

COST-EFFECTIVENESS AND OUTCOMES EVALUATION

- Planning Council has the option of assessing the effectiveness of services offered; usually best done in coordination with Q M
- Grantee monitors cost effectiveness of services as part of Q M
- Grantee also measures clinical outcomes
- Findings are used by grantee in selecting and monitoring providers
- Findings are used by Planning Council in priority setting, resource allocation, and the development of directives on service models

GRIEVANCES

- Both Planning Council and Grantee must have HRSA/HAB approved grievance procedures
- Planning Council must have procedures to handle grievances related to deviations from its priority setting and resource allocation procedures—usually also covers other policies and processes
- Grievance procedure is located in the Planning Councils' bylaws
- Grantee must have procedures to handle grievances related to:
 - » The procurement and contract award process
 - » Deviations from the Planning Council's set priorities and allocations procured in contracts with service providers