

Fact Sheet 5

Outcomes Measurement – Results Based Accountability™

What is Results Based Accountability™?

Results Based Accountability™ or RBA™ is a quality improvement, outcomes focused evaluation framework that enables organisations to measure outcomes at both an organisational level and at community/population level.

What are the benefits of this framework?

RBA™ enables organisations and communities to:

- clearly identify what they are responsible/accountable for within the programs and services that they deliver;
- differentiate what they are responsible for and what the organisation or service contributes to at a larger population level;
- identify outcomes at both the population and organisational level;
- promotes quality improvement practices through a strong data analysis process; and
- provides a strong framework that encourages collaboration and partnership in communities to achieve population/community outcomes.

What are the key principles of RBA™?

RBA™ is designed to be used by organisations and communities through the use of:

- Simple, jargon-free language
- The process starts with you clearly articulating what the end outcome is that you want to achieve either at a population (community) level or at an organisation or program level
- The two levels of accountability assist you to be clear about what you contribute to at a broad population (community) level and what your organisation is responsible for delivering
- The three questions for performance management get you from quantity measures (outputs) to measuring quality, and most importantly the outcomes that you are achieving:
'How much did we do?';
'How well did we do it?'; and the most important question
'Is anyone better off?';
- The seven question process at both a population (community) and performance (organisation) level, promotes analysis of data and a clear disciplined evaluation and quality improvement process that you can do with your partners, in your team meetings and at a strategic level. This process allows you to get from 'talk to action' quickly

Language is important – What language does RBA™ use?

The language that we use is very important and each sector/industry has its own language but it is important that we are disciplined about the language that we use in order to include our partners in the process including the families and children that we are working with.

RBA™ has its own language to describe essential terms used within the framework, these include:

Results/Outcomes: The conditions of well-being we want for our children, families and the community as a whole.

Indicators: How we measure these conditions.

Baselines: What the measures show about where we have been and where we are headed if we don't change what we are doing.

Turning the curve: What success looks like if we are doing better than the baseline prediction.

Strategies: What works to improve these conditions.

Performance measures: Tell us if our programs, agencies or the service sector are working to make a difference in the lives of the people we are working with. RBA™ uses three performance measures: *How much did we do?*, *How well did we do it?* and *Is anyone better off?*

Once we have identified the outcome we want to achieve, then what?

RBA™ whilst an outcome framework is a quality improvement framework that promotes the analysis of data at both a community and organisation level. Through the regular use of the seven questions organisations and community partnerships can systematically analyse and evaluate the work that they are doing and determine strategies to improve their performance based on evidence and best practice.

This is a continuous process and does not only occur once but can be a process undertaken at team meetings focusing on a particular performance measure; supervision through analysis of individual performance and at a community level through the involvement of partners.

The seven questions are outlined in Fact Sheet 6: Population Accountability and Fact Sheet 7: Performance Accountability.

How can we find out more about how to do this work?

If you would like to find out more about how to do this work, our team at RLG Australia would be very happy to discuss this with you and assist you in this work, please contact us at info@resultsleadership.org.au

Ask us how to purchase **Mark Friedman's book 'Trying Hard Is Not Good Enough'**.