



# Every Dollar Counts: Collaboration is Key to Overcoming Resource Limitations

Jessie Steinhart

Division Director, Emergency Finance Services

Sara Azimi-Bolourian, PhD, CDR, US Public Health Service

Chief Data Officer ASPR Data Program

National Healthcare Coalition Preparedness Conference (NHCPC)

11 December 2024

# Introductions

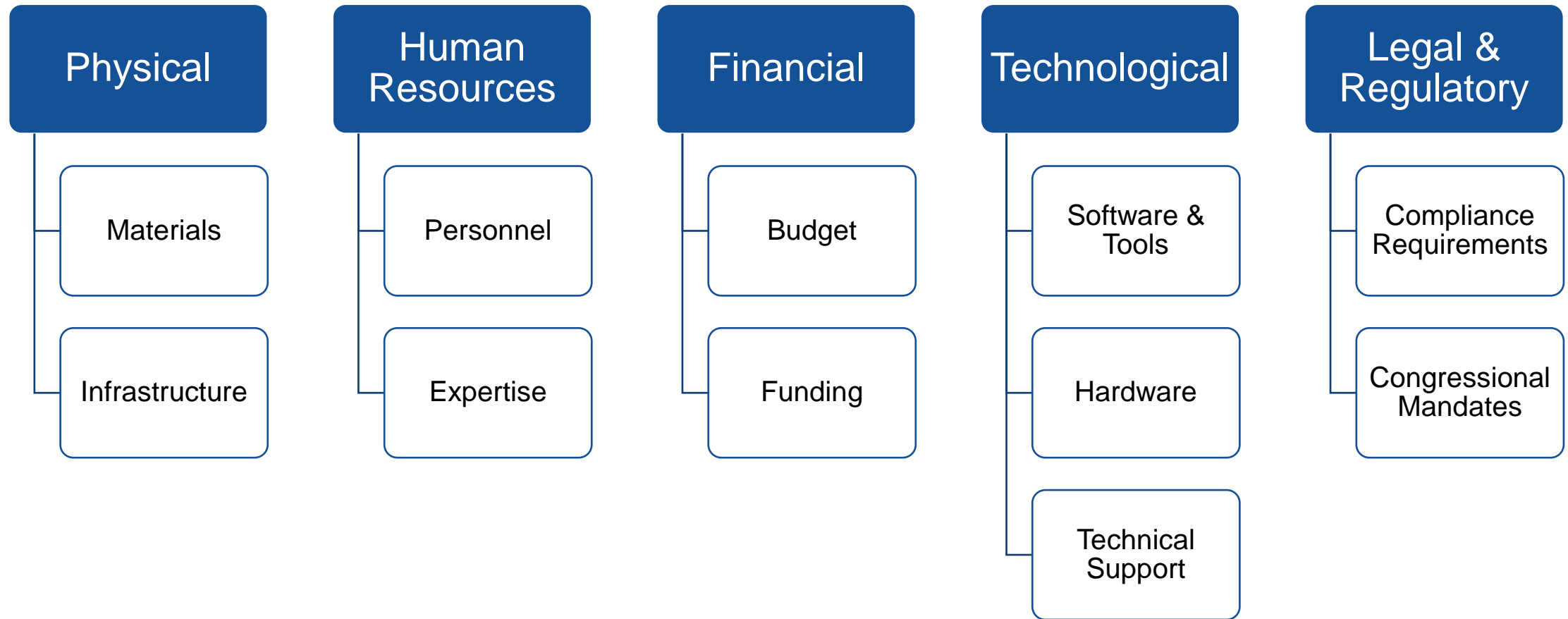
# Learning Objectives

---

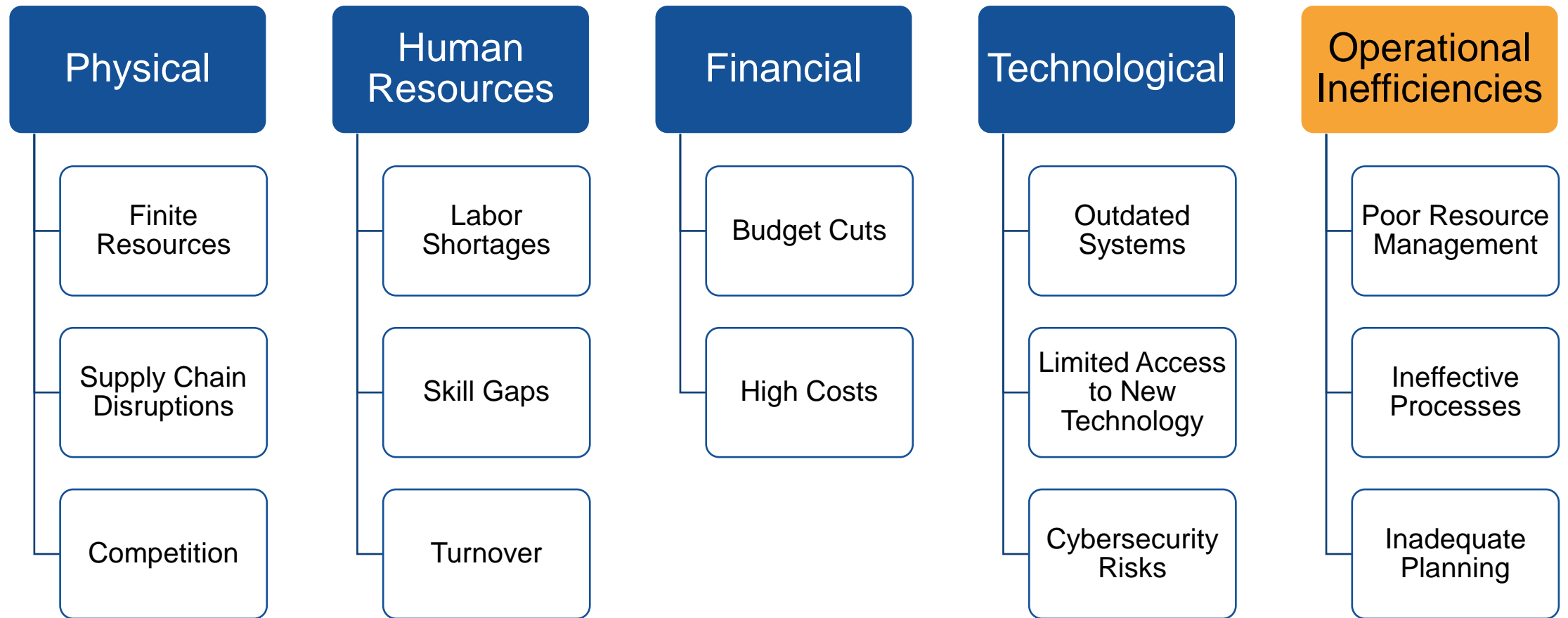
- Understand Resource Limitations: Types, Causes, & Impact
- Examine Solutions & Alternatives: Trade-Offs, Priorities, & Ideal End States
- Measure & Assess Collaborative Success: Key Performance Indicators & Transparent Reporting

# Resource Limitations

# Resource Limitations: Types



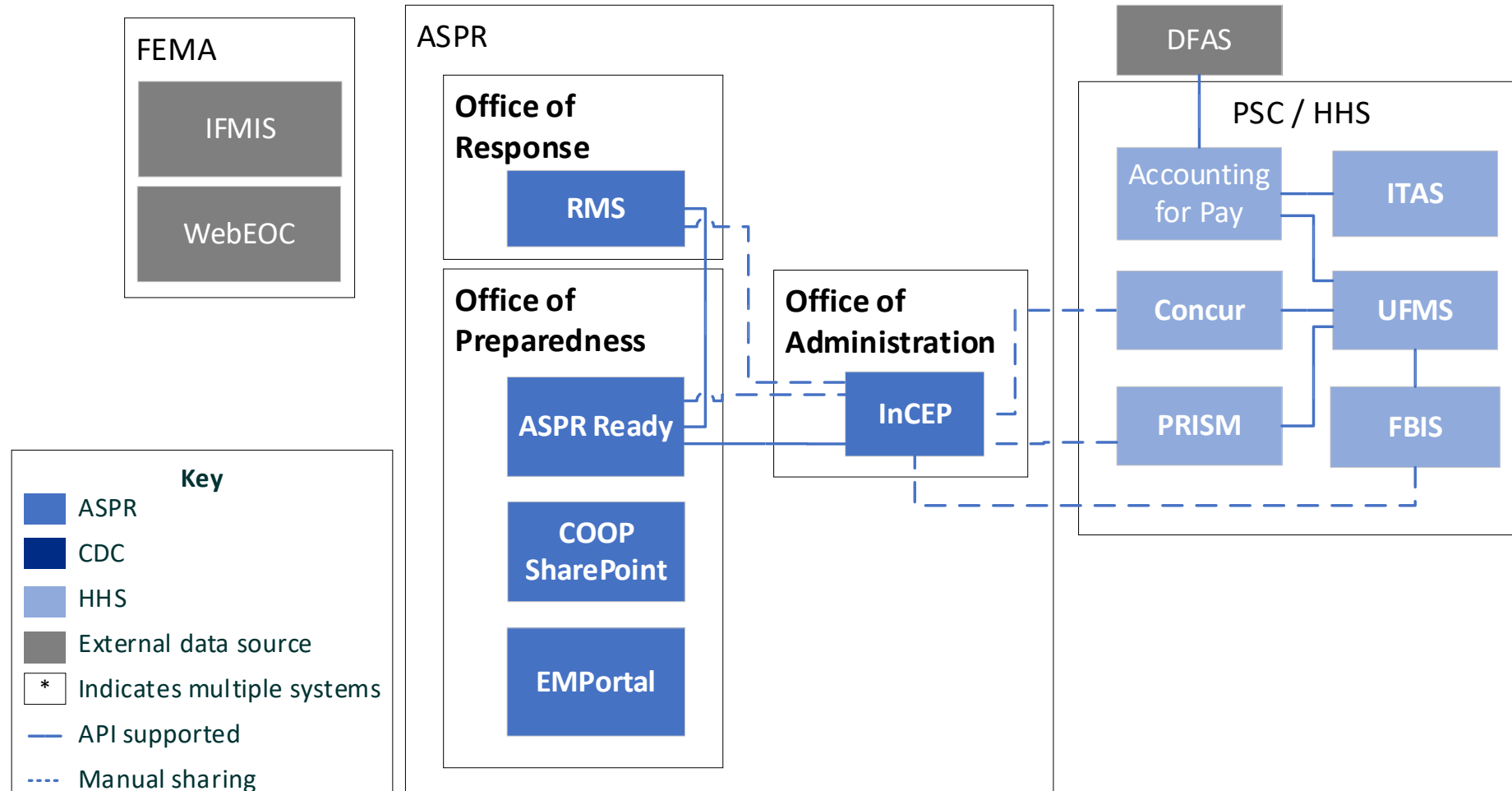
# Resource Limitations: Causes



# ASPR Resource Limitations: Data Systems

## ASPR Data Systems Overview v2.1

Last Updated: 2024-11-12



# Resource Limitations: Impacts

---

Reduced  
Productivity &  
Efficiency

Decreased  
Quality of  
Products or  
Services

Higher  
Operational  
Costs

Lower  
Employee  
Morale & Higher  
Turnover

Inability to Meet  
Demand or  
Scale  
Operations

Increased Risk  
of Compliance &  
Safety Issues

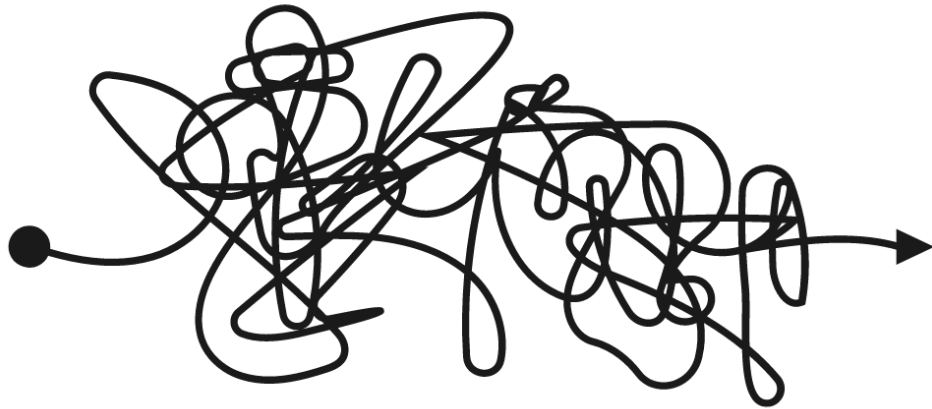
Lower  
Organizational  
Resilience &  
Adaptability

Negative  
Customer  
Experience &  
Satisfaction



# ASPR Resource Limitation Impacts

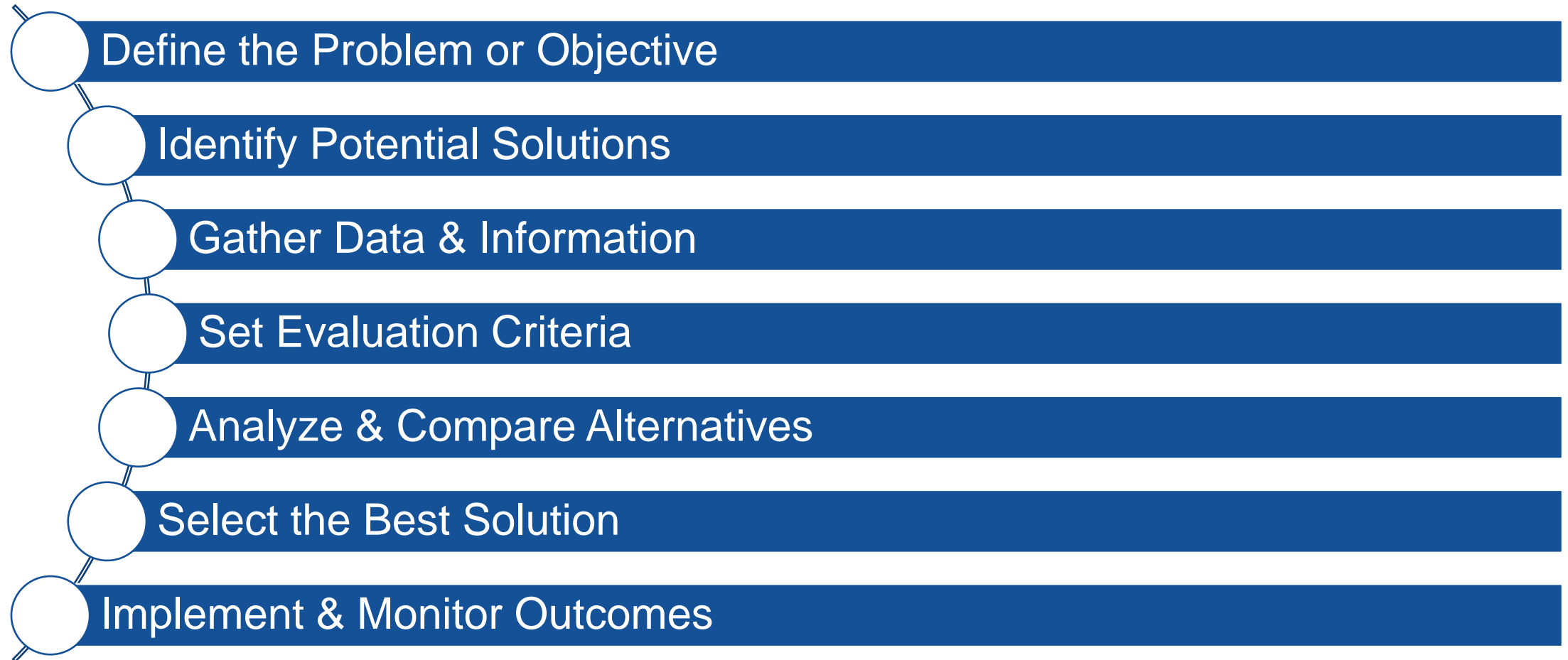
---



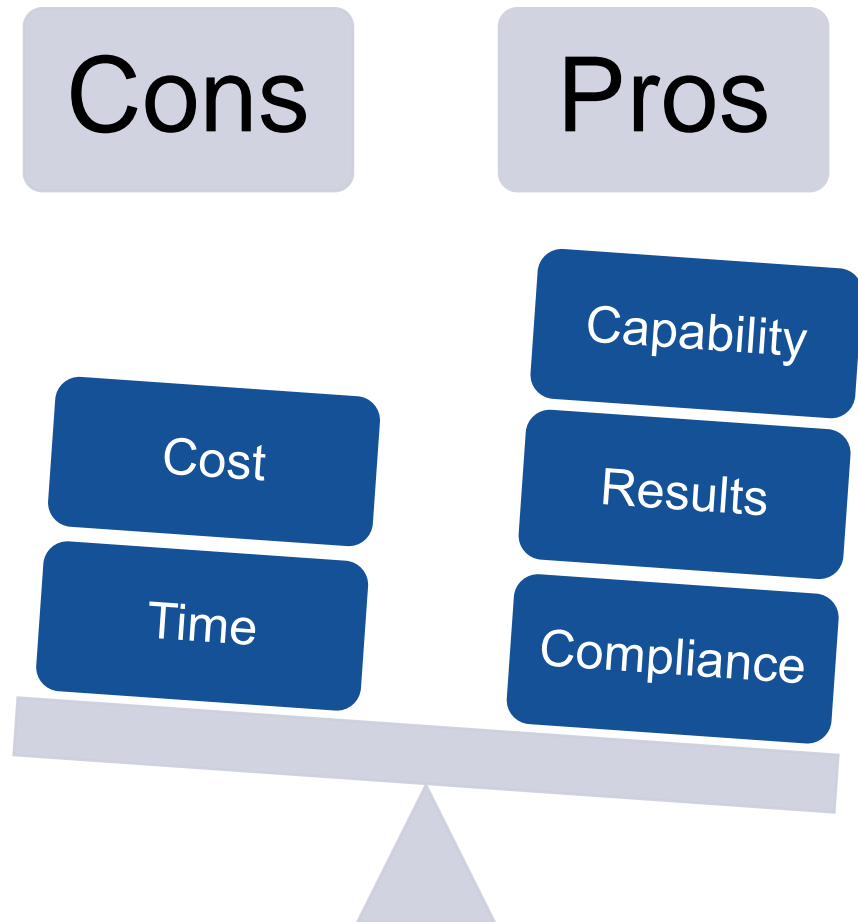
- Late to mission need
- Response varies by Region
- Response varies by emergency
- Burden to personnel
- Financial liability with FEMA Mission Assignments
- Cycles of inefficiency increasing organization risk

# Solutions & Alternatives

# Solutions & Alternatives



# ASPR Data Systems Analysis



Ideal End State:

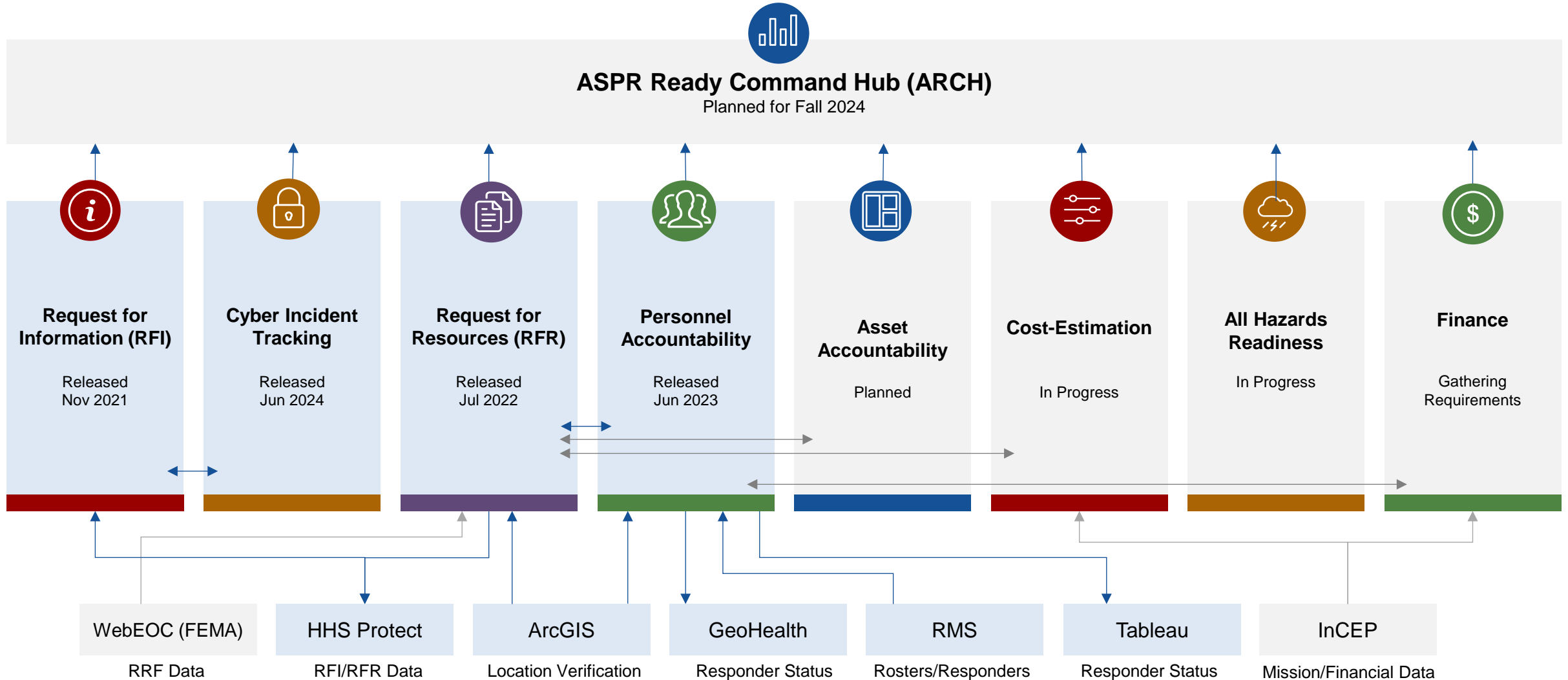
- Automation
- Efficiency
- Demonstrated Compliance
- Accuracy
- Quicker Processing Times

# ASPR Ready Concept of Operations

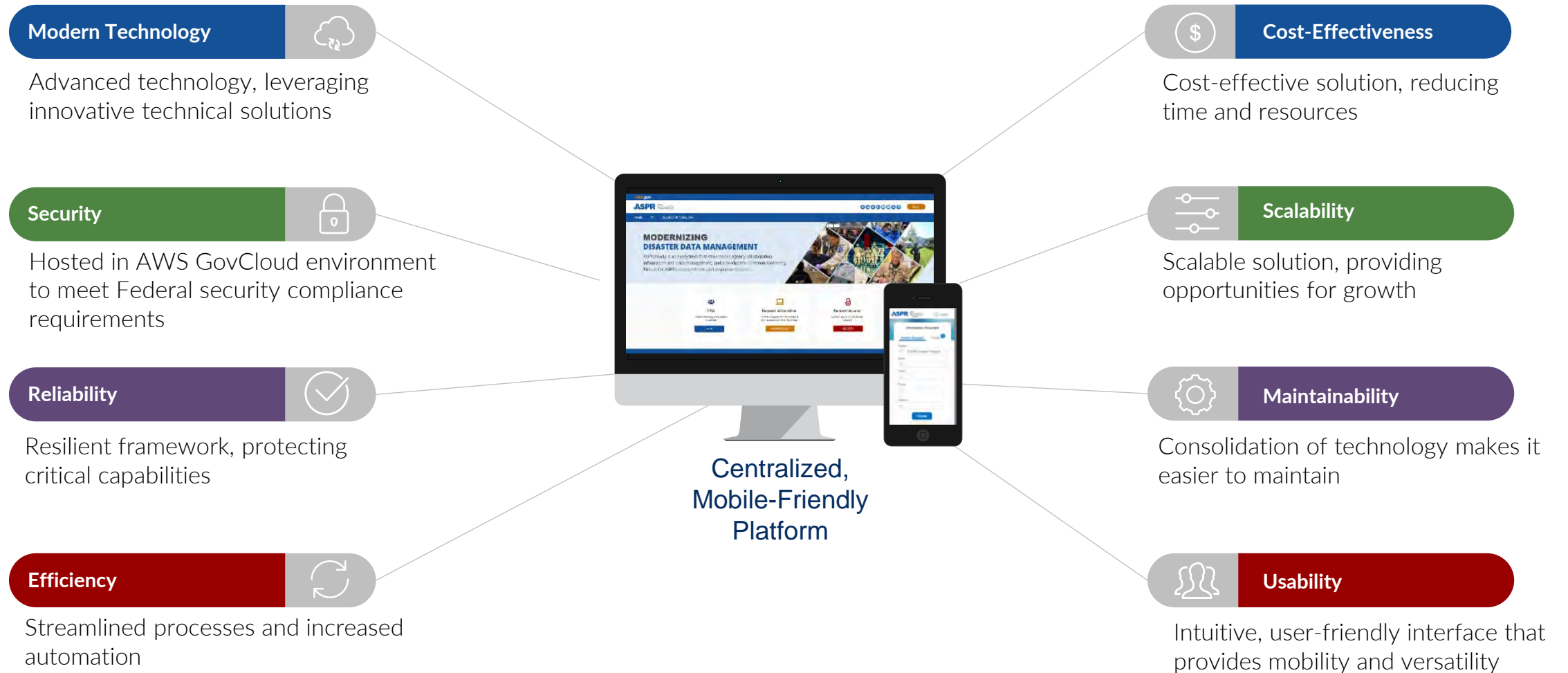
## Legend

Released

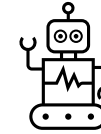
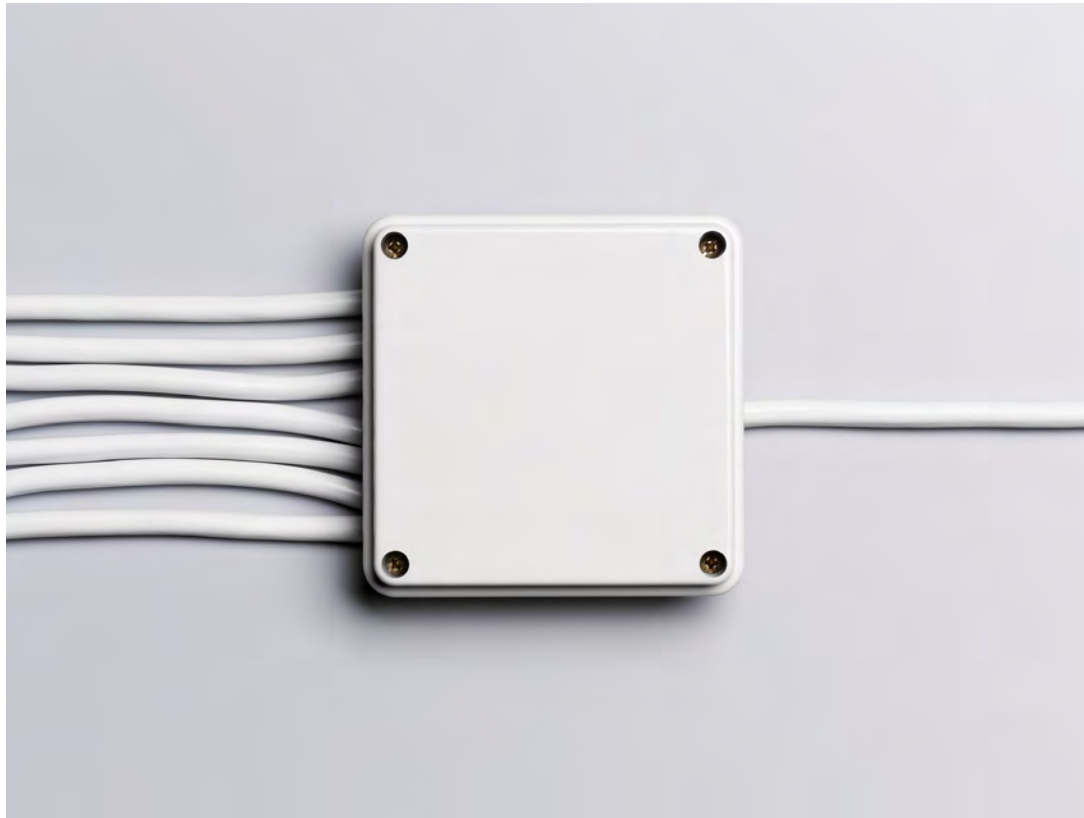
Planned



# Benefits of ASPR Ready



# ASPR Ready Solutions



Automated processes



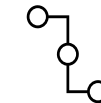
Email & text notifications



Improved processing speed



Programmed Internal controls



InCEP integration

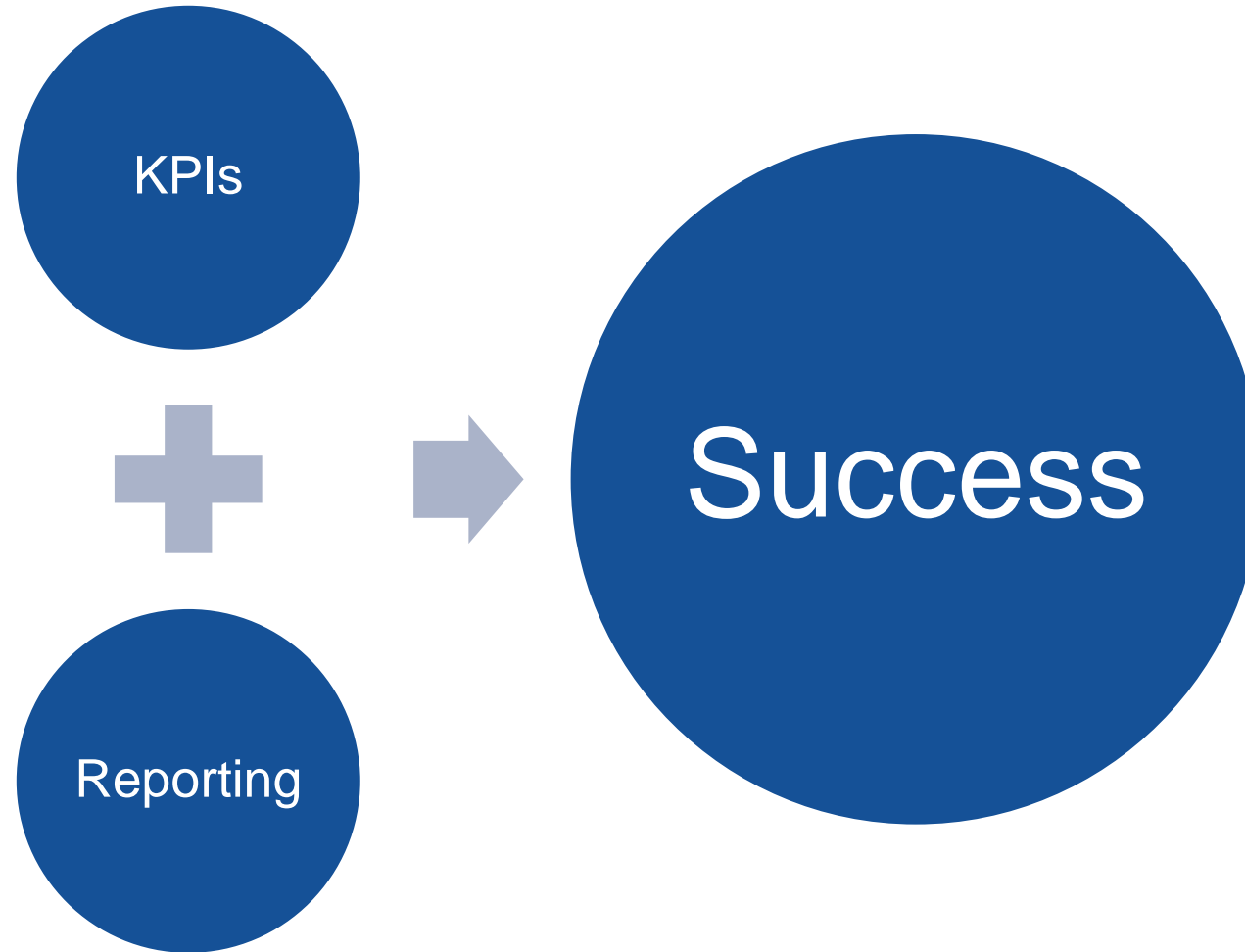


Expanded reporting capability

# Measuring & Assessing Collaborative Success



# What Does Success Look Like?



# What Does Success Look Like?

---

## Key Performance Indicators

- Mission Assignments accepted within 1 hour
- Travel Vouchers submitted within 5 days of return
- FEMA bills submitted every 30 days
- Mission Assignments closed out within 180 days

## Transparent Reporting

- Status of funds
- Status of caches
- Personnel accountability
- KPI results

# So What?



# Takeaways

---



- Define problems in meaningful ways
- Think creatively
- Employ a “best idea wins” strategy
- Set everyone up for success
- Don’t give up!

# Questions?

---

Jessie Steinhart

Jessie.Steinhart@hhs.gov

Sara Azimi-Bolourian, PhD, CDR

Sara.Azimi-Bolourian@hhs.gov