

WHAT IS THE PROGRAM PERFORMANCE MEASURES CATALOGUE?

The *Program Performance Measures Catalogue (PPMC)* is a list of the performance measures (indicators) that teams have used to report on their programs in their Annual Operating Plans.

WHY IS IT IMPORTANT?

The PPMC can help you find indicators to plan and evaluate the impact of your team's programs and services. Since this is the point of Schedule A, the catalogue can also make the Schedule A planning and reporting process easier and more consistent across teams. It shows you which indicators most of your peers are using and which ones have definitions. It can also help you refine your existing indicators to be more consistent and reflective of the goals of your programs and services. In the long term, consistency will start to emerge, making it easier to compare the effectiveness of and therefore reduce variation in the many different approaches to high quality primary care.

WHO IS USING IT?

Various team members, including QIDS Specialists, Executive Directors, Program Managers, IHPs, and other clinicians, use the catalogue to help with different stages of program planning and evaluation. Team members collaborate to ensure that the indicators they choose are clinically meaningful, achievable, measurable, and aligned with the goals and objectives of each program or service.

HOW DOES IT WORK?

Filter the list of indicators to see the ones that fit your programs and services. You can choose to see *process* indicators, *outcome* indicators, or both. Process indicators will help you report on *what* the program is doing – how many patients were seen, how many questionnaires were sent etc. *Outcome* indicators help you report on *how well* the program is doing. Since Schedule A is about demonstrating “value for money” (i.e. impact), you may want to focus on outcome indicators for your Schedule A reports. For your own local program planning and evaluation, you would likely choose a mix of process and outcome indicators. Once you've narrowed down the set of indicators to consider, the definitions to can help you choose the best ones.

For help getting started, check out these resources:

- Quick Reference Guide to Using the PPMC:
<http://www.afhto.ca/wp-content/uploads/Quick-Reference-Guide-to-the-Program-Performance-Measures-Catalogue-v2.pdf>
- Video Walk-Through:
https://www.youtube.com/watch?v=A_vWmKn43Q

Program Performance Measures Catalogue:

<http://www.afhto.ca/wp-content/uploads/Program-Performance-Measures-Catalogue-v1.xlsx>.

Quick Reference Guide:

<http://www.afhto.ca/wp-content/uploads/Quick-Reference-Guide-to-the-Program-Performance-Measures-Catalogue-v1.pdf>.

Need help? Contact us at improve@afhto.ca.

afhto CHOOSING BETTER INDICATORS: HOW TEAMS ARE USING THE PPMC

We asked AFHTO members how they were using the Program Performance Measures Catalogue (PPMC) in their teams, who was using it, and what problems it was helping them solve.

Some told us they use it mostly to plan their programs, while others use it to evaluate their programs. Some choose indicators from the catalogue, and others use it to evaluate and refine indicators they're already using. It's used by QIDSS, EDs, administrative staff, and IHPs.

There's no right way to use the PPMC, but seeing what your peers are doing can give you ideas that might work in your own teams. Here are some problems you might be facing in your teams, and some ways your peers have used the PPMC to solve them.

WE NEED TO CHOOSE INDICATORS, BUT WE DON'T KNOW WHERE TO START

IHPs identified indicators from the catalogue that were clinically relevant to their programs. Often, these were new ideas they hadn't previously considered. They then worked with program managers and QI leads to narrow them down.

"Each discipline lead went through the catalogue to choose indicators related to their program. The director of QI and evaluation then revised the chosen indicators to ensure they included process measures and outcome measures and flagged ones that were not appropriate."

WE NEED TO UPDATE OUR PROGRAMS AND SERVICES

Some teams have used the catalogue to help them conduct an in-depth program evaluation. They used the PPMC to help them decide what data they needed to collect, prior to developing a data-collection plan. Other teams use the PPMC in their quarterly review of their programs to help start conversations about what might make them better.

"Each person on the team was given a package with last year's info, a copy of the catalogue pages relevant to the specific program and list of discussion generating questions to help focus the discussion."

WE WANT TO STANDARDIZE OUR REPORTING

Teams are using the PPMC as a reference to help refine and standardize their indicators. They're looking to see if others are using an indicator and whether there was good evidence to support it. They're also using it to help focus or clarify the wording of the indicators they choose.

"Prior to deciding on an indicator, we would look to see if others were using it and if it was recommended."

Program Performance Measures Catalogue:

<http://www.afhto.ca/wp-content/uploads/Program-Performance-Measures-Catalogue-v1.xlsx>.

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