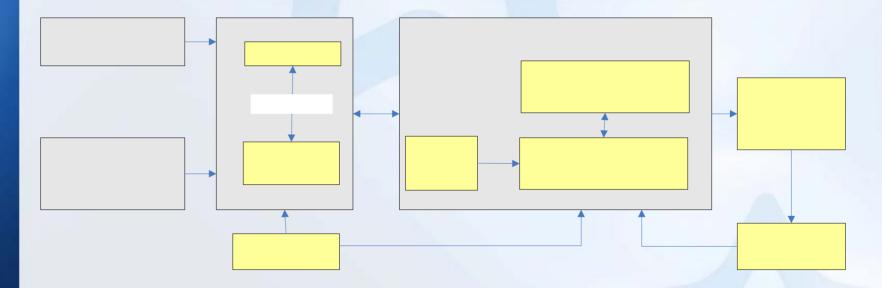STAR-SI Data Coordinator

From motorcycles…

…to air conditioners…

… to my job now.

Where does performance management fit in?

Performance management evolution

- Experience of other industries
- Command-and-control vs. facilitation leadership (Brolin et al., 2005)
- "System thinking"

STAR-SI Aims

- Access
- Retention

Performance management components

- Data collection
- Data processing – the "black box"
- Data reporting
- How can state systems be utilized to drive process improvement?

STAR-SI

Performance management objectives

- Justifying funding requests
- Story-telling
- Planning and decision-making – state
- Planning and decision-making – provider

Why hasn't performance management taken hold?

- Cumbersome data collection
- Lack of infrastructure
- Bad data
- Meaningless data

What works?

Performance Management

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Strengthening Treatment Access & Retention - State Implementation

Oklahoma's results…

- Improved provider relationships

- Ability to review internal processes as opportunities to change

- Paperwork reduction project

Oklahoma's Results

- Policy changes

- Legislative mandated changes

- Provider results – this is what really matters!

Facilitated Group Discussion

- Describe an ideal feedback system that a state could design for use by providers. What types of information would be most useful to providers in managing their operations?