

**Burn Model System
National Data and Statistical Center**

STANDARD OPERATING PROCEDURE (SOP) #606

SOP #606	Title: Performance Target Monitoring		
Approved: BMS Project Directors		Effective Date: 10/3/2014	
Attachments: None		Revised Date: 9/30/2015	
Forms: None		Review Date:	
Review Committee: BMS Project Directors			

Purpose:

1. To standardize the performance target monitoring process.
2. To establish procedures that will assist Burn Model System (BMS) Centers in meeting performance targets.
3. To improve BMS Center compliance.

Scope:

Performance targets related to the BMS National Database quarterly or annual reports, as specified by the BMS National Data and Statistical Center (NDSC) report schedule. All BMS Centers, BMS Longitudinal Follow-up Centers, and the NDSC will adhere to this procedure.

Responsibilities:

1. **For implementation:** BMS center staff members are responsible for meeting performance targets (e.g., BMS researchers or clinicians, research assistants, and study coordinators).
2. **For oversight:** BMS Project Directors, NIDILRR Project Officers and the NDSC staff provide oversight and support to achieve compliance as needed.

Benchmark Policy:

BMS Centers will:

1. Enroll at least 80% of eligible participants in the past calendar year.
2. Enroll 100% of the number of participants specified in each center's grant proposal for each calendar year.
3. Successfully complete 6 month follow-up on at least 80% of participants in each calendar year.
4. Successfully complete 12 month follow-up on at least 80% of participants in the past year.
5. Successfully complete 24 month follow-up on at least 80% of participants in the past year.
6. Successfully complete 5 year follow-up on at least 80% of participants in the past year.

7. Successfully complete 80% of participants due at year 10 in the past year.
8. Successfully complete 80% of participants due at all follow-up time-points combined.

Additionally, each year a missing data report will be examined. The goal is to have no more than 10% data missing for all Form I or Form II variables.

Procedure:

1. The NDSC will send quarterly e-mails with rolling up-to-date statistics for the calendar year highlighting performance targets to Project Directors and NIDILRR Project Officers notifying them of Center performance. The “in year” performance target will only reflect those participants who have a data collection window that has closed.
2. If any “in year” performance target is not met for two consecutive quarters, the BMS Project Director in consultation with BMS Center staff and with the assistance of the NDSC will provide an action plan to their NIDILRR Project Officer within 15 calendar days outlining steps that will be taken in order to ensure targets will be met in subsequent quarters.
 - a. Each action plan will be specific to the target that was missed. The NDSC will assist the Center to implement the guidelines and strategies for recruitment and maximizing follow-up included in SOP #103 as well as providing solutions that have been used successfully at other centers and/or other Model System Centers or similar entities.
 - b. The plan will include a date by which the target is expected to be met because some changes a Center may make may produce immediate results, while others could take up to a year or longer to show the benefits of the change.
3. If a Center misses a particular performance target the quarter after the date to meet the target deadline set forth in the action plan, the Project Director and appropriate Center staff will schedule a conference call with their NIDILRR Project Officer and a representative from the NDSC within 15 calendar days to discuss a new action plan with a new deadline. For Longitudinal Follow-up Centers, the NDSC will also explore options for transferring the cases to the NDSC for conducting follow-up interviews.
4. If best practices are in place, further action plans are not required but the BMS Center must let their NIDILRR Project Officer know if there is a change in implementation of best practices. However, if targets are continually missed an annual re-review will take place. Future NDSC site visits will pay special attention to those best practices.

All NIDILRR grantees are reminded that NIDILRR maintains the right to withhold funding for any grant that fails to make substantial progress toward meeting grant objectives which include enrollment and follow-up for the BMS National Database.

Training requirements:

None

Compliance:

All BMS Centers, Longitudinal Follow-up Centers, and the NDSC will comply with this procedure.

References:

None

History:

9/30/15—Updated to replace all references to NIDRR with NIDILRR.

Review Schedule:

At least every 5 years.