

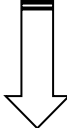
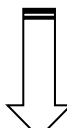
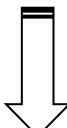
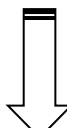
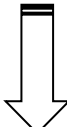


Demonstrate the Value of Healthcare

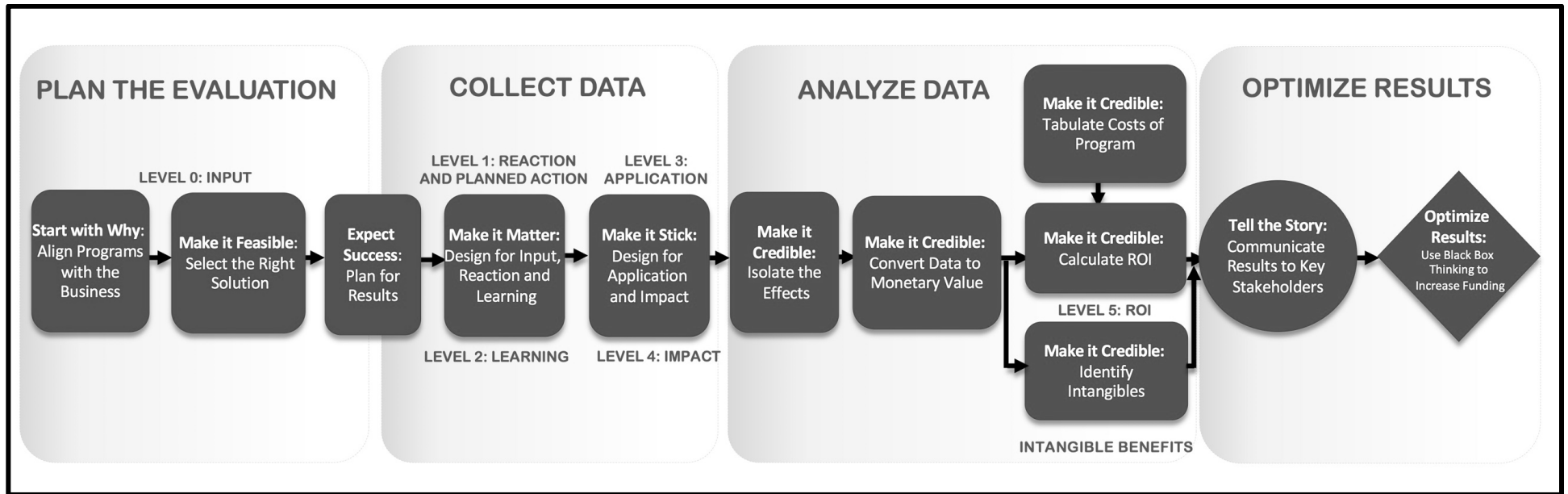
Saudi Commission for Health Specialties

Jack J. Phillips, Ph.D.
Chairman, ROI Institute, Inc.
September 28, 2021

Six Categories of Data

Level	Measurement Focus	Typical Measures
0-Input 	<ul style="list-style-type: none"> Input into programs, including indicators representing scope, volumes, times, costs, and efficiencies 	<ul style="list-style-type: none"> Types of programs Number of programs Number of people involved Hours of involvement Costs
1-Reaction and Planned Action 	<ul style="list-style-type: none"> Reaction to the programs, including their perceived value and planned action to make them successful 	<ul style="list-style-type: none"> Relevance Importance Usefulness Appropriateness Intent to use Motivational Recommended to others
2-Learning 	<ul style="list-style-type: none"> Knowledge and success gained, learning how to develop concepts and how to use skills and competencies to drive program success 	<ul style="list-style-type: none"> Skills Learning Knowledge Capacity Competencies Confidences Contacts
3-Application and Implementation 	<ul style="list-style-type: none"> Application and use of knowledge, skills, and competencies, including progress made and implementation success 	<ul style="list-style-type: none"> Behaviors Extent of use Task completion Frequency of use Actions completed Success with use Barriers to use Enablers to use Engagement
4-Impact 	<ul style="list-style-type: none"> The impact of the programs and processes expressed as business impact measures 	<ul style="list-style-type: none"> Patient outcomes Infant mortality Patient safety Productivity Revenue Quality Readmissions Efficiency Incidents of disease Retention Patient satisfaction
5-ROI	<ul style="list-style-type: none"> Comparison of monetary benefits from the project to project costs 	<ul style="list-style-type: none"> Benefit Cost Ratio (BCR) ROI (%) Payback period

The ROI Methodology®





About ROI Institute, Inc.®

ROI Institute, Inc., founded in 1992 as a service-driven organization, assists professionals in improving programs and processes using the ROI Methodology® developed by Dr. Jack J. Phillips and Dr. Patti P. Phillips. This Methodology is the global leader in measurement and evaluation including the use of return on investment (ROI) in non-traditional applications. ROI Institute regularly offers workshops, provides consulting services, publishes books and case studies, and conducts research on the use of measurement and ROI. This makes ROI Institute the leading source of content, tools, and services in measurement, evaluation, and analytics. Working with more than one hundred ROI consultants, ROI Institute applies the ROI Methodology in 20 fields in over 70 countries. ROI Institute authors have written or edited over 100 books, translated into 38 languages. Organizations build internal capability with the help of ROI Institute and its ROI Certification process. By successfully completing this process, individuals are awarded the Certified ROI Professional® (CRP) designation, which is respected by executives in organizations worldwide.

