

# How Are We Doing? Why Is It Important?

## Measuring a Nutrition Program's Performance

Linda Netterville, MA, RD, LD,  
Dietitian Consultant for Office of Area Agencies on Aging  
Access and Eligibility Services, Community Supports  
Texas Health and Human Services Commission

# Session Overview



Why is it important?



How do we evaluate?



How do we use the  
results?

# Changing Service Delivery Environment







# The Changing Healthcare Market

- Managed Care (MCO) has completely commercialized the delivery of Medicaid services
  - HCBS
  - Long-Term Services and Supports
- Accountable Care Organizations (ACOs)
- Hospital/SNF payment reforms
- Bundled Payment Initiatives



# The Changing Healthcare Market

- Services must meet the needs
  - Customer- Payer (MCO, Insurance, Hospital)
  - Consumer-Beneficiary (client)
- Focused on quality metrics and improved outcomes
- Payers assume the risk
- Want a clearly defined Return on Investment (ROI)
- Data provided to show improved outcomes
- Meet quality metrics
- Opens the door to For-Profit entities

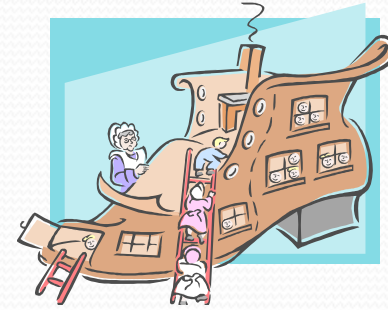


# The Reality of the Future

- Understand the changing service delivery environment
- Define who are the customers
- Define the product based on customer wants/needs
- Create a valued product



# Data To Tell A Story



- Who and how many people do we serve?
- What do consumers receive?
- How much do consumers receive?
- How much is spent?
- How well do we serve our consumers?
- What is the quality of services?
- What benefits/health outcomes do they receive?



# Delivering a Valued Product

- Competitive market
- Customer focused
- Positive health outcomes
- Cost effective services
- Quality



# Data: Supports the Return on Investment



*is the*  
**JUICE** *worth the*  
**SQUEEZE?**

# Performance Data



# Program Performance

Performance  
Measurement

What?

Process

Outputs

Outcomes

Program Evaluation

Why? and How?

Implementation

Outcomes

Impact

Cost-Benefit



# How do we evaluate?

- Goals and objectives
- Outcomes (results)
- Measurement indicators
- Data sources and tools

# OAA Nutrition Program Section 330



## Purpose

- Reduce hunger and food insecurity
- Promote socialization of older individuals
- Promote the health and well-being of older individuals



# Identify the Outcome (Results)

## Increased Client Outcomes

- Improved nutritional health
- Reduced food insecurity
- Improved nutritional intake
- Improved appetite
- Greater nutrition knowledge
- Enhanced disease management
- Increased social interaction





# Identify the Outcome (Results)

## Increased Program Outcomes

- Expanded outreach and targeting
- Greater public awareness
- Increased referral/participation
- Increased number of meals/ and or services
- Maintained costs per meal
- Increased menu choices
- Increased program efficiencies
- Increased social interaction



# Identify the Outcome (Results)

## Increased System Outcomes

- Increased quality of services provided
- Increased capacity of local service providers
- Improved management and coordination of services
- Increased understanding of scope/impact of services
- Knowledge of new techniques/practices in nutrition service provision
- Increased qualifications and retention of personnel (paid and volunteer)
- Expanded use of technological infrastructure
- Sustained HCB LTC partnerships



# Measurement Indicators

- What data can be collected?
- What is the sample size?
- Internal or external?
- What resources are needed?
- Are there any benchmarks to compare?
- Can the client and service characteristics link to outcomes?
- Can the data be analyzed?







# What are the data components?

- Determine what data is available
- Determine what data needs to be collected new from scratch
- Data standards
  - Utility, does the data meet the needs of the users
  - Feasibility, can the data be collected
  - Propriety, is the data ethical to collect
  - Accurate, is the data reliable, valid

# Screening Tools

*The Warning Signs of poor nutritional health are often overlooked. Use this checklist to find out if you or someone you know is at nutritional risk.*

## DETERMINE YOUR NUTRITIONAL HEALTH

Read the statements below. Circle the number in the yes column for those that apply to you or someone you know. For each yes answer, score the number in the box. Total your nutritional score.

	YES
I have an illness or condition that made me change the kind and/or amount of food I eat.	2
I eat fewer than 2 meals per day.	3
I eat few fruits or vegetables, or milk products.	2
I have 3 or more drinks of beer, liquor or wine almost every day.	2
I have tooth or mouth problems that make it hard for me to eat.	2
I don't always have enough money to buy the food I need.	4
I eat alone most of the time.	1
I take 3 or more different prescribed or over-the-counter drugs a day.	1
Without wanting to, I have lost or gained 10 pounds in the last 6 months.	2
I am not always physically able to shop, cook and/or feed myself.	2
<b>TOTAL</b>	

### Total Your Nutritional Score. If it's —

**0-2 Good!** Recheck your nutritional score in 6 months.

**3-5 You are at moderate nutritional risk.** See what can be done to improve your eating habits and lifestyle. Your office or aging, senior nutrition program, senior citizens center or health department can help. Recheck your nutritional score in 3 months.

**6 or more You are at high nutritional risk.** Bring this checklist the next time you see your doctor, dietitian or other qualified health or social service professional. Talk with them about any problems you may have. Ask for help to improve your nutritional health.

*These materials developed and distributed by the Nutrition Screening Initiative, a project of:*

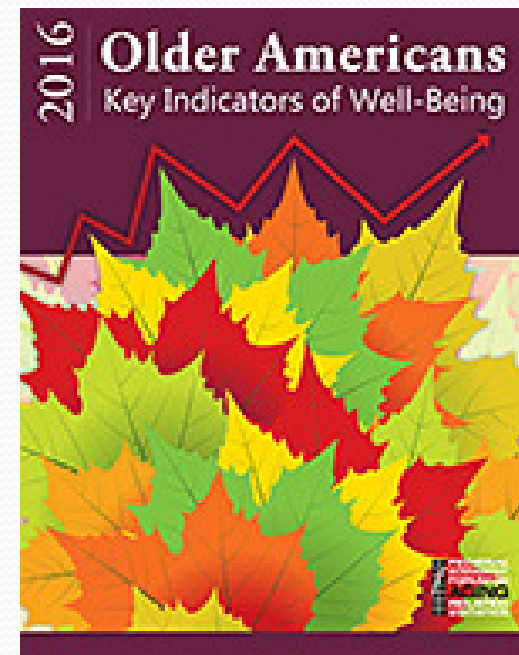


**Remember that warning signs suggest risk, but do not represent diagnosis of any condition. Turn the page to learn more about the Warning Signs of poor nutritional health.**



# What National Data is Available?

- **Older Americans Act 2016-  
Key Indicators of Well-Being**
  - Population
  - Economics
  - Health status
  - Health risks and behaviors
  - Health care.

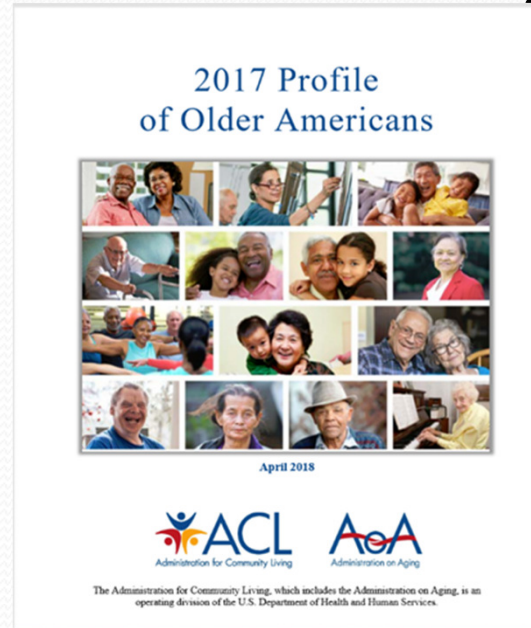


<https://agingstats.gov/docs/LatestReport/Older-Americans-2016-Key-Indicators-of-WellBeing.pdf>



# What National Data is Available?

- **Profile of Older Americans 2017**



<https://www.acl.gov/aging-and-disability-in-america/data-and-research/profile-older-americans>

# American Fact Finder

The screenshot shows the American Fact Finder website interface. At the top, there is a navigation bar with the 'United States Census Bureau' logo and 'AMERICAN FactFinder' title. Below the navigation bar, there are several tabs: 'HOME', 'COMMUNITY FACTS', 'GUIDED SEARCH', 'ADVANCED SEARCH', and 'DOWNLOAD CENTER'. A notification banner at the top reads: 'Check out the early preview of our new dissemination platform at data.census.gov'. The main content area is divided into several sections:

- Community Facts:** A section for finding popular facts (population, income, etc.) and frequently requested data about a community. It includes a search box with a 'GO' button and a 'SEARCH' button.
- Guided Search:** A section for guided search.
- Advanced Search:** A section for advanced search.
- Download Center:** A section for downloading data.
- Popular Tables:** A section listing various data tables, including:
  - Population and Housing
    - Annual Population Estimates (2017 POP, PEFRANDIS)
    - Demographics and Housing Estimates (2016 ACS, DP00)
    - General Housing Characteristics (2016 ACS, DP04)
    - General Demographic Characteristics (2016 Census, DP-0)
  - Poverty and Income
    - General Economic Characteristics (2016 ACS, DP02)
    - Age, Race, Sex and Education
    - Selected Social Characteristics (2016 ACS, DP02)
    - Educational Attainment (2016 ACS, S130)
- News and Notes:** A section for news and notes, featuring a carousel of articles. One article is titled '2016 County Business Patterns (CBP) data are now available'.
- Address Search:** A section for finding Census data by entering a street address.
- Reference Maps:** A section for reference maps, showing selected geographic boundaries for an area along with zoning features, such as roads.
- Load Search or Query:** A section for loading a saved search or query, using the 'Load Search/Query' button.

[https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml?\\_ts=505135241509](https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml?_ts=505135241509)



# AGing Integrated Database (AGID)

The screenshot shows the homepage of the AGing Integrated Database (AGID). At the top, the ACL logo (Administration for Community Living) is displayed next to the title "AGing Integrated Database (AGID)". A navigation menu includes "Home", "Data-at-a-Glance", "State Profiles", "Custom Tables", "Data Files", "Resources", and "About".

The main content area features a photograph of an elderly woman on the left and a text block on the right. The text block is titled "Administration on Aging: AGing Integrated Database (AGID)" and describes the system as an on-line query system based on ACL-related data files and surveys. It mentions that the system includes population characteristics from the Census Bureau and provides four options or paths through AGID for different levels of data aggregation. A note advises users to review the Resources section before starting a query.

Below the text are four main navigation options, each with an icon and a brief description:

- Data-at-a-Glance**: Quick estimates in map, chart, or tabular form.
- State Profiles**: State-level summaries and comparisons.
- Custom Tables**: Detailed multi-year tables.
- Data Files**: Download data files and documentation.

At the bottom, there are two columns: "What's New" and "Resources".

**What's New**

- May 04 2018**: **Version 2.40: 2016 NORS**. This release featured the addition of the 2016 NORS data to the Data-at-a-Glance, State Profiles, and Custom Tables sections of AGID. Learn more about the May 04 release...
- Apr 24**: **Version 2.39: SPR and ACS PUMS Data**. This release includes SPR and ACS PUMS Data. Learn more about the Apr 24 release.

**Resources**

- About AGID
- Release Notes
- Data Sources
- FAQ

<http://www.agid.acl.gov/>



# AGing Integrated Database (AGID)

**ACL** Administration for Community Living  
**AGing Integrated Database (AGID)**

Home **Data-at-a-Glance** State Profiles Custom Tables Data Files Resources About

AGID > Data-at-a-Glance [Share...](#) [Print...](#)

## Data-at-a-Glance

Data-at-a-Glance is a tool for generating quick estimates in table form, supplemented by map and chart graphical representations. Whereas other functions in AGID - State Profiles, Custom Tables, and Data Files - provide more expansive views of the data, Data-at-a-Glance is designed to examine a single data element at a time, giving the user the ability to explore the data for patterns, anomalies, or areas of interest.

To begin your query, please select the desired database from the list below:

<h3>AoA Databases</h3> <p><b>State Program Reports (SPR) 2005-2016</b> Data on the supportive services programs and congregate and home delivered meals programs under Title III of the Older Americans Act, as well as the Title VII Elder Rights program.</p> <ul style="list-style-type: none"><li>- <a href="#">SPR Data-at-a-Glance</a></li><li>- <a href="#">State Profiles for National Tables</a></li></ul>	<h3>Census Databases</h3> <p><b>American Community Survey (ACS) Demographic Data 2004-2016</b> Population and housing characteristics data from the ACS for the 60 and older population, both individually and by sex and various age groups. Tabulations are produced from the 1-Year Public Use 5% Microdata Sample (PUMS) file.</p> <ul style="list-style-type: none"><li>- <a href="#">ACS Data-at-a-Glance</a></li></ul>
<p><b>National Ombudsman Reporting System (NORS) 2000-2016</b> Information on the efforts of Long-Term Care Ombudsmen as reported by each State Long-Term Care Ombudsman program, including data on staffing, facilities and beds, and types of complaints from residents.</p> <ul style="list-style-type: none"><li>- <a href="#">NORS Data-at-a-Glance</a></li></ul>	<p><b>Population Estimates Data 2000-2016</b> Provides population estimates from various Census Bureau files and tools including the Census Population Estimates Program and the American Factfinder system. Rural counts and percents for 2010 are available from the 2010 Decennial Census data and can be accessed by clicking on the link under Census 2010.</p> <ul style="list-style-type: none"><li>- <a href="#">Population Estimates Data-at-a-Glance</a></li></ul>
<p><b>Title VI Services by Tribal Organization 2002-2015</b> Information about nutrition, caregiver, and supportive services provided to Native Americans under Title VI of the Older Americans Act.</p> <ul style="list-style-type: none"><li>- <a href="#">Title VI Services by Tribal Organization Data-at-a-Glance</a></li></ul>	<p><b>Census 2010</b> 2010 Decennial Census population figures by age and sex for each state.</p> <ul style="list-style-type: none"><li>- <a href="#">Census 2010</a></li></ul>

# AGing Integrated Database (AGID)

State Program Reports-Texas



AGID - Custom Tables

## Custom Tables

Custom Tables allows users to produce detailed, multi-year tables in a step-by-step process and output the results in print or spreadsheet form. Users have the ability to select only those data elements applicable to their needs, and to further refine their results based on demographic stratifiers or geographic locations that are meaningful to their application. In addition, multiple years of data can be selected to analyze trends across time, data can be grouped by year or geography, and simple sorting tools have been incorporated to rank individual data elements across both time and geography.

To begin your query, please select the desired database from the list below:

### AoA Databases

- State Program Reports (SPR) 2005-2016**  
Data on the supportive services programs and congregate and home delivered meals programs under Title III of the Older Americans Act, as well as the Title VII Elder Rights program.
  - SPR Custom Tables
- National Ombudsman Reporting System (NORS) 2000-2016**  
Information on the efforts of Long-Term Care Ombudsmen as reported by each State Long-Term Care Ombudsman program, including data on staffing, facilities and beds, and types of complaints from residents.
  - NORS Custom Tables
  - NORS Complaints Custom Tables
- Title VI Services by Tribal Organization 2002-2015**  
Information about nutrition, caregiver, and supportive services provided to Native Americans under Title VI of the Older Americans Act.
  - Title VI Services by Tribal Organization Custom Tables
- National Survey of OAA Participants 2003-2016**  
Data from a collection of annual national surveys of recipients of Older Americans Act (OAA) program services reporting on service quality and consumer-reported outcomes.
  - National Survey of OAA Participants Custom Tables

### Census Databases

- American Community Survey (ACS) Demographic Data 2004-2016**  
Population and housing characteristics data from the ACS for the 00 and older population, both individually and by sex and various age groups. Tabulations are produced from the 1-Year Public Use 5N Microdata Sample (PUMS) file.
  - ACS Custom Tables
- Population Estimates Data**  
Provides population estimates from various Census Bureau files and tools including the Census Population Estimates Program and the American Factfinder system. Rural counts and percents for 2010 are available from the 2010 Decennial Census data and can be accessed by clicking on the link under Census 2010.
  - State-Level Population Estimates Data Custom Tables (2000-2016)
  - County-Level Population Estimates Data Custom Tables (2000-2016)
  - PSA-Level Population Estimates Data Custom Tables (2000-2016)
- Census 2010**  
2010 Decennial Census population figures by age and sex for each state.
  - State-Level Census 2010 Custom Tables
  - County-Level Census 2010 Custom Tables
  - PSA-Level Census 2010 Custom Tables

More information about AGID...  
Learn AGID's Purpose  
View AGID's Sitemap  
View AGID's Privacy Policy

Get help using AGID...  
Browse Frequently Asked Questions  
Request Support & Leave Feedback  
Get Help with Accessibility Issues

Explore other resources...  
ACL Data Resources  
Administration for Community Living  
U.S. Department of Health & Human Services

Congregate and Home-delivered Meals







# AGing Integrated Database (AGID) National Nutrition Survey of OAA Participants 2003-2016

- Service length
- Days receive meals
- Amount & types of food eaten
- Opinion about meals
- Results of participating
- Questions about buying food
- Other services from local agency
- Satisfaction with all services
- Other types of assistance
- Caregiver support
- Healthy related quality of life
- Social functioning
- Health questions
- Health care utilization



# National Evaluation of the Title III-C Elderly Nutrition Services Program

## OBJECTIVES

- Support program planning and program operations
- Address program efficiency and costs
- Examine program impact on diet quality, food insecurity, socialization, and health outcomes



# National Evaluation of the Title III-C Elderly Nutrition Services Program

## Part One: Process Evaluation

- Information to support program planning by analyzing program structure, administration, staffing, coordination, and service delivery.
- Evaluates the interactions between the many types of organizations that provide congregate meals, home-delivered meals, and collateral services under the OAA Nutrition Programs.

[https://www.acl.gov/sites/default/files/programs/2016-11/NSP-Process-Evaluation-Report\\_0.pdf](https://www.acl.gov/sites/default/files/programs/2016-11/NSP-Process-Evaluation-Report_0.pdf)





# National Evaluation of the Title III-C Elderly Nutrition Services Program

## Part Two: OAA Nutrition Programs Evaluation: Meal Cost Analysis

- Estimates the costs of program operations using Title III funding.
- Examines cost variation within the program by component and program characteristics.

<https://www.acl.gov/sites/default/files/programs/2016-11/NSP-Meal-Cost-Analysis.pdf>





# National Evaluation of the Title III-C Elderly Nutrition Services Program

## Part Three: The Client Outcomes Study:

- Part I Describing nutrition services program participants' demographics, health status, mobility, eating behaviors, diet quality, food security, socialization, and other characteristics participants' experiences with the program and their valuation of meals and supportive services received.
- Part II will be published at a later date.

[https://www.acl.gov/sites/default/files/programs/2017-07/AoA\\_outcomesevaluation\\_final.pdf](https://www.acl.gov/sites/default/files/programs/2017-07/AoA_outcomesevaluation_final.pdf)

# Performance Outcome Measurement Project (POMP)

The screenshot shows the ACL website's Performance Outcome Measurement Project (POMP) page. The ACL logo is in the top left, and a search bar is in the top right. A navigation menu includes 'About Community Living', 'Aging and Disability in America', 'Programs', 'Grants', 'Newsroom', and 'About ACL'. The breadcrumb trail is 'Home > Performance Outcome Measurement Project (POMP)'. The main heading is 'Performance Outcome Measurement Project (POMP)'. Below this is a 'Programs' sidebar with a list of categories including 'Aging and Disability Networks', 'Alzheimer's Disease and Dementia', 'Connecting People to Services', 'Consumer Choice and Control', 'Data Collection Projects', 'Empowering Advocacy Employment', 'For American Indians, Alaska Natives, and Native Hawaiians', 'Health & Wellness', 'Program Evaluations and Reports', 'Protecting Rights and Preventing Abuse', 'Research and Development', 'Retirement Planning and Pension Support', 'Support to Caregivers', 'Support for People with Limb Loss, Paralysis and TBI', and 'Strengthening the Aging and Disability Networks'. The main content area features the POMP logo, a 'Welcome' section, and a paragraph explaining the project's purpose. Below the text are four expandable sections: 'AoA Performance Measurement Toolkit', 'Instruments', 'Utilities', and 'Resources'. A 'Links' section is also present at the bottom of the main content area. The page footer indicates 'Last modified on 12/01/2017'.

<https://www.acl.gov/node/465>



# Performance Outcome Measurement Project (POMP)

- AoA Performance Measurement Toolkit
- Instruments
- Utilities
- Resources
- Links





# POMP Survey Instruments

- Congregate Meals and Home-Delivered
  - Length of service time
  - Food intake
  - Assessment of the meal
  - Self-reported outcomes
  - Food security

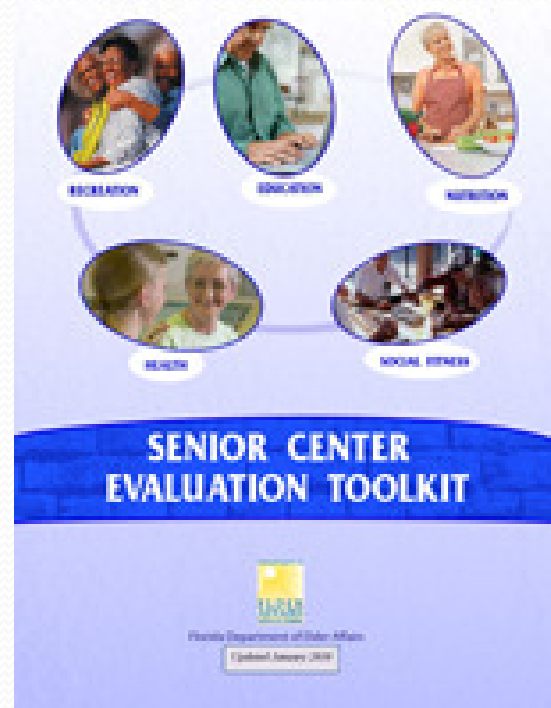


# POMP Question Example

Think about the amount of food you eat from home-delivered meals. On the days you eat a meal from home-delivered meals, what proportion of all the food you eat in a day does this meal represent? Would you say...

- Less than one-third
- Between one-third and one-half
- About one-half
- More than one-half

# Senior Center Evaluation Toolkit



[http://elderaffairs.state.fl.us/doea/sc\\_toolkit.php](http://elderaffairs.state.fl.us/doea/sc_toolkit.php)



# More Than a Meal Pilot Research Study 2015



<http://www.mealsonwheelsamerica.org>

Partners with Meals on Wheels America

Researcher:

- Kali S. Thomas, PhD, MA and David Dosa, MD, MPH
- Center for Gerontology and Healthcare Research, School of Public Health, Brown University

Funder:

- AARP Foundation

# Texas Health Data

The screenshot shows the homepage of the Texas Health Data website. At the top left is the Texas Department of State Health Services logo. The main header includes the text "Texas Health Data" and "Center for Health Statistics". A navigation bar contains links for Home, Health Facts Profiles, Population & Demographics, Birth Outcomes, Causes of Death, Health Registry Data, Healthcare Utilization & Quality, Opioids, Health Risks & Preventions, Healthcare Workforce & Facilities, and Definitions. A "SIGN UP FOR EMAIL UPDATES" button is in the top right. The main content area features a "Welcome to Texas Health Data" section with a description of the interactive public data system. Below this is a "What you will find here" section with an image of a newborn baby and a description of the data's purpose. The "Stay Informed" section includes an image of a hand using a smartphone and text about signing up for email updates.

**TEXAS**  
Health and Human  
Services | Texas Department of State  
Health Services

**Texas Health Data**  
Center for Health Statistics

SIGN UP  
FOR EMAIL  
UPDATES

Home Health Facts Profiles Population & Demographics Birth Outcomes Causes of Death Health Registry Data Healthcare Utilization & Quality Opioids Health Risks & Preventions Healthcare Workforce & Facilities Definitions

**Welcome to Texas Health Data**

Texas Health Data is an interactive public data system that allows you to query DSHS public health datasets for statistical reports and summaries.

**What you will find here**

The top bar has links to public data and statistics on various public health topics in addition to a list of definitions commonly used throughout this site. The data are intended to help you plan and improve delivery of services, evaluate healthcare systems, inform policy decisions, and aid in research. Other uses or disclosures are not permitted.

**Stay Informed**

Stay up-to-date on our progress by signing up for [email updates](#). If you are unable to find what you need on Texas Health Data, please visit the [Center for Health Statistics website](#) or [contact us](#) to make a data request.

- <http://healthdata.dshs.texas.gov/Home>

# Texas Health Facts Profiles



<http://healthdata.dshs.texas.gov/HealthFactsProfiles>

AiTC Conference July 12, 2018



# How do we use the results?

- Analyze the Data
- Quality Improvement
- Programmatic Changes
- Marketing

# Analyze The Data

- Examine the outcome data.
- Report the findings.
- Seek explanations for unusual or unexpected things.
- **TAKE ACTION!**

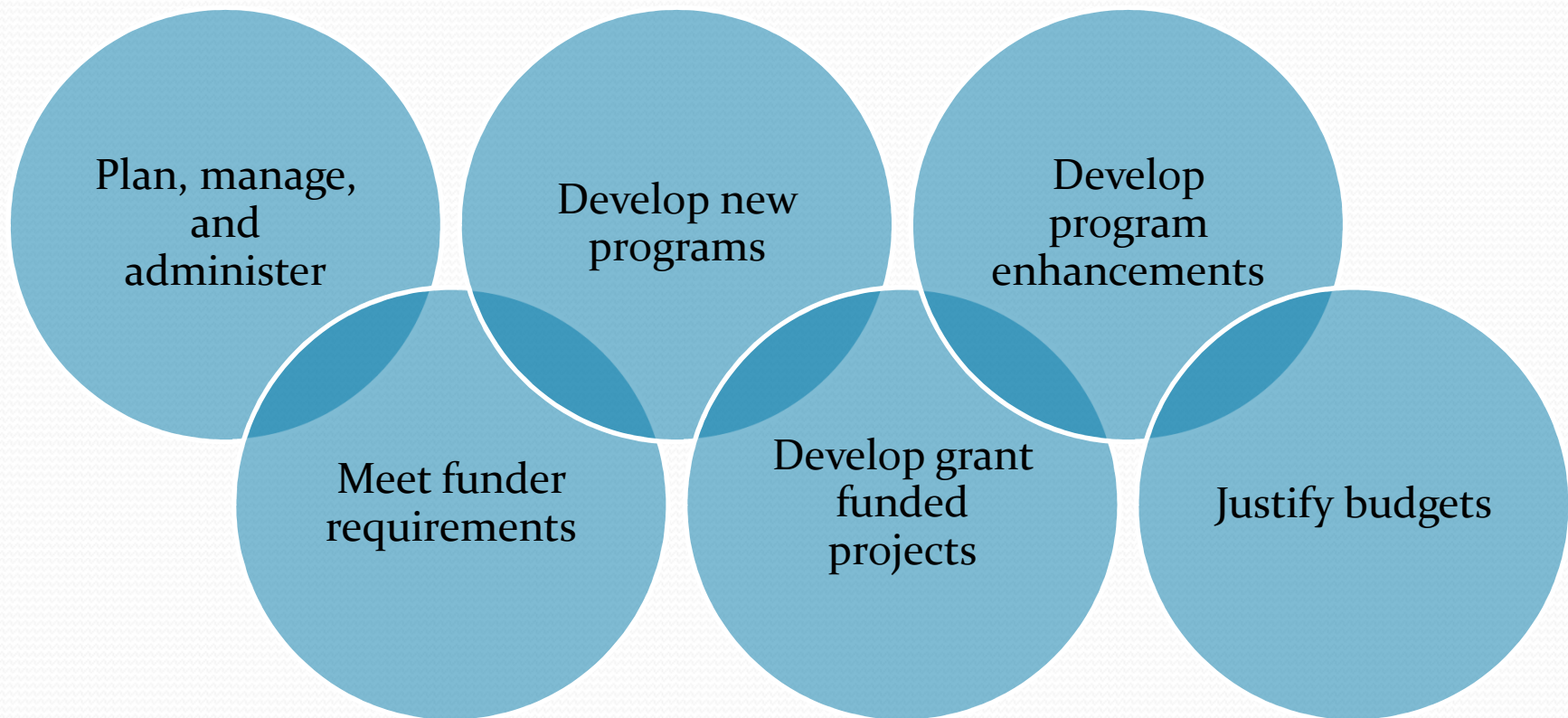


# Data Driven Decision Making





# Data Driven Decision Making



# Competing in the New Healthcare Environment

- Identify Strategic Value (Internal)
  - Impact on health outcomes and quality
- Perform competitive analysis (External)
  - Develop compelling and competitive product offerings
  - Market share
- Use data to make the business case
  - Health outcomes
  - Social needs
  - Cost-benefit analysis



## Discussion Questions:

- What programmatic changes could be made?
- How would the data be used?
- What would be follow-up action?





# Final Takeaway

- What gets measured gets done
- If you don't measure results, you can't tell success from failure
- If you can't see success, you can't reward it
- If you can't reward success, you're probably rewarding failure
- If you can't see success, you can't learn from it
- If you can't recognize failure, you can't correct it.
- If you can demonstrate results, you can win public support.

Re-inventing government, Osborne and Gaebler, 1992



# Resources:

- Key Steps in Outcome Management  
[http://www.urban.org/UploadedPDF/310776\\_KeySteps.pdf](http://www.urban.org/UploadedPDF/310776_KeySteps.pdf)
- Logic Model Development Guide  
<https://bttop.org/sites/default/files/public/W.K.%20Kellogg%20LogicModel.pdf>
- Step-by-Step Guide to Evaluation(2017)  
<https://www.wkkf.org/resource-directory/resource/2010/w-k-kellogg-foundation-evaluation-handbook>
- Performance Measurement & Evaluation: Definitions & Relationships. GAO-05-739SP.May, 2005  
<http://www.gao.gov/>



# References

- Aging and Disability Business Institute

<https://www.aginganddisabilitybusinessinstitute.org/>

- The Field Guide to Managed Care: A Primer, Generations, Spring 2017, America Society on Aging

<https://www.aginganddisabilitybusinessinstitute.org/resources/the-field-guide-to-managed-care-a-primer/>





# Contact:

Linda Netterville

Linda.Netterville@comcast.net