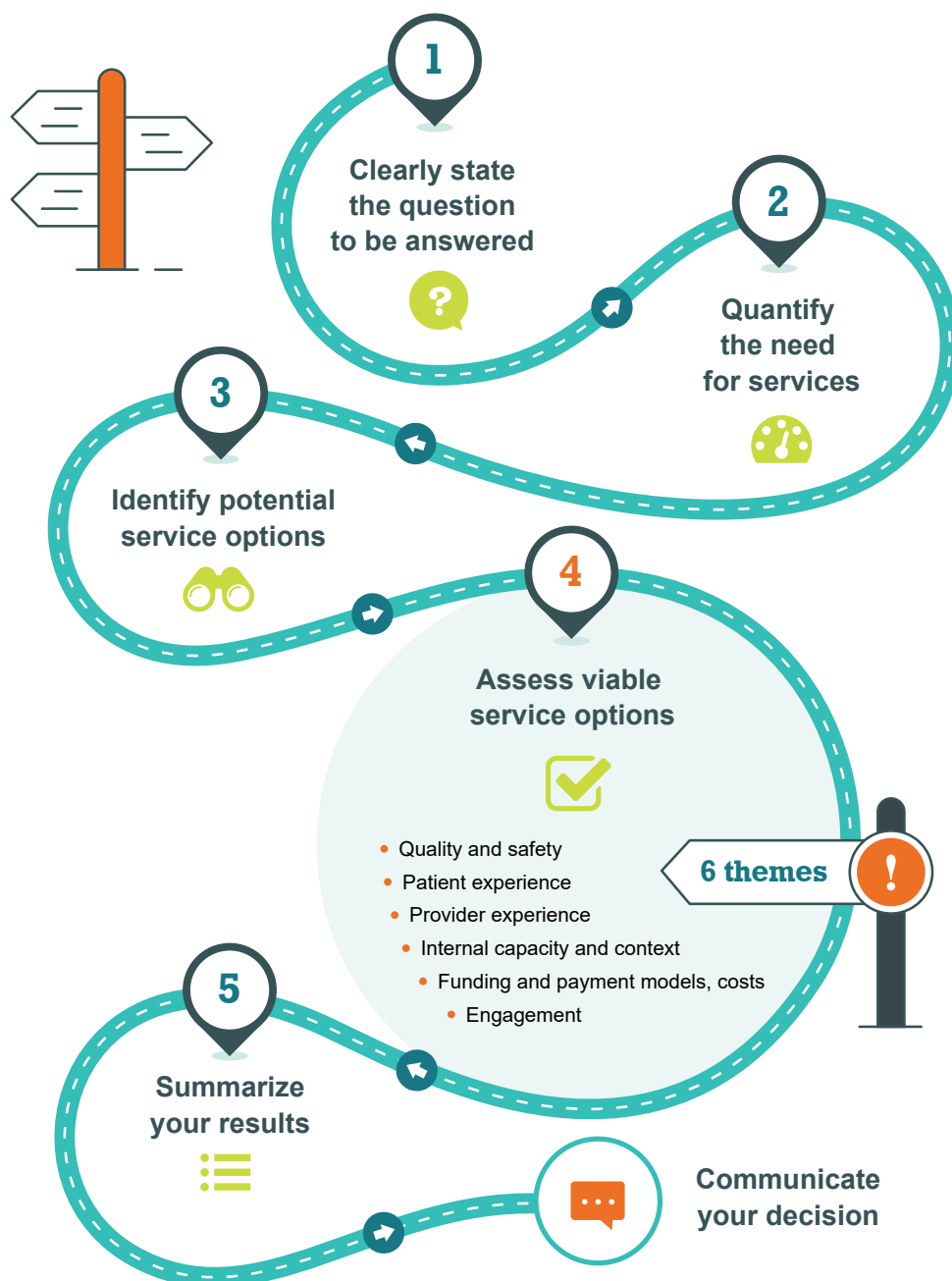


Rural Health Service Decision Process

The following diagram illustrates the 5 steps of the process. See the other side for details. This information sheet is a supplement to the complete decision guide.



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Step 1: Clearly state the question to be answered

Clearly and specifically state the question you're trying to answer or the decision you're trying to make — whether you're addressing an issue or opportunity — and the context in which the decision will be made.

Step 2: Quantify the need for services

Gather evidence to better understand the need for a service or service change, and use it to characterize and quantify the current and anticipated future service requirements.

Step 3: Identify potential service options

Identify all potential service options, and then narrow down your list to the most viable 2 to 5.

Step 4: Assess viable service options

Assess all viable service options (including the status quo) to identify the best one. The decision guide includes questions that walk you through the assessment process and its 6 themes (3 about outcomes you wish to achieve and 3 about inputs related to context and processes).

Outcomes to achieve	Inputs to consider
Quality and safety	Internal capacity and context
Patient experience	Funding and payment models, costs
Provider experience	Engagement

Step 5: Summarize your results

Create a summary you can use to develop internal communications and to host discussions about the decision, as well as to support external communications with stakeholders.



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