

June 14, 2001

Community Health Advocate Project (CHA) Evaluation Process Preliminary Questions

What is the CHA Project?

CHA is a community-based project, which aims to educate women about their rights within the health care system. We achieve this by promoting and facilitating Patient's Rights workshops to non-profit organizations offering women and family programs. The Patient's Rights workshop includes discussion and information sharing about what a patient's rights are. We facilitate information around doctor's rights, what is self-advocacy and how to advocate for you and your family within the health care system.

Participants of the workshop receive an Information Kit that includes the content of the Patient's Rights workshop, hospital information and additional resources. A component of facilitating information about Patient's Rights is the CHA insert, which describes "What is Patient's Rights". This insert is printed in six languages and helps the CHA project reach a diverse group of women.

Why evaluate the CHA project?

For several reasons it is important to have an evaluation process in place for the CHA project. It is necessary to assess whether or not the project is maintaining accountability to the VWHC and its funding agency's. Since the project's inception it has grown into a new direction. We should have a clear picture about why this direction is working. And what we can do to maintain its success. Having a clear idea of the CHA project's strengths and weaknesses will help us determine future project needs in-terms of funding initiatives.

Since the project's direction shift in September of 1999, the CHA project coordinators job has also shifted. Determining the strengths and weakness of the project will help assess the skills necessary to coordinate this project. Putting an evaluation process in place, now, when the CHA coordinator's hours are at 20 hours per week. And, the VWHC is heading into its slow season would be good use of time.

1. What do we want to learn?

Is the CHA project's, Patient's Rights workshop, Information Kit and inserts useful tools in educating women about their rights within the healthcare system?

Do these tools teach women from various communities that they can advocate for themselves, for safe respectful healthcare?

If, yes, how?

Is the Patient's Rights workshop targeting all groups identified in the project goals and objectives?

Is the CHA project meeting all its goals and objectives.

2. What key questions need to be addressed?

Is the Patient's Rights information presented in the workshops quality and relevant?

Is the information conveyed in manner that is understood?

Does the workshop take into account various styles of learning, different cultural backgrounds, and women's traditional role within the healthcare system?

Does the Information Kit provide information women value and desire?

Is the information presented in a way that is appealing?

Is the information culturally inclusive and simplistic in nature?

3. What evaluation criteria should we use?

We will measure the success of our project by using both qualitative (descriptive) and quantitative (statistical) measures. The "qualitative" methods used will be assessing the use of the evaluation forms filled out by workshop participants. Questions on the form will provide feedback about facilitator's presentation skills, usefulness of information, and generally how participants felt overall about the workshop. "Hosting organizations" project coordinators should also be asked to fill out an evaluation form. This evaluation form should comment on the process of coordinating the workshop with the CHA coordinator. Included on the form will be areas of strength and weakness. Also a section about possible referrals to other community organizations, community centres and neighbourhood houses.

We will know the project is working by the comments expressed on the evaluation forms. As well, during the Patient's Rights workshops participants will express what information they desire. And whether the information presented is useful.

We will measure the “quantitative” aspect of the evaluation process, by assessing the growth in the amount of workshops hosted at community partners, already established and partners newly recruited by the CHA coordinator.

We will measure the impact of this project on women’s lives in terms of women accessing the services of the Vancouver Women’s Health Collective. As well as women’s willingness to participate in a follow up workshop. The long-term impact of this project will be women using the advocacy skills learned in the Patient’s Rights workshop, to advocate for respectful treatment in the healthcare system. Thus the women themselves, demanding an equal role with healthcare practitioners in deciding the future of their healthcare.

4. What are the data collection methods and evaluation procedures most suitable for this project?

1. Participant evaluation forms
2. Hosting organization project coordinator evaluation forms
3. Log of participants with name, address etc.
4. Photographs of workshop participants
5. Log sheet filled out by CHA Coordinator tracking questions asked at workshops, information requested around women’s health issues, resources most asked about i.e. services offered at other organizations
6. Tracking form of “Hosting organizations” recruited by the CHA coordinator, and referred to the CHA project by other organizations.

5. How do we and can we incorporate inclusiveness into our evaluation work?

M.O.S.I.A.C and PIRS (Pacific Immigration Resource Society) are two of our primary host organizations; both organizations work with a variety of culturally diverse families. They can help us determine whether our evaluation forms are inclusive and simplistic in nature. The form will have both pictures and words to make it easier for participants to convey information. The form is considerate of basic English literacy skills.

6. Who should we identify as people to be interviewed or questioned and when?

It would be useful for the project if the CHA coordinator and representatives from the Steering Committee engage in a process once per year interviewing staff, volunteers, clients and project facilitators/coordinators about the effectiveness of the CHA project. This would serve in evaluating the project

from both an internal and a community perspective. And would address the guiding principles established by the Vancouver Foundation for project funding.

When this project was first established an advisory board was set to advise and give input to the project. The board was made up of community representatives. Its purpose was also to hold the project accountable to its goals and objectives.

Given that this project was established under a community based framework. It is essential that we include community representatives at some level within this project. Seeking input from the community as part of our evaluation process would be less time consuming in comparison to facilitating advisory board meetings. This would also be valuable to the future of the CHA project and in keeping with the project goals.

7. How will we involve the target group or users of our service in the evaluation planning, implementation and reporting?

The response to questions five and six adequately answers this question.

8. Given that our evaluation process may include the use of interviews what do we need to consider?

Answering the following questions will help us determine what we need to consider.

1. What do we want to find out during the interviewing process?
2. What are the questions we will ask in the interview process?
3. How many people will we interview?
4. What will be the demographics of those interviewed?
5. Will we need a translator for the interviewing process?
6. What level of confidentiality will we adhere too?

9. Are we undertaking a “formative” evaluation as the project progresses, or a “summative” evaluation at the end of the project?

Given that we have as it stands now, on going funding for this project, a formative approach to this evaluation would be the most useful. Coordinating the project evaluation for when the CHA project’s report is due at our funding agencies, would be most time effective. Tracking evaluation forms continually can also help assess whether the project is maintaining accountability to our funders and the community at large. This will be in accordance with report procedures of the V/RHB. Given the funding

allocation from the Vancouver Foundation is for one year we will provide them with a summative report in early 2002.

10. Do we need outside help with any part of this evaluation?

If we employ the response to question six, we will require the assistance of outside help. This would include participants from the host organizations, and participants of workshops.

11. How will we use the evaluation findings?

Evaluation findings will be used to evolve the CHA project and the overall work of the VWHC. Including seeking future funding for the CHA project and the VWHC.

12. How much do we estimate the evaluation will cost?

To determine the cost of this evaluation process the following questions should be answered:

How much time will we engage in the interview process?

How many women should be interviewed?

Will we offer honorariums for interviewee's time, travel and childcare expenses?

How much volunteer time will be needed in this process?

Will the evaluation process amount in overtime hours put in by the CHA coordinator?

Answering the above questions now will help us determine how to allocate CHA funds in the future and when to employ the evaluation process.

The above questions were taken from and in some cases modified from the Vancouver Foundations document "Planning for Evaluation". Please add any thoughts or comments to the above questions. If you feel more questions need to be asked and answered add those as well.

CHA Evaluation Process Recommendations

Steps

1. The CHA Coordinator carries out workshops as stated in goals and objectives for September, October, and November 2001. The CHA Coordinator in November collates evaluation forms, log sheets, photographs and prepares a draft report based on the questions outlined in questions one, two and three of the "The CHA Projects Evaluation Process Preliminary Questions" document.
2. The CHA budget at the Steering Committee meeting in October 2001 is assessed to see whether honorariums can be offered to workshop participants who participate in an interview process about CHA. Also it is determined at this meeting who can participate in the evaluation process of CHA from the Steering Committee. The evaluation process should include interviewing representatives from community organizations staff and volunteers. A time to carry out these interviews and how many should be conducted should also be determined at this meeting.
3. Once step two is agreed upon CHA Coordinator contacts community organizations to set up interviews.
4. Questions for the interview process are drafted for approval at the November 2001 Steering Committee meeting. Interview questions will be based on "The CHA Projects Evaluation Process Preliminary Questions" document.
5. The CHA coordinator collates answers from interview questions adds them to the first draft and prepares a final report based on the evaluation findings. This final draft is reported at the January 2002 Steering Committee meeting.
6. When the draft report is approved at the Steering Committee in January 2002, a final report will be sent to the Vancouver Foundation. A copy as part of an interim report can also be sent to the Vancouver/Richmond Health Board.

Please offer comments and suggestion to this Evaluation Process.