



# Supporting Healthcare Professionals to Self Evaluate

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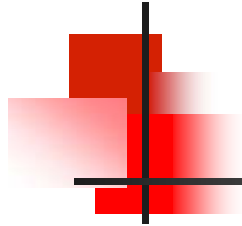
7 December 2001



# Overview

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



# CENI

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

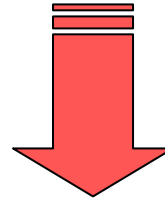
- Information and advice
- Training and support
- External evaluation
- Programme evaluation
- Practice development
- Policy influence



# DHSSPS policy context

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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

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- 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

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## **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

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- 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

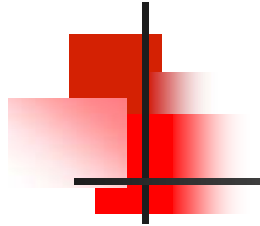
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## **Community Access Pilot Project**

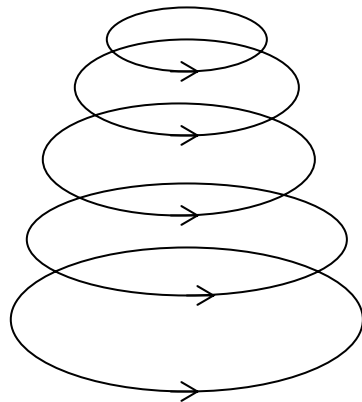
- Implement self evaluation from outset
- Document learning & highlight benefits of project
- Assist to lever continuation funding

## **Primary Mental Health Project**

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



# Self evaluation model



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

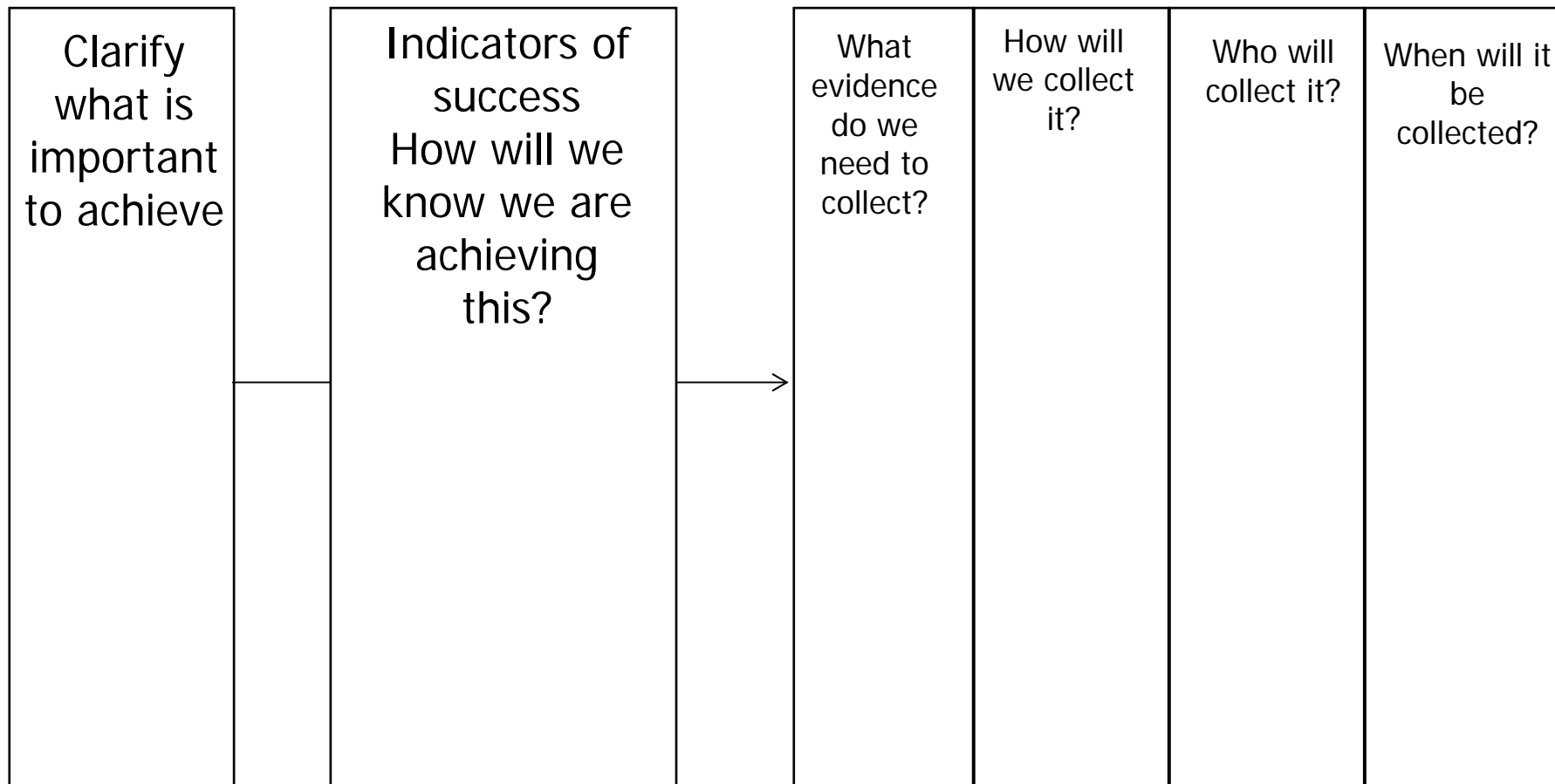
Analysing

Reporting



# Planning & data collection

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# Analysis.....

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**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 ?
<b>Trust senior management</b>	<b>Evidence of meeting service users needs Improve practice Inform planning</b>	<b>Outputs Outcomes Strengths &amp; weaknesses</b>	<b>At end of each year</b>
<b>HSS Board</b>	<b>Measure impact of project Financial spend</b>	<b>Outputs Outcomes</b>	<b>At end of 3 years</b>
<b>Service Users</b>	<b>Transparency Learn more about service</b>	<b>Services Benefits</b>	<b>At end of each year</b>



# Benefits

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- 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

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“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.....

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## 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.....

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## 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

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- 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