



Supporting Healthcare Professionals to Self Evaluate

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7 December 2001



Overview

- Background to CENI
- Context for the self evaluation programme
- Delivering the programme
- Benefits
- Issues and learning



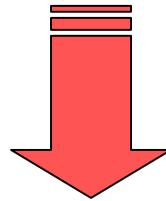
CENI

To strengthen & improve the voluntary sector through a better understanding and use of evaluation

- Information and advice
- Training and support
- External evaluation
- Programme evaluation
- Practice development
- Policy influence

DHSSPS policy context

Clinical & Social
Care
Governance



Best Practice
Best Care

Statutory duty of quality

Accountability of all H&SS professionals

Integrated/Partnership approach to delivery

Continuous improvement

Evidence based practice

Continuous professional development

Dissemination of best practice



Craigavon & Banbridge CHSST

- Respond to quality agenda
- Need to enhance knowledge & skills in evaluation across all levels & care programmes
- Importance of measuring outcomes
- Opportunity to highlight good practice



CENI's approach

Phase 1 - One-day introductory training course

- Demystify evaluation concepts and process
- Develop knowledge & understanding, promote benefits of self evaluation
- 26 Trust management & staff across care programmes, professional disciplines, grades & settings

Phase 2 – Self evaluation T&S programme

- Assist projects to design and develop a customised self evaluation plan tailored to needs
- Enable projects implement self evaluation plan into practice
- Facilitate a review of implementation period and support to analyse & report findings
- Review and document the programme



Delivering the programme

- 6 projects selected across Care Programmes
 - Community Access Project
 - Community Development Project
 - Primary Mental Health Project
 - Health Needs of Looked After Children Project
 - Catheterisation Training and Support Programme
 - Continuing Mental Health Project
- Combination group training & 1-to-1 support sessions
- Delivered over an 8 month period
- ISM accreditation awarded



Utilising the support

Community Access Pilot Project

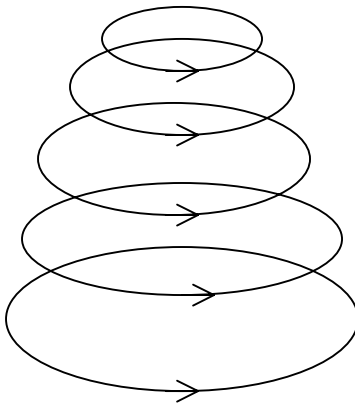
- Implement self evaluation from outset
- Document learning & highlight benefits of project
- Assist to lever continuation funding

Primary Mental Health Project

- Retrospective self evaluation
- Gather evidence and identify future priorities
- Assist with re-positioning within changing Primary Care



Self evaluation model

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1. Establish baseline position
 2. Clarify what you are trying to achieve
 3. Agree indicators of success
 4. Identify information required
 5. Collect evidence
 6. Analyse information
 7. Make recommendations
 8. Feedback findings
 9. Implement recommendations

Planning

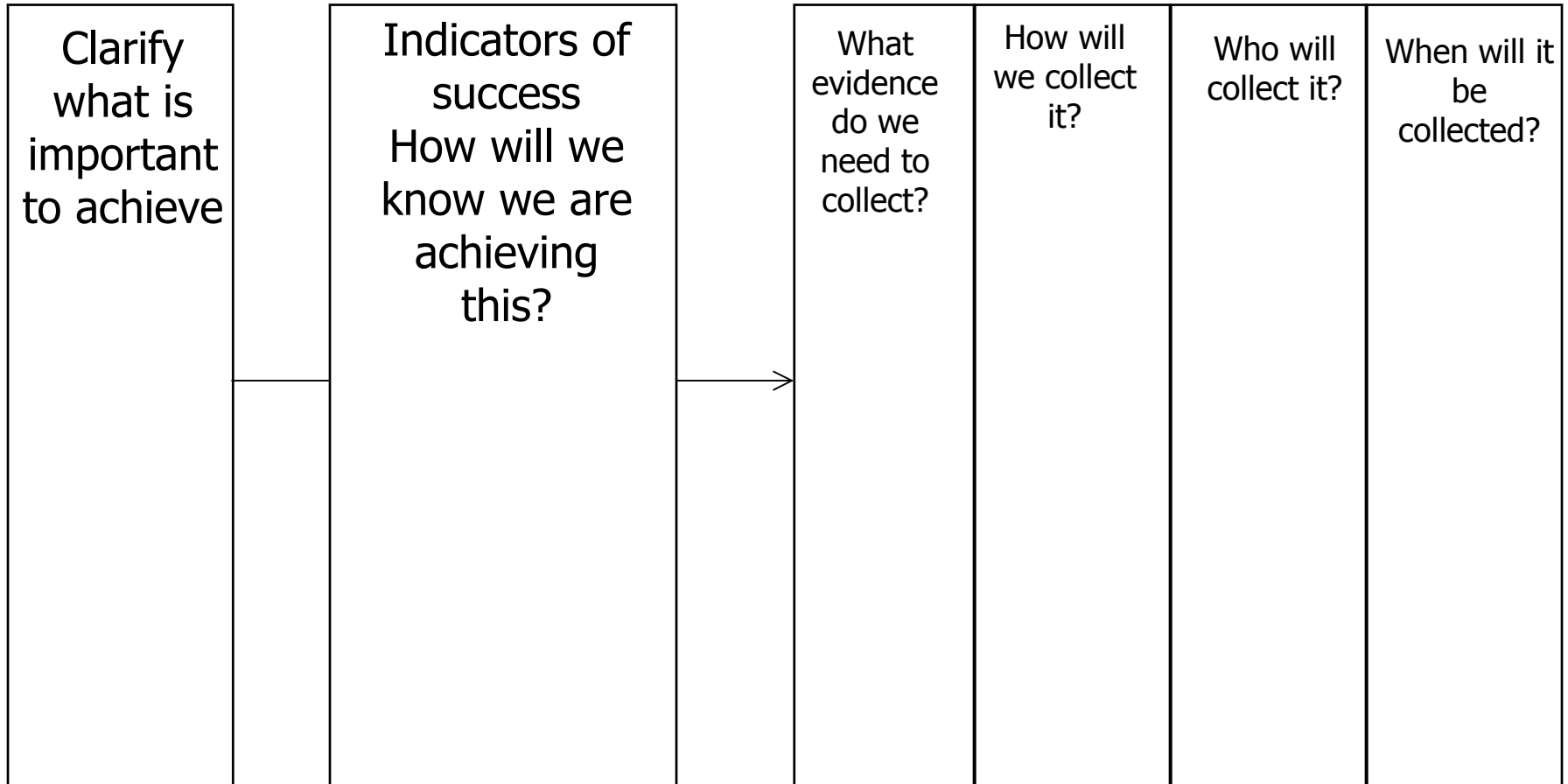
Data Collection

Analysing

Reporting



Planning & data collection





Analysis.....

Reflection

Reflect on anticipated outputs, outcomes & indicators of success

Collation

Familiarise & order data - highlight themes

Description

Describe evaluation findings, patterns & trends

Interpretation

Explore reasons why things happened

Judgement

Decide overall worth & value of work
Identify strengths and weaknesses

Conclusions & Recommendations

Decide what actions are needed for future improvements



Reporting.....

Who are the audiences for my evaluation report ?	Why do they need the evaluation report? How will they use it ?	What type of information do they require ?	When do they require the evaluation report ?
Trust senior management	Evidence of meeting service users needs Improve practice Inform planning	Outputs Outcomes Strengths & weaknesses	At end of each year
HSS Board	Measure impact of project Financial spend	Outputs Outcomes	At end of 3 years
Service Users	Transparency Learn more about service	Services Benefits	At end of each year



Benefits

- Systems established which gather evidence of their work & enable ongoing assessment of impact on users
- Formalised user feedback mechanisms
- Developed qualitative indicators to measure outcomes of work
- Enhanced accountability systems
- Contributing to NHS policies
- Greater sense of managerial control



Participant's comments

“Helped me become more focused on targets and outcomes from the outset”

“A very user-friendly approach to evaluation”

“I would not have learnt as much about my work if I had used an external evaluation approach”

“An enjoyable experience”



Issues.....

1. Allocating sufficient time for self evaluation

- Investing time to participate on programme, conducting actual evaluation activities
- Balance evaluation needs with case-load demands, paper-work, professional development and pressure to disseminate good practice

2. Involving people in the process

- Securing commitment from management and staff
- Develop skills & knowledge, Promote ownership & enhance sustainability of systems



Issues.....

3. Developing outcomes indicators for HPSSPS

- Challenge of measuring intangible outcomes – changes in peoples circumstances, feelings, behaviour
- Perceived value of quantitative V qualitative outcomes/indicators



Learning



- Sufficient time needs to be allocated in work plans to plan, manage and utilise self evaluation systems
- Mechanisms should be established which secures commitment of *all* project stakeholders
- Develop appropriate indicators which accurately reflect breadth & depth of HPSSPS work