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PROGRESS REPORT ON RMP'S CONTRACT, "INFORMATION SUPPORT SYSTEM (ISS)  
FOR MANAGEMENT CONTROL AND EVALUATION"

Initiation Date: July 1, 1970

Annual Cost: \$110,000

Duration: 2-3 years

Purpose and Method

The purpose of the Information Support System (ISS) for Regional Medical Programs is to assist the administrators of Regional Medical Programs in solving problems in management control and program evaluation by providing them with certain types of information which are not usually available. This information includes data about the socio-political characteristics of the region, the changes in the medical care system occurring in the region, and the organizational processes used by the Regional Medical Programs which are effective in promoting change. The system is designed to develop information for Program Coordinators on the character and extent of the interaction of the RMP with the various segments of the medical community, as well as with its level of involvement with various types of medical problems.

Progress

Four Regional Medical Programs are currently participating in the ISS. These are: Maine, Nassau-Suffolk, Western Pennsylvania, and Western New York. The primary areas of activity to date have been the conduct of interviews and the analysis of documents. To date, a total of 258 interviews have been completed in the four Regions with Regional Advisory Group members, core staff, and non-RMP health and health-related influentials. The interviews have been conducted by the staff of the ISS and by a core staff person in each participating Region. Several of the Regional Medical Programs were reticent about the possible bad effects of having multiple interviews done in their Regions. However, reports to date would indicate that the interviews have been helpful in making and strengthening communication links between the programs and "leaders" in their areas.

The information from the interviews has now been analyzed. This, together with information collected through the analysis of such documents as grant applications, newspapers, and newsletters will form the basis of individual reports to each Regional Medical Program and a summary report to the Division of Regional Medical Program Services. The feedback reports contain information about problems and changes in the health care system that are perceived by respondents in the region. It will also contain discussions of key health care leaders in the region and allocation of Regional Medical Program resources.

A portion of these reports will be a series of indices which, hopefully, will be useful to a regional program in monitoring its own developmental progress. These indices should also be a useful mechanism for comparing a single program against the range of scores representing the other programs participating in the study.