

# ValueEngine™ Practice Section 10: Program Outcomes

**Below are common continuum practices** that address program outcomes within value-based health management. Compared to the best-practice goals stated below, rate each continuum practice as either below, meets, exceeds, or not implemented.

## Best Practice Goals

- Be able to collect, measure, and interpret outcome measures that are aligned to the organization's business goals.
- Reduce the total costs associated with leading chronic health conditions.
- Measure the return-on-investment (ROI) and total value of sponsored health initiatives.
- Use outcome measures to guide health benefit design, policy, and programming decisions.

## Continuum Practices

1. Our organization has clearly defined outcomes for our health management initiatives.
2. Our outcome measures are aligned with the organization's business goals.
3. Our organization has applicable data management systems for measuring defined outcomes.
4. Our organization's outcome measures include changes in morbidity/mortality related to chronic health conditions.
5. Our organization evaluates the effectiveness of our medical consumer education efforts on such measures as emergency department and outpatient utilization.
6. In cooperation with our health plans, our organization measures patient satisfaction and quality of life measures related to the management and treatment of leading chronic health conditions.
7. Our organization's outcome measures include changes in total costs by intervention and disease state.
8. Our organization measures and tracks changes in health plan/provider compliance against evidence-based medicine guidelines.
9. Our organization uses employee and patient satisfaction data as part of our outcomes research.
10. Our organization measures ROI for our overall program and major program components.

	Not Implemented	Below	Meets	Exceeds
	0	5	10	15
	0	5	10	15
	0	5	10	15
	0	5	10	15
	0	5	10	15
	0	5	10	15
	0	5	10	15
	0	5	10	15
	0	5	10	15
	0	5	10	15
	0	5	10	15

### Calculating Your Practice Section Score

1. Total the scores in each respective column. Record on these lines.
2. Total all column scores. This is your *gross score*. Divide the gross score by 150.
3. Multiply your answer by 100. This is your adjusted *Practice Score*.
4. Place your Practice Score in this box.

\_\_\_\_\_ /150= \_\_\_\_\_

\_\_\_\_\_ x100= \_\_\_\_\_

Also record this score on the ValueEngine™ *Benchmarking Summary Worksheet*.