How **FIT** is your care management staffing model?

We’ve Discovered How to Get the Answers You Need to Improve Population Health

Ask the Right Questions (of the Right People)

Critical Performance Assessments

**Individual Team Overview**
Provides detailed insight into team workload, time allocation, and frequency of key care management tasks. Evaluates how well roles are defined within and across teams.

**Comparisons Across Teams, Frontline and Leadership Staff**
Compares perspectives across different care sites, teams, frontline staff, and leadership to identify areas of organizational consensus as well as differences in experience.

**Drivers for Care Management Effectiveness**
Highlights the top opportunities for improving care management competencies.

Survey results demonstrate the best areas to focus...

Divergence Between Staff Who "Approve" and All Other Staff
From Aggregate Population Health Advisor Survey Data

| “Care coordination” category has greatest discrepancy, biggest potential for improvement |

Find the Best Opportunities for Improvement

...and create a detailed care management to-do list

Actionable Steps to Focus Your Efforts

<table>
<thead>
<tr>
<th>Staff Who Approve</th>
<th>Remaining Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership</td>
<td>5.17</td>
</tr>
<tr>
<td>Staff Training</td>
<td>4.78</td>
</tr>
<tr>
<td>Care Management</td>
<td>4.81</td>
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<tr>
<td>IT</td>
<td>4.82</td>
</tr>
<tr>
<td>Patient Management</td>
<td>4.81</td>
</tr>
<tr>
<td>Care Coordination</td>
<td>5.41</td>
</tr>
</tbody>
</table>

Turn Insights into Action

**Examples of How Organizations Use Custom Assessment Results**

- Revise staff job descriptions and definitions of roles
- Revise reporting relationships and care management accountability
- Improve care coordination protocols among care management teams

**Reinforce Staff Engagement with Survey Data**

- **Know What You Have**
  Total knowledge of current care management resources across the system
- **Universal Inclusion**
  Inclusion of input from all care management staff in process evaluation and changes
- **Numbers Don't Lie**
  Quantified information to drive decision making
- **Trending Results**
  Awareness of changes in staff opinion over time

Learn how Population Health Advisor can perfect your care management plan