



**NASEMSO Trauma
Managers
September 17, 2013**

Sustaining State Trauma Programs



DEMONSTRATE YOUR WORTH

TELL YOUR STORY

JUSTIFY YOUR BUDGET

BE ACCOUNTABLE TO THE PUBLIC

**INTEGRATE MORE STRATEGICALLY IN YOUR
DEPARTMENT**

Public Sector Reality



- **Decreasing budgets**
- **Competition for funds**
- **Leaner government**
- **Government transparency**
- **Accountability for public funds**
- **Demand for measurable outcomes**
- **Fewer human resources**
- **E-Government and other Web Services**
- **Etc.**

Public Sector Reality

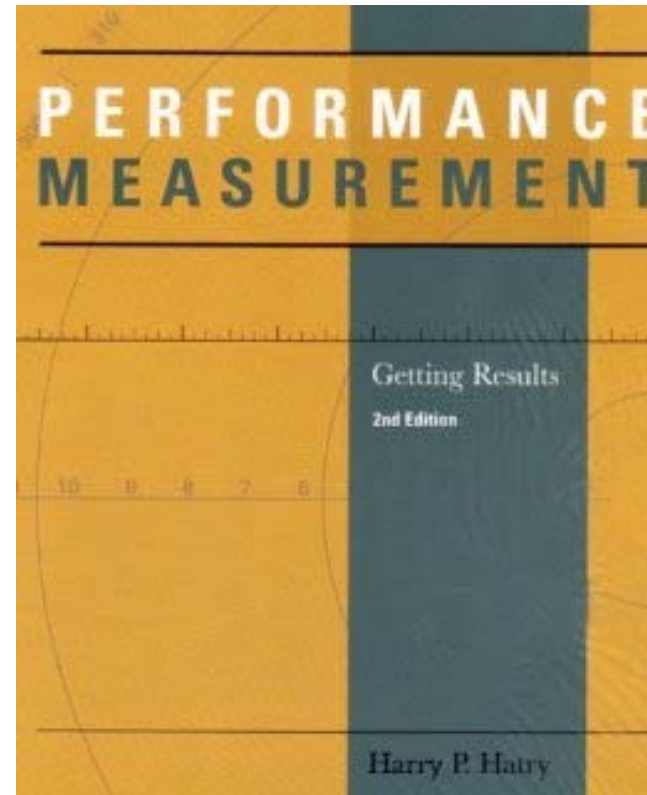


What to do about our reality



- Face the fact that trauma programs will no longer be funded or sustained at current levels just because they are a good thing
- Engage this reality and think strategically (not tactically)
- Embrace the concept of performance measurement and begin to do it at whatever level you can

“A regular measurement of the results (outcomes) and efficiency of services or programs”
(p.3)

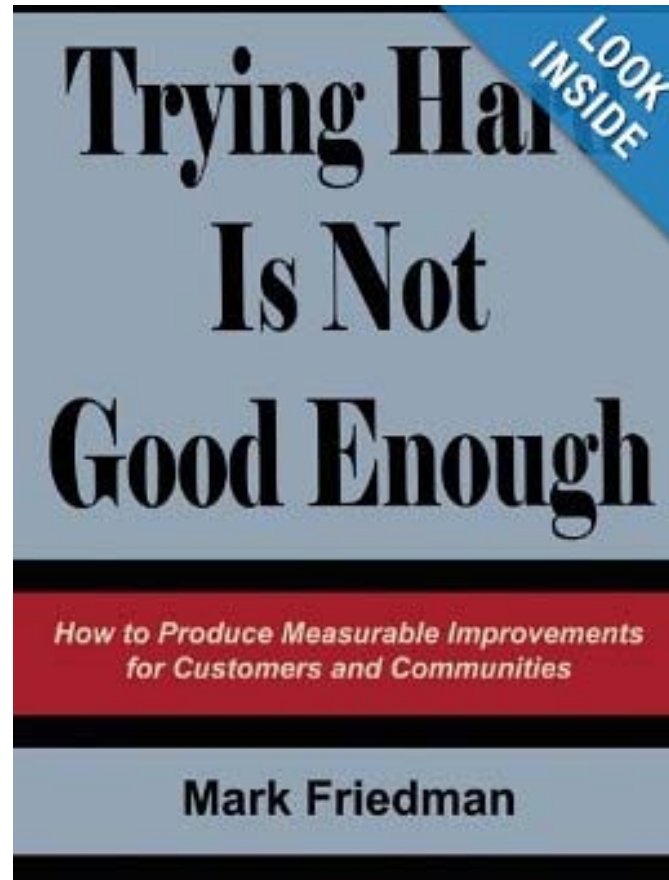


- Hatry, H. P. (2006). *Performance measurement: Getting results*. (2nd ed.). Washington D.C.: The Urban Institute Press.



Results Based Accountability (RBA)

Performance measures at the program level support broader population outcomes (i.e. what is our part in reducing death and disability from injury and how well are we doing it)



- Friedman, M. (2009). *Trying hard is not good enough: How to produce measurable improvements for customers and communities*. Booksurge Publishing.

RBA group exercise

Wrap Up



- ✓ Demonstrate your worth
- ✓ Tell your story
- ✓ Justify your budget
- ✓ Be Accountable to the public

- **Integrate more strategically in your department**

Poister (et. al, 2013) state that *strategic planning* and *performance measures* statistically improves desired outcomes

Hatry (2006) also integrates performance measures and strategic planning

Poister, T. H., Pasha, O. Q., & Edwards, L. H. (2013). Does performance management lead to better outcomes? evidence from the u.s. public transit industry. *Public Administration Review*, 73(4), 625-636.