

Post-Event Summary: What You Need to Know

Event Title: Effective Measurement Practices

Date: 4/11/2018

Location (City): WebEx

Presenter(s): Briannon O'Connor and Rochester Regional Health (RRH)

Audience: PDA Semester 1 participants

Event Summary: This webinar defined measurement and its value. The presenter reviewed tips for best practice and discussed examples of productive information gathered from readily accessible data as well as how to move from collecting the basics to more advanced performance measurement. Tools to support effective measurement were introduced. Rochester Regional Health discussed their approach to measurement.

Key Takeaways:

1. Start with what you're good at. What is the impact of your service?
2. Define the question you're trying to answer using the SMART framework
3. Focus on only a few measures that energize staff and enhance buy-in
4. Master the basics first using readily available, simple data

Recommended Next Steps:

Meet with your workgroup
Set aside some time to think about the Brainstorming Impact Tool questions
Gather information listed on the Data Availability Tool
Have some informal discussion with staff about what they think would be helpful to measure using readily available data
Select 1-2 areas to target for one quarter
Just get started

Additional Resources:

Referenced tools: <http://ctacny.org/training/pda-effective-measurement-practices>

<http://ctacny.org/training/tools-support-development-performance-driven-culture-long-island-and-nyc>

The PowerPoint for this presentation can be found at: <http://ctacny.org/training/pda-effective-measurement-practices>