

Evaluation, Program Implementation,
and Policy Analysis

Performance Monitoring and Impact Evaluation

NORC uses a range of quantitative and qualitative methods to measure program performance against goals and rigorously evaluate their impact on outcomes of interest to clients.

Representative Projects in Health and Well-Being

Health Care Innovation Awards (HCIA) Evaluations

NORC leads two evaluations in the HCIA portfolio for the Innovation Center (CMMI) within the Centers for Medicare & Medicaid Services. The evaluations examine new care delivery and payment models in the management of complex and high-risk patients and patients with specific diseases, such as diabetes and cancer. NORC and its partners are evaluating the success of the models in achieving improved care, better outcomes, and lowered costs while providing rapid-cycle feedback to CMMI and the awardees. The research questions address program drivers and theories of action, the processes by which awardees pursue their goals, and program outcomes. This work relies on primary data collection, analysis of medical claims and patient-reported outcomes, and extensive qualitative research.

Financial Alignment Initiative Operations Support

NORC and its partners collaborate with the Centers for Medicare & Medicaid Services to support the implementation of state demonstration programs that are testing new approaches to providing integrated, high-quality care to the dual-eligible population. NORC has conducted readiness assessments of demonstration states and health plans, and monitors states' and health plans' progress, educates stakeholders and consumers on the demonstrations, tracks and analyzes public comments, and provides project management expertise.

Interim and Final Reports to Congress on the Community First Choice (CFC) Option

NORC evaluates the implementation of the CFC Option, a Medicaid state plan benefit introduced in the Affordable Care Act that covers home and community-based services and supports (HCBS) for beneficiaries with long-term care needs. NORC conducts interviews and site visits, and analyzes Medicaid claims data to assess the impact and cost of the CFC Option on individuals receiving HCBS. This study and affiliated Reports



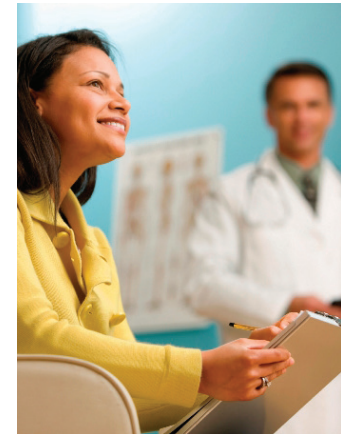
to Congress will help policymakers and program administrators thoroughly consider conditions associated with the financial and logistical success of the CFC program.

Evaluation of the State Health Information Exchange (HIE) Cooperative Agreement Program

This evaluation provides a comprehensive understanding of the effectiveness of the planning, implementation, and operation of the State HIE Cooperative Agreement Program. NORC examines the different approaches and innovative methods states are taking to facilitate information exchange, challenges and drivers, and policy implications. Findings from the evaluation will provide critical, formative feedback to the Office of the National Coordinator and state HIE grantees. Major evaluation activities include reviewing state strategic and operational plans, facilitating discussions with state HIE leadership, conducting case studies, surveying states' Cooperative Agreement Programs, and reviewing and analyzing grantees' data.

National Evaluation of the REACH US Program's Policy, System, and Environmental Changes

For the Centers for Disease Control and Prevention, NORC and its partners evaluated REACH US, a program designed to develop effective and sustainable programs to eliminate health disparities. NORC conducted qualitative and quantitative analyses to evaluate the performance of the REACH US portfolio as a whole. Specifically, NORC assessed the experiences of the 40 REACH US communities and reported findings related to 1) cultural tailoring strategies, 2) policy, system, and environmental changes, 3) legacy communities, and 4) dissemination and translation activities. Using existing grantee documentation and progress reports, NORC translated this information into a framework to allow for macro-level analyses of grantees' accomplishments and experiences over time.



Start a conversation. Contact us.

Adil Moiduddin

Vice President, Health Care
moiduddin-adil@norc.org
(301) 634-9419

Jeffrey Hackett

Director of Business Development
hackett-jeffrey@norc.org
(312) 759-4266



NORC at the University of Chicago is an independent research institution that delivers reliable data and rigorous analysis to guide critical programmatic, business, and policy decisions.