

Process Evaluation

KU 14

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June 25, 2014





Process evaluation

Question 1

- a) What components are important in doing process evaluation when evaluating a KT intervention?
- b) How do you evaluate those components of process evaluation?

So, did it work?





SCOPE

Safer Care for Older Persons [in residential] Environments



2010-2012

Dr. Carole Estabrooks

Dr. Lisa Cranley

Dr. Greta Cummings

Dr. Peter Norton

Funder: Health Canada





SCOPE



Purpose: To evaluate the feasibility of engaging front line staff (primarily healthcare aides) to use quality improvement methods to integrate best practices into resident care.

Overall goals:

1. To support staff in learning and using QI methods to improve safety and quality of care for the elderly living in nursing homes.
2. To improve the quality of work life for staff.



Sample & Setting



- 7 Nursing Homes
- 2 Canadian provinces
- 10 QI staff teams
- Senior sponsor in each nursing home
- 3 clinical areas for improvement

SCOPE Learning Collaborative Model



Adapted from the IHI Breakthrough Series Collaborative Model

RECRUITMENT

Participants (7 Sites AB & BC)

Pre-work *Setting aims, allocating resources, baseline data*

SCOPE
Governance
Committee

↓

SCOPE
Intervention Pre-
Planning &
Topic Area (s)
Selection

↓

Tools/Resource
Development by
Clinical & QI
Experts (Change
Packets etc.)



LS 1
October 2010



Action
Period

LS 2
Feb. 2011



Action
Period

LS 3
May/June. 2011



Action
Period

**Learning
Congress**
Oct 2011

LS = Learning Session

Coaching/Change Management Supports

Email Phone Calls Assessments

Team Reports Conference Calls Senior Leader Reports



SCOPE study: QI process measures

| Process measure | Data source | Timing |
|---|--|---|
| Organizational readiness | QI advisor assessment | Pre-intervention site visit |
| Barriers to making a change on the unit | Survey Self-reported by QI team & senior sponsor | During the intervention |
| Team functioning Communication Collaboration Cohesion | Survey Self-reported by QI team & senior sponsor | Monthly reports during the intervention |
| Engagement in the process | Field notes (e.g., attendance logs) QI advisor/ project manager | During the intervention |
| Satisfaction with the intervention | Survey Self-reported by QI team & senior sponsor | Post-intervention |



Evaluation from external consultants

Sample questions

| Design & delivery | Indicators | Data sources |
|---|--|--|
| Was the program implemented as planned? | <ul style="list-style-type: none">-Actual timelines & deliverable dates compared to plans-Identification of factors that have encouraged or confounded project implementation | <ul style="list-style-type: none">Study proposal (contains original work plan)-Study protocol-Quarterly progress reports submitted to Health Canada |
| What opportunities, if any, exist to improve upon program design and delivery? | <ul style="list-style-type: none">-Stakeholders' suggestions for improving the project | <ul style="list-style-type: none">-QI advisor field notes-Research team meeting minutes-Documented recommendations resulting from engagement with decision-makers/ collaborators |
| Has the program produced its expected outputs? (e.g., knowledge, tools, products, innovations) | <ul style="list-style-type: none">-Completed tools, products & innovations (or evidence of their development) and evidence of dissemination to facilities participating in the program | <ul style="list-style-type: none">-Products delivered to participating facilities:-Video-Toolkits-Education & training materials for QI techniques, run charts, sample posters, storyboards |



Challenges with process measures

- **What** to measure?
- **How** to measure/evaluate components:
 - Self-reported measures
 - Some scales developed by team and piloted or adapted from IHI
- **When / how often** should these components be measured?
- **By whom?**
 - Research team
 - External consultants
 - Other considerations: Funder requirements



Process evaluation

Question 8

How can we capture and scale-up learning about implementation and impact from process evaluation studies?

SCOPEOUT one year follow-up study:

- Determine spread, sustainability, scale-up
- Staff survey; interviews with HCA team leads and managers
- Some sustainability in NHs; little spread; received feedback on ways to improve moving forward



Process evaluation

Question 8 (parked for discussion on Thursday)

How can we capture and scale-up learning about implementation and impact from process evaluation studies?





Canadians are natural evaluators,
all of their statements end with a question,
eh?



Questions?

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