

Report to the Community

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Outcomes and Evaluation Task Force

HealthLink Miami Valley

Dayton, Ohio

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Outcomes and Evaluation Task Force

- Partnership Survey to measure levels of collaboration
- Emergency Department Usage Study to study the appropriateness of visits to CMC
- Managing success with fully integrate evaluation

Partnership Survey

- Conducted at two points in time (pre-post test design)
 - Inception of the project January 2002
 - Midpoint project life May 2003
 - Planned retest in the coming months

Source of instrument New York Academy of
Medicine www.partnershiptool.net

Designed to measure

- Levels of collaboration
- Response rates were 67% and 73%
- Results predictable, encouraging and surprising

Predictable...members reported:

- Attendance at meetings had dropped somewhat
- There were more strained relationships
- Communications were not as well coordinated
- Things weren't as well organized
- Things weren't going as planned

Encouraging...members reported:

- They had more authority to commit organizational resources to the collaboration
- There were better working relationships between organizations
- There were more opportunities to express and resolve conflicts among members
- There was increased general satisfaction with success of collaboration

Surprising...members reported:

- Although the degree to which collaboration goals reflected member organization goals remained the same, % of respondents reporting benefits to involvement with collaboration exceeded drawbacks decreased
- Benefits member organizations received from collaboration decreased in importance

Emerging Lessons

- Hold partners to account
- Highlight partner organization successes and link to collaboration rather than the reverse
- Play with people who want to play...no pressure
- Hold partners to account

Evaluation built into the Workflow

- Outcomes and Evaluations Task Force works closely with project management and reviews and compiles the project timeline
- Outcomes and Evaluation requests updates from each group to revise the timeline at least quarterly
- Outcomes and Evaluation reports to the Network each month

Identifying priorities

- Identify preferred outcomes
- Identify process steps/milestones
- Orchestrate sequencing priorities
- Build monitoring into a group function

Evaluation Tools

- Project Management Matrix
- Goals and objectives
- Project timeline/management chart
- Standardized meeting agendas
- Standardized meeting minutes
- Standardized statistical reporting
- Strategic planning process
- Collaboration survey

Evaluation Directs Work

- At the end of year one, we reviewed accomplishments against goals and objectives
- Year two goals and objectives were developed as a result of the year one review in concert with the revised logic model
- Repeat steps above for years two and three and ongoing

Questions or Comments