

AHCA Florida Health Care Connections (FX)

<<Insert Project Name Here>>

Post Implementation Evaluation Plan

Version: 001

Date: Month Day, YYYY

Author: [Author]

Submitted To: AHCA FX Program Administration Team





Revision History

| DATE | VERSION | DESCRIPTION | AUTHOR |
|----------|---------|--|--------|
| M/D/YYYY | 001 | <<Insert Project Name Here>> Post Implementation Evaluation Plan first draft version | |
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Modifications to the approved baseline version (100) of this artifact must be made in accordance with the Artifact Management Standards.

Quality Review History

| DATE | REVIEWER | COMMENTS |
|----------|----------|----------|
| M/D/YYYY | | |
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SECTION 1 INTRODUCTION

1.1 BACKGROUND

The Florida Agency for Health Care Administration (AHCA or Agency) is adapting to the changing landscape of healthcare administration and increased use of the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) to improve the administration and operation of the Florida Medicaid Enterprise. The current Florida Medicaid Enterprise is complex; it includes services, business processes, data management and processes, technical processes within the Agency, and interconnections and touchpoints with systems necessary for administration of the Florida Medicaid program that reside outside the Agency. The future of the Florida Medicaid Enterprise integration is to allow the Agency to secure services that can interoperate and communicate without relying on a common platform or technology.

The Florida Medicaid Management Information System (FMMIS) has historically been the central system within the Florida Medicaid Enterprise; functioning as the single, integrated system for claims processing and information retrieval. As the Medicaid program has grown more complex, the systems needed to support the Florida Medicaid Enterprise have grown in number and complexity.

The Medicaid Enterprise System (MES) Procurement Project was re-named Florida Health Care Connections (FX) in the summer of 2018. FX is a multi-year transformation to modernize the current Medicaid technology using a modular approach, while simultaneously improving overall Agency functionality and building better connections to other data sources and programs.

1.2 PURPOSE

The Post Implementation Evaluation Plan is an internal evaluation performed by the FX Team to confirm that a system is operating according to design and that users are satisfied with the performance of the system. This plan represents the transition from the design and implementation stage to the operations stage and signals the start of monitoring metrics established for the system.

1.3 SCOPE STATEMENT

<Instructions: Provide a description of how the project manager works with the project team to determine delivery timeframes and metrics definitions to create a Post Implementation Evaluation Plan, including a user assessment and the process to assess user satisfaction.>

1.4 GOALS AND OBJECTIVES

<Instructions: Identify the goals and objectives for this plan.>

- Goal #1 – The goal of this plan is to <insert language>



Objective #1 – <insert objective>

Objective #2 – <insert objective>

- Goal #2 – The goal of this plan is to <insert language>

Objective #1 – <insert objective>

Objective #2 – <insert objective>

1.5 REFERENCED DOCUMENTS

The following documents were used as input to the development of the Post Implementation Evaluation Plan and provided valuable information to produce the procedures and processes.

- Florida MMIS/DSS/FAO Project Management Office Operations Procedures Manual, Version 1.2 DRAFT, January 23, 2018
- CMS eXpedited Life Cycle (CMS XLC) Post Implementation Report
- <add additional, as needed>



SECTION 2 ROLES AND RESPONSIBILITIES

Exhibit 2-1: Roles and Responsibilities identify the roles and responsibilities for the primary stakeholders that maintain or use this document.

<Instructions: Specify each major role (not name of the individual) and the major activities related to this document.>

| ROLE | RESPONSIBILITY |
|------|----------------|
| | ▪ |
| | ▪ |
| | ▪ |
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Exhibit 2-1: Roles and Responsibilities



SECTION 3 PERFORMANCE ASSESSMENT

3.1 OVERVIEW

<Instructions: Briefly introduce the business process the system supports and how it fits within the larger context of the Agency's business identifying interfaces for both internal and external business processes. Provide a brief overview of the application and software architectures providing a high-level context diagram.>

3.2 USER / CUSTOMER ASSESSMENT

<Instructions: Briefly describe the investment's users and the process (e.g., surveys, user group meetings, customer focus groups, etc.) used to assess user or customer satisfaction. Summarize the results of surveys or other user or customer inputs and usage trends. Is the existing system providing customers the needed functionality and performance? Based on your user or customer inputs, is actual performance consistent with user or customer expectations, or do the current performance goals reflect current user or customer functional or performance requirements? Has the investment exceeded expectations, and the performance measures need to be re-baselined? Discuss how your system addresses the following operational indicators: efficiency, effectiveness, maintainability, productivity, security, availability, reliability, energy usage.>

One method for obtaining customer feedback is the RATER model, because it prescribes measuring satisfaction in these five dimensions:

- Reliability – An organization's ability to perform the promised service dependably and accurately
- Assurance – The knowledge, competence and courtesy of employees and their ability to convey trust and confidence
- Tangibles – Physical facilities, equipment, and appearances that impress the customer
- Empathy – The level of caring, individualized attention, access, communication, and understanding that the customer perceives
- Responsiveness – The willingness displayed to help clients and provide prompt service

Questions pertaining to the application are based on each of the five dimensions with each question assigned ratings from 1 (not satisfied) - 5 (very satisfied). An assessment can then be done to determine the level of customer/user satisfaction for each of the five dimensions.

Below is an example of a graphical representation of the assessment data, which aids in the quick identification of where improvement efforts should be focused.

Rating

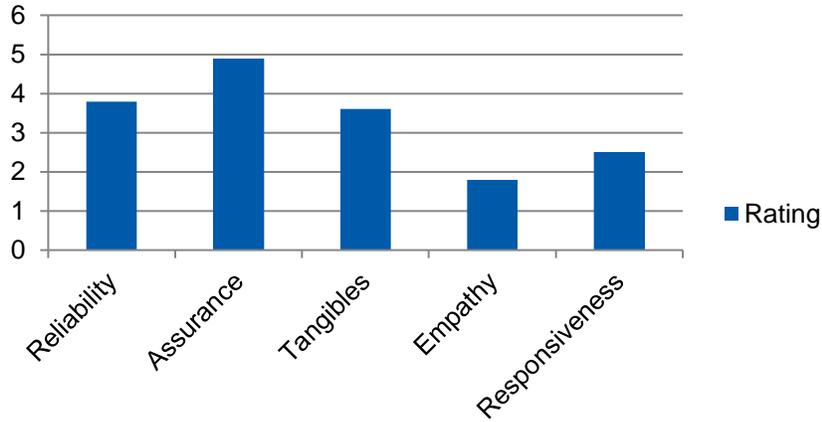


Exhibit 3-1: Graphical Representation of the Assessment Data

3.3 PERFORMANCE ASSESSMENT

<Instructions: For the prior and current fiscal year, provide the Performance Goals and Measures table(s) with prior year actual results and current year interim results, if known. The Measurement Area, Measurement Category, and Measurement Indicator should be based upon the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM), more information for which can be found within the FEA Consolidated Reference Model (CRM) document located on the Office of Management and Budget (OMB) website. If the project collects, manages, or reports to other performance goals and measures, add rows to record those goals and measures.>

| Fiscal Year | Measurement Area | Measurement Category | Measurement Indicator | Baseline | Planned Improvements to Baseline | Actual Results |
|-------------|------------------|----------------------|-----------------------|----------|----------------------------------|----------------|
| | | | | | | |
| | | | | | | |

Exhibit 3-2: Performance Assessment



SECTION 4 RECOMMENDATIONS

<Instructions: Summarize assessment findings and prepare a recommendation to justify if the system should continue in operation as is or if revisions are needed.>

4.1 CONTINUED OPERATION DECISION

<Instructions: Justify if the existing system should continue in operation as is, be enhanced, or terminated. If the system is to be enhanced or terminated, summarize the actions to be taken this fiscal year.>

4.1.1 CONTINUED SYSTEM OPERATION

Should the system continue to operate?

- Continue in operation
- Be enhanced
- Terminate operation

4.1.2 JUSTIFICATION

<Instructions: Provide justification as to why the system should continue in operation, be enhanced or terminate operations.>

4.2 RECOMMENDATIONS FOR SYSTEM IMPROVEMENT

<Instructions: List revisions needed or recommendations to improve system operation. Example categories of recommendations are provided.>

4.2.1 BUSINESS OPERATION AND ENABLEMENT

4.2.2 USER EXPERIENCE

4.2.3 SYSTEM COST EFFECTIVENESS

4.3 MAJOR STAKEHOLDER PERSPECTIVE

<Instructions: Describe perspective and recommendations from the Business Owner, Project Manager, and any appropriate stakeholders. Considerations could include: Were the end users' needs met? Is the project sponsor satisfied? What are the effects on the client or end user? If key individuals aren't satisfied, how should this be addressed?>



4.3.1 BUSINESS OWNER PERSPECTIVE

4.3.2 PROJECT MANAGER PERSPECTIVE



APPENDICES