

## The CHIC Statewide Evaluation Newsletter – August 2008

### The main things you need to know about the CHIC evaluation

Hello from the CHIC statewide evaluators!

The Australian Institute for Primary Care (AIPC) was engaged to do the Statewide Evaluation of CHIC. Our team, including Hal Swerissen, Kate Silburn and Geraldine Marsh has developed an evaluation framework and tools based on a program logic approach. If you are interested in knowing more about how the evaluation was developed, please see the attached information sheets; these will also be included on a website (details to follow):

- Information Sheet 1**      ➤ Introduction to the evaluators and what we aim to achieve through the evaluation
- Information Sheet 2**      ➤ How the evaluation framework was developed  
   ➤ Key evaluation questions
- Information Sheet 3**      ➤ Our evaluation approach: Why program logic?  
   ➤ The CHIC program logic  
   ➤ The scope of the statewide evaluation and local level evaluations

The most important thing about the evaluation is that it has been developed to facilitate a process of reflection and to focus on learning and understanding, not on assessing performance or performance management—**the evaluation is not an exam!!** We'd like to work with you so that we can all learn about what works well, what the problems and issues are, and how partnerships can be used to improve the health system for local communities and individuals generally and in your local area in particular.

#### What is in the evaluation?

We have developed five statewide evaluation tools/ surveys. More details about the purpose of each of these and what is in them is summarised in the table on pages 4 and 5 (and Information Sheets 2 and 3 describe how we developed these tools):

- CHIC summary information about each PC
- CHIC Partnership Council survey
- CHIC service delivery and innovation project survey
- PC member organisation survey
- Key stakeholder interviews (focuses on the statewide level and area level)

We would like to collect information in these tools/surveys at **three time points** over the next three years— at approximately 12-month intervals. So, if we start now and collect information from you at the end of 2008, we'd expect to be collecting information again at the end of 2009 and 2010.

We understand that there are many factors that effect how quickly PCs can get established. We also understand that a lot of time and effort is required and that while some PCs have been going for some time, some will only just be getting established. Therefore, when we do this year's baseline data collection, we would expect that some of you won't be able to report very much – and this is absolutely fine (it is baseline data collection after all!). However, we still need to ask you all the questions that we will ask you in the following years so that we can see how much (and which) things have changed as a result of participating in the CHIC partnership work. We also know, from doing this kind of work before, that sometimes you will make progress in an area, and then go backwards due to a range of issues; we need to know about this too.

None of the information you provide to us at the AIPC will be reported in a way that can identify you or your PC, unless you've done something particularly innovative that you would like to have included.

### **How would we like to collect this information?**

In each of the three years we would like to **visit your PC to do a CHIC Partnership Council Survey** with PC members. At this meeting we will work through the survey with you. We can also give you any information we have about the evaluation and its results, as well as offer to assist you with your local level evaluations. We think that going through the Survey with you will take about two hours. You will be able to keep a copy of your completed survey and use it for your local level evaluation. Prior to the visit we will have collected some basic information about your PC from the Area Coordinator; we'd like to go through this information with your PC facilitator to make sure it is correct.

After we have visited your PC, we would like to ask each of the projects your PC has funded to complete a **CHIC service delivery and innovation project survey**. Ideally, this survey should be filled in at a meeting of the organisations involved in each project and returned in a sealed envelope either to us at the AIPC or to the CHIC coordinator. We'll talk about the best way to do this for your PC when we visit you.

After our visit we'd also like each organisation on your PC and/or working on a CHIC-funded service delivery and innovation project to complete a **PC member organisation survey**. Again, once completed, this should be put in a sealed envelope and either returned to us at the AIPC or to the CHIC coordinator, and again, we'll talk about the best way to do this for your PC when we visit you.

Initially, we were going to do a PC consumer survey to look at, for example, whether consumers who use more than three services experienced changes in the way their care was coordinated. However, as there are so many different kinds of projects being done we have decided not to proceed with this now. If you'd like to use the survey for any of your projects, please contact us and we'll send it to you.

The final thing we'd like to discuss with you is whether your PC and the projects you have funded are collecting any data that might be useful in the Statewide evaluation, and, if so, whether you could provide this in summary form to us.

### **What will we do with the information?**

Once we've collected all this information we will make sure that all names are removed from the surveys and coded so that no individual or organisation can be identified. We will then analyse all the information and develop a Statewide CHIC PC baseline evaluation report. We envisage this will be completed early in 2009.

### **How to contact us?**

Geraldine Marsh or Kate Silburn will be contacting you shortly to discuss meeting with your PC.

In the meantime, if you have any questions about the evaluation, please don't hesitate to give us a call or send us an email:

Geraldine	Phone 03 9479 5997	email <a href="mailto:g.marsh@latrobe.edu.au">g.marsh@latrobe.edu.au</a>
Kate	Phone 03 9479 3514	email <a href="mailto:k.silburn@latrobe.edu.au">k.silburn@latrobe.edu.au</a>

Tool/ survey	Main topics explored in this tool or survey	How, when and by who will this be done	When will this need to be done
<p><b>CHIC summary information about each PC</b></p> <p><i>The purpose of this is to collect background information about each PC. This is information that Area coordinators should have.</i></p>	<ul style="list-style-type: none"> <li>• Details of each PC, the projects funded and the \$ allocated to these</li> </ul>	<ul style="list-style-type: none"> <li>• Area CHIC coordinators will be asked to complete this</li> <li>• CHIC PC facilitators will be asked to confirm that the details are correct</li> </ul>	<p>Each of these will be done three times over the next three years:</p> <ul style="list-style-type: none"> <li>• August – November 2008</li> <li>• Late 2009 and early 2010</li> <li>• Late 2010 and early 2011</li> </ul>
<p><b>CHIC Partnership Council survey</b></p> <p><i>The purpose of this survey is to find out about the development of partnerships and the work being facilitated through these partnerships in your area</i></p>	<ul style="list-style-type: none"> <li>• How did you establish your PC &amp; history of collaboration between PC members?</li> <li>• Governance &amp; operation of your PC ('checklist')</li> <li>• Strength of your partnership ('checklist')</li> <li>• Planning, funding &amp; implementing joint service delivery &amp; innovation programs or projects</li> <li>• Priority areas &amp; how you identified them</li> <li>• Linking with other initiatives in your district</li> <li>• Training and skill development</li> <li>• Rate overall achievements in improving primary health care in your district</li> <li>• What has helped/ hindered your work</li> <li>• Overall achievements of your PC</li> <li>• Strengths &amp; weaknesses of your PC</li> <li>• Support provided to your PC</li> </ul>	<ul style="list-style-type: none"> <li>• Members of the evaluation team from the Australian Institute for Primary Care will meet with each PC to work through this survey.</li> <li>• Each PC will keep a copy of the completed survey – which they can then use as part of their local level evaluation if they wish.</li> </ul>	
<p><b>CHIC service delivery &amp; innovation project survey</b></p> <p><i>The purpose of this survey is to find out about the changes you have made to your local services (and the way these services work together) through working on a CHIC-funded project.</i></p>	<ul style="list-style-type: none"> <li>• Planning ('checklist')</li> <li>• Activities done by the project ('checklist' &amp; open-ended question)</li> <li>• What has helped/ hindered?</li> <li>• Rate overall achievements ('checklist')</li> <li>• Other achievements</li> <li>• Are you able to routinely record &amp; collect data for monitoring &amp; evaluation (and, if so, what do you collect)?</li> <li>• Have you been able to attract additional funds or resources for the project?</li> <li>• Are the changes you have made sustainable?</li> <li>• Are there areas of your work you would like some assistance with – training or skills development?</li> </ul>	<ul style="list-style-type: none"> <li>• This survey will be provided to each PC by the evaluation team at the meeting (see above).</li> <li>• One of these needs to be completed for each CHIC-funded project. We ask that each PC facilitator ensure that one form is completed per funded project.</li> </ul>	

Tool/ survey	Main topics explored in this tool or survey	How, when and by who will this be done	When will this need to be done
<p><b>PC member organisation survey</b></p> <p>This survey has sections for organisations who are members of a Partnership Council and also for those who are participating in a CHIC-funded project</p> <p><i>The purpose of this survey is to find out about participating organisations' views on partnerships and CHIC and also any changes they have made as a consequence of participating in CHIC</i></p>	<ul style="list-style-type: none"> <li>• Information about your organisation (e.g. type of service)</li> <li>• Organisation's role in PC &amp;/or CHIC-funded project (&amp; \$ received)</li> <li>• Level of previous collaboration</li> <li>• Contribution of different people &amp; organisations to leadership in the PC</li> <li>• Your organisation's level of commitment to the PC</li> <li>• Contextual issues (prior collaboration, service infrastructure)</li> <li>• The agency's commitment to &amp; role in the PC</li> <li>• What will your organisation have to do differently?</li> <li>• What are the things that motivate your organisation to participate?</li> <li>• How do you rate your organisation (in relation to working in partnership)</li> <li>• What has your organisation achieved through involvement in CHIC-related work</li> <li>• Assistance you'd like</li> </ul>	<ul style="list-style-type: none"> <li>• This survey will either be provided to each PC member organisation by the evaluation team at the meeting (see above), or provided to the PC coordinator to distribute to organisations. Organisations will be asked to put the completed survey in a sealed envelope and either return by reply-paid mail to AIPC or return to the PC coordinator who will forward it onto the AIPC</li> </ul>	<p>Each of these will be done three times over the next three years:</p> <ul style="list-style-type: none"> <li>• August – November 2008</li> <li>• Late 2009 and early 2010</li> <li>• Late 2010 and early 2011</li> </ul>
<p><b>Key stakeholder interviews (focuses on the statewide level &amp; area level)</b></p> <p><i>The purpose of these interviews is to find out what key stakeholders at a statewide and area level think about how CHIC is progressing and the achievements of CHIC</i></p>	<p>Views on, for example:</p> <ul style="list-style-type: none"> <li>• Development of CHIC</li> <li>• Role in CHIC</li> <li>• Significance &amp; effectiveness of Partnership at Statewide or Area levels</li> <li>• Effect of prior partnering initiatives</li> <li>• Strengths and weaknesses of work of Statewide/ Area level CHIC groups</li> <li>• The extent to which Statewide Partner organisations have been able to 'do business differently'</li> <li>• Influence of CHIC work on ongoing policy &amp; program level</li> <li>• Key achievements of CHIC</li> <li>• Advantages/strengths of CHIC</li> <li>• Disadvantages/weaknesses of CHIC</li> <li>• Has CHIC improved PHC service system in QLD, how sustainable are changes?</li> <li>• Will the established structures be appropriate for rolling out other initiatives/ programs/</li> </ul>	<ul style="list-style-type: none"> <li>• These interviews will be conducted face to face or by telephone</li> </ul>	