Legislative Oversight Committee
South Carolina House of Representatives
Post Office Box 11867
Columbia, South Carolina 29211
Telephone: (803) 212-6810 • Fax: (803) 212-6811

2016 Annual Restructuring Report Extension Request Guidelines

PLEASE NOTE:

The information included in the agency's report will appear online for all legislators and the public to view.

Agency Name:	**Patients' Compensation Fund**
Date Request Submitted:	**January 25, 2016**

Background

Committee Standard Practices 4.2.2 - 4.2.4

Extensions for Annual Restructuring Reports

4.2.2 The Chairman may, for reasons he determines as good cause, provide an agency an extension and new deadline to submit its Annual Restructuring Report (“New Deadline”). The Chairman will not provide more than two extensions without unanimous consent from the full committee.

4.2.3 Before the Chairman will consider a request from an agency for an extension, the agency must fully complete a Committee Extension Request form, as approved by the Committee Chairman, and provide it to the Chairman for consideration.

4.2.4 Until the agency receives a response, it should continue to complete the report to the best of its ability as if it is due on the original deadline.

Submission Process

Note this Extension Request Form will be published online.

Agency	Patients' Compensation Fund
Date of Submission	1/25/2015

Instructions : Please complete this Extension Request Form. The completed form should be submitted electronically to the House Legislative Oversight Committee (HCommLegOv@schouse.gov) in both the original format (Excel) and saved as a PDF for online reporting. Please direct any questions about this process to Jennifer Dobson (jenniferdobson@schouse.gov) or Charles Appleby (charlesappleby@schouse.gov).

I.	Extension Request			
		1	State the date the agency orginially received the report guidelines:	*11/24/2015*
		2	State the date the agency submitted this request for an extension:	*1/25/2015*
		3	State the orginial deadline for the report:	January 12, 2016, first day of session as provided by statute
		4	State the number of additional days the agency is requesting:	*34*
		5	State the new deadline if the additional days are granted:	*2/29/2015*
II.	History of Extensions			
		1	List the years in which the agency previously requested an extension, putting the years the extension was gratned in bold:	
III.	Good Cause			
		1	Please state good cause as to why the Committee should grant the extension requested by the agency. Please limit the response to 1,000 words or less.	*The PCF has been preparing for board meetings to determine the rate changes in memberhsip fees for the coming year. We are also at a high membership renewal period for this fiscal year. Finally we are rolling out a new risk management project that has taken quite a bit of planning and implementation.*
IV.	Verfication			

Submission Process

	1	Please state the name of the agency head, or person designated and authorized by the agency head to do so, that has approved and reviewed the information provided in this Extension Request form.	*Terry A. Coston*
	2	Does the agency head, or designated person by the agency head, affirm that the information contained in this form from the agency is complete and accurate to the extent of his or her knowledge.	*Yes*
V. Committee Response		**Leave this section blank.**	
	1	Date extension was granted:	26-Jan-16
	2	Number of additional days granted:	34 days
	3	New deadline for agency response:	29-Feb-16

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2016 Annual Restructuring Report Guidelines

PLEASE NOTE:

The information included in the agency's report will appear online for all legislators and the public to view.

Agency Name:	**SC Patients' Compensation Fund**
Date Report Submitted:	**January 11, 2016**
Agency Head	
First Name	Terry
Last Name:	Coston
Email Address:	terry.coston@pcf.sc.gov
Phone Number:	803-896-5291

Legal Standards

This is the first chart in the report because the legal standards which apply to the agency should serve as the basis for the agency's mission, vision and strategic plan.

Agency Responding	SC Patients' Compensation Fund
Date of Submission	42380

Instructions : List all state and federal statutes, regulations and provisos that apply to the agency ("Laws") and a summary of the statutory requirement and/or authority granted in the particular Law listed. If the agency grouped Laws together last year, they can continue to do so this year. However, please be aware that when the agency goes under study, the House Legislative Oversight Committee will ask it to list each Law individually. The Committee makes this request so the agency can then analyze each of the Laws to determine which current Laws may need to be modified or eliminated, as well as any new Laws possibly needed, to allow the agency to be more effective and efficient or to ensure the Law matches current practices and systems. Included below is an example, with a partial list of Laws which apply to the Department of Juvenile Justice. Please delete the example information before submitting this chart in final form. NOTE: Responses are not limited to the number of rows below that have borders around them, please list all that are applicable.

Item #	Statute, Regulation, or Proviso Number	State or Federal	Summary of Statutory Requirement and/or Authority Granted	Is the law a Statute, Proviso or Regulation?
1	38-79-410	State	The PCF Governing statute was established in 1976 granting the authority to establish the SC Medical Malpractice Patients' Compensation Fund.	Statute

Mission, Vision and Goals

This is the second chart because the agency's mission and vision should have a basis in the legal standards, which the agency provided in the previous chart. After the agency knows the laws it must satisfy, along with its mission and vision, it can then set goals to satisfy those laws and achieve that vision (and the strategy and objectives to accomplish each goal - see next chart). To ensure accountability, one person below the head of the agency should be responsible for each goal. The same person is not required to be responsible for all of the goals.

Agency Responding	SC Patients' Compensation Fund
Date of Submission	42380
Fiscal Year for which information below pertains	2015-16

Instructions : Provide the agency's mission, vision and laws (i.e. state and/or federal statutes) which serve as the basis for the agency's mission and vision.

Mission	The PCF’s mission is to provide excess medical liability coverage to its members at an
Legal Basis for agency's mission	SC PCF Governing Statute 38-79-410
Vision	To be the premier provider of excess professional liability insurance and risk management
Legal Basis for agency's vision	SC PCF Governing Statute 38-79-410

Instructions :
1) Under the "Legal Responsibilities Satisfied" column, enter the legal responsibilities (i.e. state and/or federal statutes and provisos) the goal is satisfying. All of the laws mentioned in the previous chart (i.e. Legal Standards Chart) should be included next to one of the agency's goals. When listing the Legal Responsibilities Satisfied, the agency can group the standards together when applicable (i.e. SC Code 63-19-320 thru 63-19-450). Make sure it is clear whether the agency is referencing state or federal laws and whether it is a proviso or statute.
2) Under the "Goals and Description" column, enter the number and description of the goal which will help the agency achieve its vision (i.e. Goal 1 - Increase the number of job opportunities available to juveniles to 20 per juvenile within the next 2 years). The agency should have 3-4 high level goals.
3) Under the "Describe how the Goal is SMART" column, enter the information which shows the goal is Specific, Measurable, Attainable, Relevant and Time-bound.
4) Under the "Public Benefit/Intended Outcome" column, enter the intended outcome of accomplishing the goal.
5) Under the "Responsible Person" columns, provide information about the individual who has primary responsibility/accountability for each goal. The Responsible Person has different teams of employees beneath him/her to help accomplish the goal. The Responsible Person is the person who, in conjunction with his/her team(s) and approval from higher level superiors, determines the strategy and objectives to accomplish the goal. In addition, this is the person who monitors the progress and makes any changes needed to the strategies and objectives to ensure the goal is accomplished. Under the "Position" column, enter the Responsible Person's position/title at the agency.

Legal Responsibilities Satisfied	Goals & Description	Describe how the Goal is S.M.A.R.T.	Public Benefit/Intended Outcome	Responsible Person Name:	Number of months person has been responsible for the goal or objective:	Position:
(i.e. state and federal statutes or provisos the goal is satisfying)	(i.e. Goal 1 - insert description)	Specific Measurable Attainable Relevant Time-bound	(Ex. Output = rumble strips are installed on the sides of a road; Outcome = incidents decrease and public perceives that the road is safer) Just enter the intended outcome			
38-79-410	Goal 1 - Membership Services - Maintain and increase PCF memberships	Recruit key agent/broker to increase memberships of excess medical malpractice coverage; Increase PCF membership by 5 percent.	To maintain financial stability of the PCF	Terry Coston	14 years	Executive Director
38-79-410	Goal 2 - Claims Management - Reduce total claims expense and reduce total deficit of the agency.	Measurable by comparison data; attainable thru review and implementation of new claims system; relevant in that reducing claims settlement is key to reducing the deficit of the agency. Defend claims with no merit; maintain adequate reserves on claim files. Early resolution of claims that involve liability of PCF members. Decrease claims payments by 25%.	Increase the funds of the PCF	Terry Coston	14 years	Executive Director

Mission, Vision and Goals

38-79-410	Goal 3 - Risk Management - implementation of on-line Risk Management courses for the purpose of reducing medical errors, educating members on relevant medical malpractice issues and assist members in obtaining mandatory Continuing Medical Education credits.	MRM has developed a time-line to role out education modules; measurable online completions reports readily avaliable; one year per course structure; instant CME credits on completion of modues. Reduce claims risk (see above)	Educate and eliminate costly medical errors and promote patient safety.	Terry Coston	14 years	Executive Director
38-79-410	Goal 4 - Customer Service	On-going communication with agency and PCF members through quarterly newsletters and regular communication of new issues and products of the PCF authorized by the PCF Board of Governors.	To maintain and increase memberships of the PCF. To promote the reputation of the PCF as a customer focused entity that is committed to the protection and satisfaction of it's members.	Terry Coston	14 years	Executive Director
	Add others if needed			Terry Coston	14 years	Executive Director

Strategy, Objectives and Responsibility

This is the next chart because once the agency determines its goals, and those responsible for each goal, it then needs to determine the strategy and objectives to accomplish each goal. To ensure accountability, one person should be responsible for each objective. This can be the same person responsible for the goal, if it is a small agency, or, for larger agencies, a person who reports to the person responsible for the goal. The same person is not required to be responsible for all of the objectives.

Agency Responding	SC Patients' Compensation Fund
Date of Submission	12-Jan-16
Fiscal Year for which information below pertains	2015-16

Instructions :
1) Under the "Legal Responsibilities Satisfied" column, enter the legal responsibilities (i.e. state and/or federal statutes and provisos) the goal or objective is satisfying. For each goal, the agency can copy and paste the information from the Mission, Vision and Goals Chart. All of the legal standards mentioned for a particular goal should be included next to one of the objectives under that goal. When listing the Legal Responsibilities Satisfied, the agency can group the standards together when applicable (i.e. 63-19-320 thru 63-19-370). Make sure it is clear whether the agency is referencing state or federal laws and whether it is a proviso or statute.
2) Under the "Strategic Plan Part and Description" column, enter the strategic plan part number and description (i.e. Goal 1 - Increase the number of job opportunities available to juveniles to 20 per juvenile within the next 2 years). For each goal, the agency can copy and paste the information from the Mission, Vision and Goals Chart. If the agency is still utilizing the same strategies and objectives it submitted as part of the Accountability Report, it can copy and paste those into this chart, then fill in the remainder of the columns. However, if the agency has trouble explaining how each objective is SMART, it may need to revise its objectives. In addition, if the agency has revised its strategic plan since submitting its last Accountability Report, please provide information from the most current strategic plan.
3) Under the "Describe how it is SMART" column, enter the information which shows how each goal and objective is Specific, Measurable, Attainable, Relevant and Time-bound.
4) Under the "Public Benefit/Intended Outcome" column, enter the intended outcome of accomplishing each goal and objective.
5) Under the "Responsible Person" columns, provide information about the individual who has primary responsibility/accountability for each goal and objective. The Responsible Person for a goal has different teams of employees beneath him/her to help accomplish the goal. The Responsible Person for an objective has employees and possibly different teams of employees beneath him/her to help accomplish the objective. The Responsible Person for a goal is the person who, in conjunction with his/her team(s) and approval from higher level superiors, determines the strategy and objectives needed to accomplish the goal. The Responsible Person for an objective is the person who, in conjunction with his/her employees and approval from higher level superiors, sets the performance measure targets and heads the game plan for how to accomplish the objective for which he/she is responsible. Under the "Position" column, enter the Responsible Person's position/title at the agency. Under "Office Address" column, enter the address for the office from which the Responsible Person works. Under the "Department/Division" column, enter the department or division at the agency in which the Responsible Person works. Under the "Department/Division Summary" column, enter a brief summary (no more than 1-2 sentences) of what that department or division does in the agency.

Legal Responsibilities Satisfied: (i.e. state and federal statutes or provisos the goal or objective is satisfying)	*Strategic Plan Part and Description* (i.e. Goal 1 - Insert description, Strategy 1.1 - Insert Description, Objective 1.1.1 - Insert Description)	How it is S.M.A.R.T.: Describe how each goal and objective is... <u>S</u>pecific; <u>M</u>easurable; <u>A</u>ttainable; <u>R</u>elevant; and <u>T</u>ime-bound	Public Benefit/Intended Outcome: (Ex. Output = rumble strips are installed on the sides of a road; Outcome = incidents decrease and public perceives that the road is safer) Just enter the intended outcome	Responsible Person Name:	Number of months person has been responsible for the goal or objective:	Position:	Office Address:	Department or Division:	Department or Division Summary:
38-79-410	Goal 1 - Membership Services - Maintain and increase PCF memberships	Recruit key agent/broker to increase memberships of excess medical malpractice coverage; Increase PCF membership by 5 percent.	To maintain financial stability of the PCF	Terry Coston	14 years	Executive Director	*121 Executive Center Drive, Suite 110; Columbia, SC 29210*	*N/A*	*N/A*
	Strategy 1.1 - *Develop adequate rates on membership fee to make coverage afforable to licensed healthcare providers to provide adequate protection.*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Strategy, Objectives and Responsibility

38-79-410	Goal 2 - Claims Management - Reduce total claims expense and reduce total deficit of the agency.	Measurable by comparison data; attainable thru review and implementation of new claims system; relevant in that reducing claims settlement is key to reducing the deficit of the agency. Defend claims with no merit; maintain adequate reserves on claim files. Early resolution of claims that involve liability of PCF members. Decrease claims payments by 25%.	Increase the funds of the PCF	Terry Coston	14 years	Executive Director	*121 Executive Center Drive, Suite 110; Columbia, SC 29210*	*N/A*	*N/A*
	Strategy 1.1 -Use of early ADR (Alternative Disput Resolution; early resolution of meritorious claims; defend claims with no merit and decrease the number of frivolous claims; maintain adequate claims reserves on open claim files; used of deferred claim payments to promote adequate cash flow of the agency.	n/a	n/a	n/a	n/a	n/a	n/a	N/A	N/A
38-79-410	Goal 3 - Risk Management - implementation of on-line Risk Management courses for the purpose of reducing medical errors, educating members on relevant medical malpractice issues and assist members in obtaining mandatory Continuing Medical Education credits.	MRM has developed a time-line to role out education modules; measurable online completions reports readily avaliable; one year per course structure; instant CME credits on completion of modues. Reduce claims risk (see above)	Educate and eliminate costly medical errors and promote patient safety.	Terry Coston	14 years	Executive Director	*121 Executive Center Drive, Suite 110; Columbia, SC 29210*	*N/A*	*N/A*
	Strategy 1.1 - Implement on-line risk management course thru MRM Risk Services, Inc.; encourge use of services to obtain 80% completion by PCF members; provide discounts for members who use the program.	n/a	n/a	n/a	n/a	n/a	n/a	N/A	N/A
38-79-410	Goal 4 - Customer Service	On-going communication with agency and PCF members through quarterly newsletters and regular communication of new issues and products of the PCF authorized by the PCF Board of Governors.	To maintain and increase memberships of the PCF. To promote the reputation of the PCF as a customer focused entity that is committed to the protection and satisfaction of it's members.	Terry Coston	14 years	Executive Director	*121 Executive Center Drive, Suite 110; Columbia, SC 29210*	*N/A*	*N/A*
	Strategy 1.1 - Implement continuing communication with members and agents of the PCF; broadcase changes implemented by the PCF Board of Governors; Develop information sharing.	n/a	n/a	n/a	n/a	n/a	n/a	N/A	N/A

Associated Programs

This is the next chart because once the agency has determined its goals, strategies and objectives, the agency needs to determine which of its programs will help achieve those objectives and goals and which programs may need to be curtailed or eliminated. If one program is helping accomplish an objective that a lot of other programs are also helping accomplish, the agency should consider whether the resources needed for that program could be better utilized (i.e. so the agency can most effectively and efficiently accomplish all of its goals and objectives) if they were distributed among the other programs that are helping accomplish the same objective or among programs that are helping accomplish other objectives.

Agency Responding	SC Patients' Compensation Fund
Date of Submission	12-Jan-16
Fiscal Year for which information below pertains	2015-16

Instructions :
1) Under the "Name of Agency Program" column, enter the name of every program at the agency on a separate row.
2) Under the "Description of Program" column, enter a 1-3 sentence description of the agency program.
3) Under the "Legal Statute Requiring Program" column, enter the legal statute which requires (this is different than allows) the program, if the program is required by a state or federal statute or proviso. Make sure it is clear whether the agency is referencing state or federal laws and whether it is a proviso or statute. If the program is not required by a state or federal statute or proviso, enter "none."
3) Under the "Objective the Program Helps Accomplish" column, enter the strategic plan objective number and description. The agency can copy the Objective number and description from the first column of the Strategy, Objective and Responsibility Chart. Enter ONLY ONE objective per row. If an agency program helps accomplish multiple objectives, insert additional rows with that agency program information and enter each different objective it helps accomplish on a separate row.

Name of Agency Program	Description of Program	Legal Statute or Proviso Requiring the Program	Objective the Program Helps Accomplish (The agency can copy the Objective number and description from the first column of the Strategy, Objective and Responsibility Chart) List **ONLY ONE** strategic objective per row.
Administration	To facilitate claims, underwriting and membership services of the PCF	38-79-410	Goal 1, 2, ,3 & 4

Strategic Budgeting

This is the next chart because once the agency determines its goals, strategies and objectives, as well as the programs that will best allow the agency to accomplish its objectives, the agency needs to determine how to allocate its funds to most effectively and efficiently accomplish the objectives. After allocating the funds to the objectives, the agency may decide to go back and revise which associated programs it will continue, curtail or eliminate in order to most effectively and efficiently accomplish its goals and objectives.

Agency Responding	SC Patients' Compensation Fund
Date of Submission	Janaury 12, 2015
Fiscal Year for which information below pertains	2015-2016

IMPORTANT TIME SAVING NOTE: Please note that only one year of budgeted funds is requested. Once an agency is under study with the House Legislative Oversight Committee, the Committee may request information on how the agency budgeted and spent money for the previous five years. If an agency is chosen for study five years from now, the agency can quickly and easily combine the information from this chart for each of the last five years.

Part A Instructions : Estimated Funds Available this Fiscal Year (2015-16)

1) Please enter each source of funds for the agency in a separate column. Group the funding sources however is best for the agency (i.e. general appropriation programs, proviso 18.2, proviso 19.3, grant ABC, grant XYZ, Motor Vehicle User Fees, License Fines, etc.) to provide the information requested below each source (i.e. state, other or federal funding; recurring or one-time funding; etc.). The agency is not restricted by the number of columns below so please delete or add as many as needed. **However the agency chooses to group its funding sources, it should be clear through Part A and B, how much the agency estimates it has available to spend and where the agency has budgeted the funds it has available to spend.**

Part B Instructions : How Agency Budgeted Funds this Fiscal Year (2015-16)

1) Enter each agency objective and description (i.e. Objective 1.1.1 - insert description of objective). The agency can insert as many rows as necessary so that all objectives are included.

2) After entering all of the objectives, enter each "unrelated purpose" for which money received by the agency will go (i.e. Unrelated Purpose #1 - insert description of unrelated purpose) on a separate row. An "unrelated purpose" is money the agency is legislatively directed to spend on something that is not related to an agency objective (i.e. pass through, carry forward, etc.).

3) Enter how much money from each source of funds the agency budgets to spend on each objective and unrelated purpose. The "Total budgeted to spend on objectives and unrelated purposes" for each source of funds in Part B should equal the "Amount estimated to have available to spend this fiscal year" in Part A.

Explanations from the Agency regarding Part A: *Insert any additional explanations the agency would like to provide related to the information it provides below.*

PART A
Estimated Funds Available this Fiscal Year (2015-16)

Source of Funds:	$996,001	*N/A*	*N/A*	*N/A*	*N/A*	*N/A*	*N/A*
Is the source state, other or federal funding:	Other Funds	*0*	*0*	*0*	*0*	*0*	*0*
Is funding recurring or one-time?	$996,001	*0*	*0*	*0*	*0*	*0*	*0*
$ From Last Year Available to Spend this Year							
Amount available at end of previous fiscal year	$0						
Amount available at end of previous fiscal year that agency can actually use this fiscal year:	$0						
If the amounts in the two rows above are not the same, explain why :	N/A						
$ Estimated to Receive this Year	$996,001						
Amount budgeted/estimated to receive in this fiscal year:	$996,001						
Total Actually Available this Year	$996,001						
Amount estimated to have available to spend this fiscal year (i.e. Amount available at end of previous fiscal year that agency can actually use in this fiscal year PLUS Amount budgeted/estimated to receive this fiscal year):	$996,001						

Strategic Budgeting

Explanations from the Agency regarding Part B: *Insert any additional explanations the agency would like to provide related to the information it provides below.*

PART B
How Agency Budgeted Funds this Fiscal Year (2015-16)

Source of Funds: (the rows to the left should populate automatically from what the agency entered in Part A)	$996,001	N/A	N/A	N/A	N/A	N/A	N/A
Is source state, other or federal funding: (the rows to the left should populate automatically from what the agency entered in Part A)	Other Funds	0	0	0	0	0	0
Restrictions on how agency is able to spend the funds from this source:	n/a						
Amount estimated to have available to spend this fiscal year: (the rows to the left should populate automatically from what the agency entered in Part A)	$996,001	$0	$0	$0	$0	$0	$0
Are expenditure of funds tracked through SCEIS? (if no, state the system through which they are recorded so the total amount of expenditures could be verified, if needed)	n/a						
Where Agency Budgeted to Spend Money this Year							
Objective 1.1 Membership Services	*$597,600*						
Objective 2.1 Claim Management	*$193,202*						
Objective 3.1 Rick Management	*$69,920*						
Objective 4.1 Customer Service	*$135,279*						
Total Budgeted to Spend on Objectives and Unrelated Purposes: (this should be the same as Amount estimated to have available to spend this fiscal year)	$996,001						

Objective Details

This is the next chart because once the agency determines the associated programs and amount of funds it is allocating to accomplish each objective, the agency needs to ensure it has proper performance measures established to track how effectively and efficiently it is utilizing the resources allocated. The agency also needs to consider potential negative impacts which may arise, and need to be addressed, if the objective is not accomplished; ensure the agency is addressing issues raised in previous audits or reviews; and continually consider which partners the agency could work with to more effectively and efficiently accomplish each objective.

Agency Responding	SC Patients' Compensation Fund
Date of Submission	12-Jan-16
Fiscal Year for which information below pertains	2015-16

Instructions: Below is a template to complete for each Objective listed in the Strategy, Objectives and Responsibility Chart. It is recommended that the agency copy and paste the data in this tab into multiple other tabs, while it is still blank. The agency will then have a blank version to complete for each separate Objective. The agency needs to provide information in all the cells that are highlighted. Please save the information related to each Objective as a separate tab in the excel document. Label each Tab, "O__" and insert the applicable numbers in the blanks (For example "O1.1.1"). NOTE: Call House Staff if the agency has any questions or needs any assistance in completing the information below.

Strategic Plan Context		
# and description of Goal the Objective is helping accomplish:	Goal 1 - Membership Services - Maintain and increase PCF memberships	Copy and paste this from the second column of the Mission, Vision and Goals Chart
Legal responsibilities satisfied by Goal:	38-79-410	Copy and paste this from the first column of the Mission, Vision and Goals Chart
# and description of Strategy the Objective is under:	Recruit key agent/broker to increase memberships of excess medical malpractice coverage; Increase PCF membership by 5 percent.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Objective		
Objective # and Description:	Recruit key agent/broker to increase memberships of excess medical malpractice coverage; Increase PCF membership by 5 percent.	Copy and paste this from the second column of the Strategy, Objectives and Responsibility Chart
Legal responsibilities satisfied by Objective:	38-79-410	Copy and paste this from the first column of the Strategy, Objectives and Responsibility Chart
Public Benefit/Intended Outcome:	To maintain financial stability of the PCF	Copy and paste this from the fourth column of the Strategy, Objectives and Responsibility Chart
Agency Programs Associated with Objective		
Program Names:	*Administration*	Enter all the agency programs which are helping accomplish this objective. The agency can determine this by sorting the Associated Programs Chart by the "Objective the Program Helps Accomplish" column
Responsible Person		
Name:	*Terry Coston*	Copy and paste this information from the fifth column of the Strategy, Objectives and Responsibility Chart
Number of Months Responsible:	12	
Position:	*Executive Director*	
Office Address:	*121 Executive Center Drive, Suite 110; Columbia, SC 29210*	
Department or Division:	*SCPCF*	
Department or Division Summary:	*SCPCF*	
Amount Budgeted and Spent To Accomplish Objective		
Total Budgeted for this fiscal year:	$996,001	Copy and paste this information from the Strategic Budgeting Chart
Total Actually Spent:	*Agency will provide next year*	

PERFORMANCE MEASURES

Instructions : Please copy and paste the chart and questions below as many times as needed so the agency can provide this information for each Performance Measure that applies to this objective.

1) In the cell next to, "Performance Measure," enter the performance measure just like the agency did in the accountability report.

2) In the cell next to, "Type of Measure," pick the type of measure that best fits the performance measure from the drop down box (see Types of Performance Measures explained below).

3) In the next set of cells enter the actual and target results for each year. Next to "Actual Results," enter the actual value the agency had for that performance measure at the end of that year. Next to "Target Results," enter the target value the agency wanted to reach for the performance measure for that year. Next to "Minimum acceptable level," enter the minimum level for this performance measure that the agency would find acceptable. Including a minimum acceptable level and target level will hopefully encourage the agency to continually set challenging targets each year. If the agency did not utilize a particular performance measure during certain years, then enter the following next to the applicable "Actual Results" and "Target Results," - "Agency did not use PM during this year."

4) In the last set of cells, answer the questions to provide Details about each measure. In the cell next to, "Is agency required to keep track of this by the state or federal government," pick State from the drop down menu if an entity in state government requires the agency to track this information, Federal if an entity in the federal government requires the agency to track this information, or Only Agency Selected if there is no state or federal entity that requires the agency to track this information and the agency selected it.

Objective Details

Types of Performance Measures:
Outcome Measure - A quantifiable indicator of the public and customer benefits from an agency's actions. Outcome measures are used to assess an agency's effectiveness in serving its key customers and in achieving its mission, goals and objectives. They are also used to direct resources to strategies with the greatest effect on the most valued outcomes. Outcome measures should be the first priority. Example - % of licensees with no violations.
Efficiency Measure - A quantifiable indicator of productivity expressed in unit costs, units of time, or other ratio-based units. Efficiency measures are used to assess the cost-efficiency, productivity, and timeliness of agency operations. Efficiency measures measure the efficient use of available resources and should be the second priority. Example - cost per inspection
Output Measure - A quantifiable indicator of the number of goods or services an agency produces. Output measures are used to assess workload and the agency's efforts to address demands. Output measures measure workload and efforts and should be the third priority. Example - # of business license applications processed.
Input/Explanatory/Activity Measure - Resources that contribute to the production and delivery of a service. Inputs are "what we use to do the work." They measure the factors or requests received that explain performance (i.e. explanatory). These measures should be the last priority. Example - # of license applications received

How the Agency is Measuring its Performance		
Objective Number and Description	Recruit key agent/broker to increase memberships of excess medical	
Performance Measure:		
Type of Measure:		
Results		
2013-14 Actual Results (as of 6/30/14):		
2014-15 Target Results:		
2014-15 Actual Results (as of 6/30/15):		
2015-16 Minimum Acceptable Results:		
2015-16 Target Results:		
Details		
Does the state or federal government require the agency to track this? (provide any additional explanation needed, two cells over)		Insert any further explanation, if needed
What are the names and titles of the individuals who chose this as a performance measure?		
Why was this performance measure chosen?		
If the target value was not reached in 2014-15, what changes were made to try and ensure it was reached?		
What are the names and titles of the individuals who chose the target value for 2015-16?		
What was considered when determining the level to set the target value in 2015-16 and why was the decision finally made on setting it at the level at which it was set?		
Based on the performance so far in 2015-16, does it appear the agency is going to reach the target for 2015-16?		
If the answer to the question above is "questionable" or "no," what changes are being made to try and ensure it is reached or what resources are being diverted to ensure performance measures more likely to be reached, are reached?		

POTENTIAL NEGATIVE IMPACT

Instructions : Please list what the agency considers the most potential negative impact to the public that may occur as a result of the agency not accomplishing this objective. Next to, "Most Potential Negative Impact," enter the most potential negative impact to the public that may occur as a result of the agency not accomplishing the objective. Next to, "Level Requires Outside Help," enter the level at which the agency believes it needs outside help. Next to, "Outside Help to Request," enter the entities to whom the agency would reach out if the potential negative impact rises to that level. Next to, "Level Requires Inform General Assembly," enter the level at which the agency thinks the General Assembly should be put on notice of the level at which the potential negative impact has risen. Next to, "3 General Assembly Options," enter three options for what the General Assembly could do to help resolve the issue before it became a crisis. The House Legislative Oversight Committee will provide this information to all other House standing committees, but will not address it itself until the agency is under study.

Most Potential Negative Impact	
Level Requires Outside Help	
Outside Help to Request	
Level Requires Inform General Assembly	
3 General Assembly Options	

REVIEWS/AUDITS

Instructions : Below please list all external or internal reviews, audits, investigations or studies ("Reviews") of the agency which occurred during the past fiscal year that relates/impacts this objective. Please remember to maintain an electronic copy of each Review and any other information generated by the entity performing the Review as copies may be requested when the agency is under study. NOTE: Responses are not limited to the number of rows below that have borders around them, please insert as many rows as needed.

Matter(s) or Issue(s) Under Review	Reason Review was Initiated (outside request, internal policy, etc.)	Entity Performing the Review and Whether Reviewing Entity External or Internal	Date Review Began (MM/DD/YYYY) and Date Review Ended (MM/DD/YYYY)

PARTNERS

Objective Details

Instructions : Under the column labeled, "Current Partner Entities" list all entities the agency is currently working with that help the agency accomplish this objective. Under the "Ways Agency works with Current Partners," enter the ways the agency works with the entity (names of projects, initiatives, etc.) which helps the agency accomplish this objective. List only one partner per row and insert as many rows as necessary to list all of the partners. Note, if there is a large list of partners that all fit within a certain group, the agency can list the group instead of each partner individually. For example, if the agency works with every middle school in the state, the agency can list SC Middle Schools, instead of listing each middle school separately. As another example, if the agency works with every high school in Lexington county, the agency can list Lexington County High Schools, instead of listing each high school in the county separately.

Current Partner Entity	Ways Agency Works with Current Partner	Is the Partner a State/Local Government Entity; College, University; or Other Business, Association, or Individual?

Reporting Requirements

Agency Responding	SC Patients' Compensation Fund
Date of Submission	12-Jan-16
Fiscal Year for which information below pertains	2015-16

Instructions :
List all reports, if any, the agency is required to submit to a state, federal or outside entity on a regular basis. Insert the name of each report in a separate column and answer the questions below it. Add as many columns as needed.
PLEASE NOTE: All information the agency provides in the rows below the row labeled, “Date the Report was last submitted,” should apply to when the agency most recently submitted the report (i.e. date report was last submitted).

	Agency Responding	R140 SC Patients' Compensation Fund	R140 SC Patients' Compensation Fund	R140 Patients' Compensation Fund	R140 SC Patients' Compensation Fund
	Report #	1	2	3	4
	Report Name:	Restructuring Report	Accountability Report	Bank Account Transparency & Accountability	Annual Financial Audit
	Why Report is Required				
	Legislative entity requesting the agency complete the report:	House Legislative Oversight Committee	Executive Budget Office	Executive Budget Office	Office of State Auditor
	Law which requires the report:	Section 1-30-10(G)		Proviso 117.84	
	Agency's understanding of the intent of the report:	Follow up to the Restructuing & 7 year	State of the agency	Accounting of public funds	Annual Financial Audit
	Year agency was first required to complete the report:	2015	prior to 2001	unknown	1986
	Reporting frequency (i.e. annually, quarterly, monthly):	annually	annually	annually	annually
	Information on Most Recently Submitted Report				
Information in all these rows should be for when the agency completed the report most recently	Date Report was last submitted:	Jan-15	Nov-15	1-Oct-15	Oct-15
	Timing of the Report				
	Month Report Template is Received by Agency:	24-Nov-15	27-Aug-15	27-Aug-15	N/A
	Month Agency is Required to Submit the Report:	Jan-16	Nov-15	Spetember 3, 2015	N/A
	Where Report is Available & Positive Results				
	To whom the agency provides the completed report:	House Legislative Oversight Committee	Executive Budget Office	Executive Budget Office	Office of State Auditor
	Website on which the report is available:	unknown	unknown	unknown	OSA Website
	If it is not online, how can someone obtain a copy of it:				Office of State Auditor
	Positive results agency has seen from completing the report:				

Restructuring Recommendations and Feedback

Agency Responding	SC Patients' Compensation Fund
Date of Submission	12-Jan-16
Fiscal Year for which information below pertains	2015-16

RESTRUCTURING RECOMMENDATIONS

Instructions: Please answer the questions below and add as many rows as needed.

Does the agency have any recommendations, minor or major, for restructuring?	No

If the agency has recommendations for restructuring, list each one on a separate row in the chart below. Add as many rows as needed.

Does the agency recommendation require legislative action?	Recommendation for restructuring
No	None at this time

FEEDBACK (Optional)

Instructions: Please answer the questions below to provide feedback on this Annual Restructuring Report ("Report").

Please list 1-3 benefits the agency sees in the public having access to the information requested in the Report, in the format it was requested.	Please list 1-3 benefits to agency management and employees in having all of this information available in one document.	Now that the agency has completed the Report, please list 1-3 things the agency could do differently next year (or it could advise other agencies to do) to complete the Report in less time and at a lower cost to the agency.
1 The public has little knowledge or understanding of the goals and planning of the PCF	1 Do not see much benefit due to the complexity of what we do.	1 Unknown
2	2	2
3	3	3

Does the agency believe this year's Restructuring Report was less burdensome than last year's?	Please list 1-3 changes to the Report questions, format, etc. the agency recommends to ensure the Report provides the best information to the public and General Assembly, in the least burdensome way to the agency.	Please add any other feedback the agency would like to provide (add as many additional rows as necessary)
No	1 Put all data on one spreadsheet with single tab	
Why or why not?	2 Reporting is cumbersome and repetitive	
Could have the same data on one tab/spreadsheet	3 Give better understanding of why the report is formatted as it is.	