

Reporting Instructions

Small Health Care Provider Quality Improvement Program PIMS

FORHP Performance Improvement Measurement System (PIMS)

Program Year One (Year 1 Reporting Period: 8/1/2022 – 7/31/2023)

INTRODUCTION

Small Health Care Provider Quality Improvement Grant (Quality) Program award recipients must complete an annual Performance Improvement Management System (PIMS) report. This is a program requirement and listed on the grant Notice of Award (NOA) issued as terms of funding. In order to satisfy the completion and submission of the PIMS reporting requirement, grantees will access the PIMS report through the HRSA Electronic Handbooks (EHBs), grants.hrsa.gov. For year one grant program reporting, the reporting system will open around August 1, 2023, and reports are due August 31, 2023.

This guide provides a resource for successfully completing and submitting the required PIMS annual reporting for year one (8/1/2022 – 7/31/2023) of the FY22 Quality Program awards. Intended to be used by awarded quality program project staff, this guide serves as a resource for Quality Program PIMS measure instructions for accessing, completing and submitting the PIMS report in the EHB system for satisfaction of your grant's PIMS requirement.

Though PIMS does not reflect everything that quality improvement projects may be able to accomplish, the reporting tool is extremely important means for demonstrating impact of program outcomes and supporting justification for the grant program funding. As a standardized, program-wide data collection tool to provide information about the Quality Program as a whole, the quality and accuracy of the reporting entered into PIMS for each project is critical for capturing meaningful data. Though it is important to note that qualitative information is collected from progress reports, site visits, and individual updates are used for assessing programmatic progress, the PIMS is the only quantitative to further understand each project. For this reason, it is the standardized data collected through PIMS that is used by FORHP for programmatic reporting to HRSA and congress as part of the program justification measures in the yearly federal budget. To view the most recent HRSA budget justification reporting and further understand how these measures are used, the report can be found on the HRSA website [HRSA Budget](#) and [the FY22Performance Report](#) online.

WHERE TO ACCESS THE PROGRAM PIMS MEASURES

This document provides you with a list of PIMS measures, which the Quality Program PIMS form will be presented to you in PIMS portal of the EHB system. It can be found on the rural health link website [2022-2026 Final Quality Program PIMS Measures](#) online. Appendix A provides you with definitions.

There are six total overarching PIMS forms comprised of **1. Demographics (Access to Care and Population Demographics)**, **2. Sustainability**, **3. Consortium/Network**, **4. Quality Improvement (Quality Improvement, Utilization, and Telehealth)**, **5. Project Specific** and **6. Clinical Measures**, which each include a set of measures specific to each section.

RESOURCES TO ASSIST WITH PIMS REPORTING

For further guidance, assistance, and support with PIMS reporting, grantees are encouraged to access the Quality Program’s weekly PIMS Office Hours throughout the month of August 2023. For questions relating to the PIMS reporting requirement, grantee may also contact their assigned FORHP project officer directly, as well as request technical assistance (TA) support, as appropriate, from assigned project TA Providers. Refer to PIMS Frequently Asked Questions (FAQs) on page 3 of this document.

HOW TO ACCESS PIMS THROUGH EHBs

- Login: www.grants.hrsa.gov
- Step-by-step guide on how to navigate and submit PIMS: <https://help.hrsa.gov/display/public/EHBSKBFG/CBD+Performance+Report+Navigation+and+Submission#CBDPerformanceReportNavigationandSubmission-Overview>

HOW TO COMPLETE EACH FORM

Navigate and complete each section of the six total PIMS forms. At the end of each form, please be sure to save and submit each form after responses have been completed. Forms can be saved and resumed at a later time, if needed. Any responses provided that are not saved will be lost so please remember to save your progress before exiting or moving to the next form and/or form section. A comment box and file attachment options are also provided at the end of each form. These items are optional and not required, however, encourage using these items to further support your responses as may be appropriate. Once all responses have been provided, select “Yes” where it asks “is this form complete” and you will be able to proceed to the next section.

HOW TO SUBMIT PIMS IN EHBs ONCE COMPLETE

► Submission

- Once all the required forms are complete user needs to click the “Validate/Submit Report” link to navigate to next page.
- If there are any forms not completed, the system will prompt an error message.
- Grantee must click the “Certification” checkbox
- Then click the submit button
- Message to Project Officer is optional and not required
- The Report Status updates to Submitted
- confirmation number for submission is then provided

ADDITIONAL TECHNICAL ASSISTANCE SUPPORT

Through the Small Health Care Provider Quality Improvement Program, grantee have access to support and technical assistance directly from their assigned HRSA FORHP Project Officers who will be able to provide assistance specific to Quality Program PIMS measure interpretation and reporting guidance as well as accessing, completing and submitting the PIMS deliverable in the EHBs. Additionally, technical assistance for and evaluation support for this grant program is provided through FORHP contractual and cooperative agreements with [Georgia State University’s Georgia Health Policy](#) and [Stratis Health’s Rural Quality Improvement Technical Assistance](#) for which PIMS questions may be referred out to from your Project Officer.

SMALL HEALTH CARE PROVIDER QUALITY IMPROVEMENT PROGRAM

PIMS FREQUENTLY ASKED QUESTIONS (FAQs)

General FAQs

1. **Question:** What is PIMS?

Answer: PIMS stands for Performance Improvement Measurement System and serves as the electronic performance measurement tool for annual progress reporting metrics specific to your project's grant program requirements. The PIMS tool is provided to grant program award recipients as a fillable electronic form in the HRSA Electronic Handbook (EHB) system.

2. **Question:** When is the PIMS report due?

Answer: The PIMS report is due no later than August 31st, 2023.

3. **Question:** Can I submit my PIMS report before the deadline?

Answer: Yes, PIMS reports can be submitted at any point during the open PIMS reporting timeframe, which runs between August 1, 2023, and August 31, 2023.

4. **Question:** When does PIMS reporting become available to grantees?

Answer: PIMS reporting will become available in the HRSA Electronic Handbook System (EHB) starting August 1st, 2023. The primary grant award contacts listed in the EHB for your respective grant award will be notified via EHB generated email of the PIMS reporting opening. Award recipients will have from August 1st, 2023, through August 31st, 2023 to complete and submit the PIMS reporting in the EHB system for their grant project program requirement.

5. **Question:** How do I access the PIMS reporting site?


Answer: PIMS must be accessed through your grant award's grant profile in the HRSA EHB system and can login through EHBs. You can access this HRSA EHB page on how to navigate and submit your PIMS:

<https://help.hrsa.gov/display/public/EHBSKBFG/CBD+Performance+Report+Navigation+and+Submission#CBDPerformanceReportNavigationandSubmission-Overview>

6. **Question:** What period does the reporting cover?

Answer: PIMS reporting covers all grant related activities that occur within the respective grant program project year on an annual basis. The specific reporting timeframes for the FY22 grantee cohort of the Small Health Care Provider Quality Improvement grant program are as follows:

- Year One (1) PIMS Reporting (Due August 31st, 2023): Covers all grant-related activities that occur between August 1st, 2022 – July 31st, 2023
- Year Two (2) PIMS Reporting (Due August 31st, 2024): Covers all grant-related activities that occur between August 1st, 2023 – July 31st, 2024
- Year Three (3) PIMS Reporting (Due August 31st, 2025): Covers all grant-related activities that occur between August 1st, 2024 – July 31st, 2025
- Year Four (4) PIMS Reporting (Due August 31st, 2026): Covers all grant-related activities that occur between August 1st, 2025 – July 31st, 2026

7. **Question:** What do I report if my organization didn't receive a notice of grant award until the Fall of 2022 for year one (1) of the grant project?
Answer: For projects who received a late notice of award for their grant, the timeframe for the PIMS reporting timeframe should include reporting of all grant related activities that occurred starting the issue date of the grant notice of award through July 31st, 2023.
8. **Question:** What activities do I include in my PIMS report?
Answer: Only report data on activities that are supported the current respective grant year
9. **Question:** What should I do if the response is unknown or zero?
Answer: If the answer is unknown or zero do not leave it blank, enter (0). If the response is not applicable for your project, enter "n/a," as appropriate. Explanation and/or a proposed plan on how to collect missing information should be included in "Comments" boxes where appropriate
10. **Question:** What should I do if the measure is not applicable?
Answer: If the measure is not applicable to your project, enter not applicable "n/a," as appropriate. Do not leave answers blank or entered as zero (0) if the response is not applicable. Explanation and/or a proposed plan on how to collect missing information should be included in "Comments" boxes where appropriate
11. **Question:** What should I do if I have more information that needs to be shared for a measure(s)?
Answer: Though it is not a requirement, each form does allow for the submission of uploaded attachments in addition to up to 5,000 characters to be submitted into the form comment box at the end of each section form.
12. **Question:** Do I have to complete all of the sections at one sitting or can I start the PIMS form and save to pick back up where I left off?
Answer: You can complete your report in multiple sittings. Remember to save your entries/changes on the page before you navigate away from it.
13. **Question:** How do I know if I saved each section entry correctly?
Answer: For each section, EHB will require you to save before moving to the next section. Make sure to save your form and click "submit." If all items in the sections are completed, a  will be next to the section header on the navigation bar.
14. **Question:** Do I need to complete all PIMS forms, or can I submit the PIMS report after completing just one section?
Answer: You have to complete all forms (six total) in order to submit your PIMS report.
- Do not leave any sections blank.
 - Use the Comment Box at the end of each Section if you have issues obtaining data or interpreting the questions.
 - Each Section also has "Attachment" option, which is not a requirement although can be used to provide additional information, as desired.

15. **Question:** Who from my grant project team will have access to and ability to edit and submit the PIMS report in the EHBs?

Answer: Project Contacts assigned in the EHBs to roles as either the Project Director or the Authorizing Official have the permission settings to be able to “View, Edit and Submit Performance Report Deliverable” which is the access to PIMS as well as the ability to edit and submit the PIMS report for your respective grant.

16. **Question:** If I make a mistake on my PIMS and the forms have already been submitted in the EHBs, is there a way I can still make corrections to the PIMS submission?

Answer: Yes. As long as the assigned deliverable deadline for your respective grant program reporting has not passed, you can contact your Project Officer and request for the PIMS to be returned in the EHBs in order to make any needed changes. If the deliverable deadline has already passed, the PIMS cannot be returned and you will need to consult your Project Officer for how to proceed.

17. **Question:** After my PIMS has been submitted, will I be able to view the data that was reported?

Answer: Yes. Grantees will have access to their PIMS data for each year of the grant reporting period they complete. This information will be stored as part of the navigation bar on the left-hand side of the PIMS portal main page and labeled with the reporting period for each report displayed. The reports will be available in both PDF and Excel formats. A raw data report feature should be available to access to further support ease of data analysis and assessment efforts.

Item Specific FAQs

18. **Question:** Under the Consortium/Network Section, do we list the aggregate number of member organizations that were added just during the specific budget period or the total aggregate number for both years?

Answer: Only for Year 2 - Data should reflect information/activities that occurred during the course of the respective grant year only

19. **Question:** What if my network/consortium partners provide direct services for this grant project? Should these patient encounters be included in direct and indirect service reporting?

Answer: If direct and/or indirect services are provided by partner sites, please report these services only if these services meet the criteria for the measure definition and successfully reflect:

- direct services provided in relation to the project’s specified intervention patient population;
- direct services provided that are directly related to the activities and services funded through this grant program and;
- The partner site is an approved partner named in official awarded grant application for this grant funding.

20. **Question:** If a patient is counted as a unique individual in our year one (1) direct services reporting and we see them again for services in year two (2), can we count them again in our year two (2) report?

Answer: Yes.

21. **Question:** My grant project is focusing on one specific chronic disease, however, the impact of the project's quality improvement culture of change for the intervention is anticipated to cut across primary care services more broadly. Is it permissible to report on all clinical measures that could be impacted or should the clinical measures focusing on the one chronic disease be reported?

Answer: Depending on the project's overarching goals and outcomes intended to be attained over the course of the four-year grant program will help determine the appropriate answer to this question. Both answers are correct depending on how the program is structured and how the methodology for collecting, counting and reporting progress in PIMS on your target population to measure the effectiveness of your project's intervention. Please consult your Project Officer for additional guidance specific to your project.