Evaluation of the
Encouraging Best Practice in Residential
Aged Care (EBPRAC) Program

Centre for Health Service Development
(CHSD)
Issues to be covered

◆ Who we are and how to find us
◆ Our role
◆ The National Evaluation Framework
  – Why evaluate?
  – Measuring impacts and outcomes at three levels
  – Establishing a common language for the evaluation
◆ Evaluating your project – some practicalities
Who we are and how to find us
About the CHSD

◆ Established 1993
◆ Part of Graduate School of Business
◆ Self-funded health services R&D centre
◆ Largest health services research centre in Australia
  – 200+ R&D projects - mix of national, state and local projects
  – 40 staff and affiliates and 16 disciplines
  ◆ psychology, statistics, economics, public health, management, health planning, operational research, education, pharmacy, human geography, health sociology, medicine, occupational therapy, nutrition, nursing and communications
# The core CHSD evaluation team

<table>
<thead>
<tr>
<th>Team member</th>
<th>Position</th>
<th>Role in the evaluation</th>
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<tbody>
<tr>
<td>Kathy Eagar</td>
<td>Professor and Director</td>
<td>Director</td>
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<tr>
<td>Malcolm Masso</td>
<td>Senior Research Fellow</td>
<td>Project manager&lt;br&gt;Round 1: nutrition project</td>
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<tr>
<td>Karen Quinsey</td>
<td>Senior Research Fellow</td>
<td>Round 1: falls prevention project</td>
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<tr>
<td>Anita Westera</td>
<td>Research Fellow</td>
<td>Round 1: oral health and prn medications projects</td>
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<tr>
<td>Kate Williams</td>
<td>Research Fellow</td>
<td>Round 1: pain management project</td>
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<tr>
<td>Darcy Morris</td>
<td>Administrative staff</td>
<td>Administrative support for the team</td>
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<tr>
<td>Rob Gordon</td>
<td>Deputy Director</td>
<td>Economic evaluation</td>
</tr>
<tr>
<td>Jim Pearse</td>
<td>Associate Professor</td>
<td>Economic evaluation</td>
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Plus others on specific aspects
Contact details

◆ Phone 0242 214 411

◆ Email: chsd@uow.edu.au
          mmasso@uow.edu.au

◆ Website: http://chsd.uow.edu.au
Role of the National Evaluation Team
Role in the evaluation - CHSD

- Design overall evaluation framework
- Provide a set of evaluation tools or common data collection elements
  - we will be working closely with each project on these
- Support and assist projects to undertake their own evaluations
- Synthesise local project evaluation findings and combine with the program evaluation to form a national evaluation.
Support and assistance

- Site visit to each project by May 2009
- Further site visits at a later date
- Key contact person for each project
- List server
- Web site
- Ongoing interaction with project teams
National Evaluation Framework
Why evaluate?

◆ The need for residential aged care will continue to grow over the next decade
  – in your own community/region/State/Territory
  – across Australia

◆ We need to:
  – learn what works (and what doesn’t)
  – build capacity so that the need can be met

◆ The EBPRAC Program provides a great opportunity to do this
What is evaluation?

◆ A process of continuous learning.
◆ NOT a test in which you pass or fail.
◆ NOT DIFFICULT.
◆ A continuous process of asking questions, reflecting on the answers and reviewing ongoing strategy and action.
◆ An opportunity to learn from both ‘successes’ and ‘failures’.
I can’t believe it - my idea didn’t work. We’ve failed!

You should be celebrating! This is an important evaluation finding!
2 purposes

◆ Formative evaluation
  – evaluation for learning
  – 'how can we learn and get better as we go?'

◆ Summative evaluation
  – evaluation for judgement
  – 'how did we do?'
Round 2: 8 EBPRAC projects

◆ With different goals, needs, resources and stakeholders
  – but lots of overlaps and similarities too
◆ Each project has its own evaluation but there are opportunities to share tools across projects, for example:
  – three palliative care projects all working on aspects of end-of-life care
  – three behaviour management projects
Round 1: 5 EBPRAC projects

◆ Julie Byles: University of Newcastle
  – Nutrition & hydration
◆ Stephen Gibson: National Ageing Research Institute
  – Pain management
◆ Keith Hill: National Ageing Research Institute
  – Falls prevention
◆ Anne Fricker: South Australian Dental Service
  – Oral health
◆ Debra Rowett: Drugs and Therapeutic Information Service
  – Medication management
Project consortium members involved in Round 1

- Approximately 40 residential aged care facilities across six states
- University of Queensland
- Queensland University of Technology
- NSW Health Department
- Victorian Department of Human Services
- Australian Centre for Evidence Based Practice in Aged Care
- University of Tasmania
- University of Adelaide
- Southern Division of General Practice, South Australia
- National Prescribing Service
- Edith Cowan University
Six key evaluation questions

- What did you do? (PROGRAM & PROJECT DELIVERY)
- How did it go? (PROGRAM & PROJECT IMPACT)
- What's been learned? (CAPACITY BUILDING)
- Will it keep going? (SUSTAINABILITY)
- Are your lessons useful for someone else? (GENERALISABILITY)
- Who did you tell? (DISSEMINATION)
Some questions for the Program evaluation

- What learning and knowledge gaps hindered the use of evidence-based practice?
- What incentives for the use of evidence-based practice can be identified?
- What barriers to the use of evidence-based practice can be identified?
- What links have developed between individual projects across the Program?
- Has consumer confidence in residential aged care facilities improved?
How did it go? Evaluation hierarchy

- 'Process, Impact and Outcome' not enough

- Level 1: Impact on, and outcomes for, consumers
  - residents, families, carers

- Level 2: Impact on, and outcomes for, providers
  - staff, organisations

- Level 3: Impact on, and outcomes for, the system
  - structures and processes, networks, relationships
Evaluation hierarchy

◆ Level 1: Impact on, and outcomes for, consumers
  – residents, families, carers
◆ Level 2: Impact on, and outcomes for, providers
  – staff, organisations
◆ Level 3: Impact on, and outcomes for, the system
  – structures and processes, networks, relationships
Putting it all together

<table>
<thead>
<tr>
<th>What did you do?</th>
<th>How did it go?</th>
<th>Can you keep it going</th>
<th>What has been learnt?</th>
<th>Useful for someone else?</th>
<th>Who did you tell?</th>
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<tbody>
<tr>
<td><strong>Level 1: Processes, impacts and outcomes for consumers (residents, families, carers, friends, communities)</strong></td>
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<td>Interventions to change care delivery</td>
<td>Improvements in clinical care</td>
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<td></td>
<td>Increased consumer confidence in RACFs</td>
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<td><strong>Level 2: Processes, impacts and outcomes for providers (professionals, volunteers, organisations)</strong></td>
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<td>Interventions directly targeting providers that will indirectly change care delivery</td>
<td>Enhanced knowledge and skills of aged care clinicians</td>
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<td></td>
<td>Increased use of evidence in everyday practice</td>
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<td><strong>Level 3: Processes, impacts and outcomes for the system (structures and processes, networks, relationships)</strong></td>
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<td>System-level interventions to facilitate implementation of evidence-based practice</td>
<td>Industry focus on improvements to clinical care</td>
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<td></td>
<td>Development of national clinical guides, resources and evidence summaries that support aged care accreditation standards</td>
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<td></td>
<td>Dissemination of proven best practice in clinical care</td>
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The challenge for us!

◆ Find the balance between:
  – the requirements of the National EBPRAC Program,
  – the need to have a cost-effective and realistic evaluation
  – what you can manage
  – what you want to achieve

◆ Combine realism with rigour
## Examples of data sources

### Project evaluation
- Site visits
- Six-monthly progress reports
- Interviews
- Workshop presentations
- Final reports
- Evaluation reports
- Exit interviews

### Program evaluation
- Project data plus:
- Document review
- Stakeholder interviews
- Workshop group discussions
- Personal communication
Evaluating projects
Project purposes and evaluation terms

- Achieve your own goals
  - during the project (IMPACT)
  - after it finishes (SUSTAINABILITY)
- Contribute to the bigger picture:
  - build knowledge and expertise across Australia (CAPACITY BUILDING)
  - provide lessons for other projects, regions and States/Territories (GENERALISABILITY)
Why have an evaluation plan?

Purpose of the plan is to answer the question,

◆ “How will I assess whether my project has met its goals?”

Plan may encompass impacts, outcomes and processes:

◆ What effects are expected for each of the target groups?

◆ What happened during the project that may have affected its outcomes, positively or negatively?
What is in your evaluation plan?

◆ Plans should clearly define the relevant processes, impacts and outcomes and how they will be measured:
  ♦ Timing of measurement
  ♦ Methods and tools to be used

◆ NE team will review each project evaluation plan and liaise with each project team about how this links with the national evaluation

◆ We will ask you to report progress against your plan
Six monthly reports

◆ 6 monthly progress report to DOHA office (cc to CHSD)
  – reporting in accordance with the schedule in your contract
    ♦ What did you do?
    ♦ How did it go?
  – adding some information on the other evaluation questions
    ♦ What’s been learned?
    ♦ Will it keep going?
    ♦ Are your lessons useful for someone else?
◆ Details to be provided after lunch ...