



# Managing the Mix National Project Evaluation

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# Workshop Purpose / Topics

- Update of where evaluation is at
  - Overview of evaluation
  - Support for Divisions
- PARC website – supporting the project
  - Risk management
  - Questions



# Evaluation – current position

- Approach is to be “Keep It Simple”
- Matrix concept has been endorsed
- Consumer Awareness resources
- Initial Project Plan review





# Overview of Evaluation

What is evaluation ?

“Evaluation is the process of obtaining and disseminating information of use in describing or understanding the particular program, or making judgements and decisions relating to past, existing or potential programs.” (Australasian Evaluation Society, 2002)

# **Why evaluate ? What's in it for us ?**

## **Perspective of Divisions of General Practice:**

- Have we succeeded ?
- Have we made a difference ?
- Can we do better ?
- Do we want to continue with these activities ?
- What have we learned ?
- What made this project successful ?
- Can we help others ?

# Compared to other Divisions

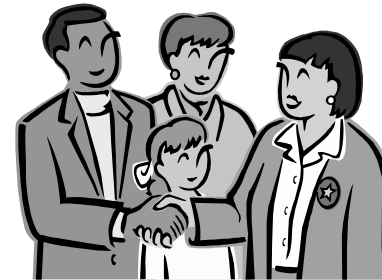
- How do we compare ?
- What can we learn ?
- Other Division activities.



# Consumers and Carers perspective

Has the project contributed to improving:

- Knowledge
- Access to resources
- Self-identification
- Relationships with service providers



## **Perspective of the Project Partners:**

- To inform policy
- To inform project outcomes.
- To help establish: “Where to from here ?”



# Our Evaluation

Our evaluation will:

- Address all these questions
- Provide responses
- Provide future directions

# How are going to do this ?

- Project Plans are at the core
- Review and update plans
- Projects are based on Objectives
- Plans contain information that feeds evaluation
- Work with PARC Evaluation
- Periodic Reports to Evaluation

# Project Plans – Initial review

- Plans evaluated for:
  - Compliance with Project Objectives
  - Internally consistent
  - Process and Outcome or Impact
- To ensure:
  - Project Objectives are being addressed
  - Division and Project Evaluation relevance

# Divisions to do

- Review plans in the context of this workshop
- Timeframe: 08/12/2004

# What is required ? Review your plan

- **Objectives** relate to the Project Objectives - what seeking to achieve.
- **Strategy** relates to your Objective and tells what do to achieve your Objective.
- **Activities** relate to your Strategy, are logical, in a sequence and lead to the Objective being achieved.
- **Measures** relate to your Activities, can be measured or supported with evidence.
- **Priority:** for each of your objectives, indicate what your priority is – from 1 – 6 (or whatever) – as shown in the examples.

# Evaluation Questions

- Used to guide the review
- Same questions for national evaluation
- In the print out
- Help test the plans – Project Objectives

# General findings

- **Comprehensive, exciting and innovative plans**
- **Some “tweaking” required**

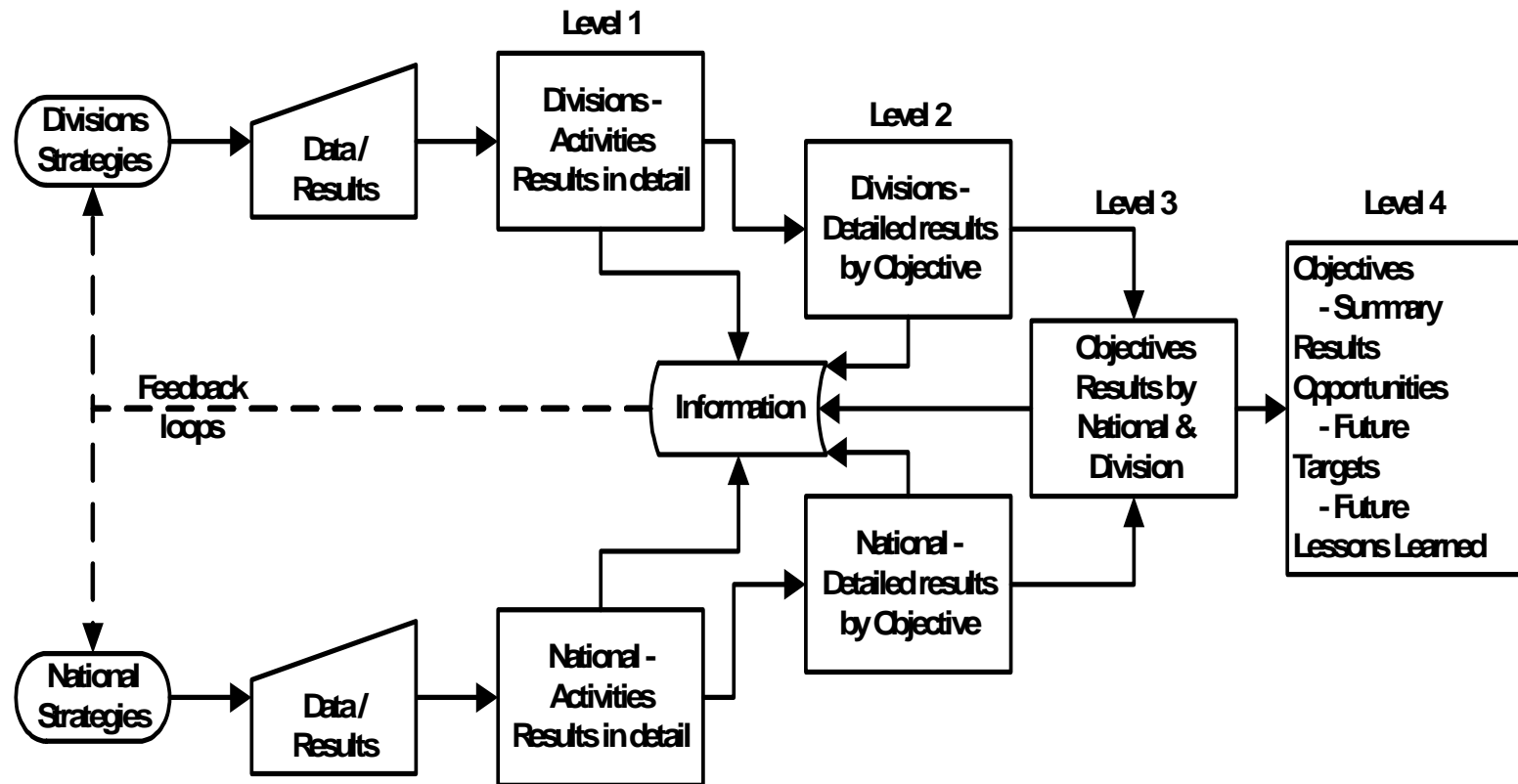
## **In some cases:**

- **Objectives, Strategies and Activities - not logically flow**
- **Baseline measures - not indicated**
- **Targets could be developed.**

## **Findings cont'd**

- **Outcome or impact measures commonly not used.**
- **Many plans internally logical, consistent and with good evaluation – but not demonstrate Project Objective achievement.**
- **Lots of good innovative work**

# Integrated Evaluation



# PO 1: Raise awareness

## **Evaluation Questions:**

- **Process:**
- Are there clear and integrated steps to help “raise awareness” ?
- Can they be measured / have evidence ?
- **Impact / outcome:**
- Has awareness been raised ?

## **PO 1: Specific Comments / Suggestions**

- 84% of Project Divisions (PDs) addressed this objective.
- No PD addressed how they would measure that awareness had been “raised”.

# PO 1 cont'd

**For this project “raise awareness” will be evidenced through:**

- GP (and others) participation in the education program i.e **PO 2**
- GP (and others) participation in the development and distribution of practice information **PO 4**
- GP / Practice involvement in providing and distributing MHCA consumer resource package **PO 5**
- GP (and others) participation in the shared care program / modelling **PO 6**

# PO 1 cont'd

## **This means**

- Not have discrete activity to assess if awareness raised.
- Link to other activities with cross referencing.
- All Divisions asked to distribute information (supplied by the Project) to GP practices.

## **PO2: Improve knowledge – GP Education**

Evaluation Questions:

### **Process:**

- Are there clear and integrated steps to “improve knowledge, skills and capacity” ?
- Can they be measured / have evidence ?

### **Impact / outcome:**

- Has the knowledge, skills and capacity of the general practice sector improved?
- How is this to be demonstrated?

## **PO2: Findings**

- 100 % Divisions addressed this section.
- 37 % complied with DVA GP training.
- Targets not specified

### **Necessary:**

All Divisions in the GP Train - the - Trainer .

# O Head 1

Some examples:

- Remote rural Division be focussing on Aboriginal issues. Realistic target: 1 GP / Practice trained – total 9 GPs.

This also means 9 Practices are involved.

- Rural region, general application, good track record of GP involvement – target 2.5 GPs / 10,000 popn.
- Urban area focussing on youth with 25 out of 300 GPs specific interest in youth. Is:8.3% of the GPs, 100% of GPs with an interest and 20% of the Practices.
- Urban area, general application without a good track record of high GP involvement – Target 1.5 GPs / 10,000 popn or 20% of Practices.

## PO 3: Critical Mass

- 16% responded
- **Interpretation:**
- A “critical mass” is that group of persons, resources and processes developed and retained in the Division that supports the ongoing (sustainable) project activities of the Division.

## PO 3 cont'd

- **Evaluated at national level.**
  - number / rate of GPs trained,
  - mechanisms to sustain on-going education and information.
- Ensure that other objectives cover the evaluation elements.
- Notes cover examples.

## PO 4: Enhance resources

68% addressed this

- Need to ensure links between Objectives and measures
- Use cross references
- Example in handout

# PO 5: Consumer Resources

- 53 % addressed.
- 16% complied with Project Objective  
Quite a bit of good consumer activities.

## **Necessary:**

- All Divisions receive and distribute MHCA resources. (Example in handout)

# PO 6: Shared Care

Evaluation Questions:

## **Process:**

- Are there clear and integrated steps to “...build and/or improve ... shared care. ...” ?
- Can they be measured / have evidence ?

## **Impact / outcome:**

- Have infrastructure and systems for shared care been built or improved ?

# PO 6: Findings etc

- 100 % Divisions addressed
- Linking and measures – needs attention

# O Head 2

- **Project plans contain special features that make them unique. These add to pool of different models.**

**Please do not delete these features.**

**e.g. you may have e-referral or unique shared care model that you want to implement. Please keep those features.**

Make sure the strategy will work !



# Support for Divisions

- Website loaded with resources
- On line searchable database containing reports from Divisions of GP projects, resources, and publications.
- Evaluation and plan construction support
- Listserver

<http://som.flinders.edu.au/FUSA/PARC/>

## **PARC Website: Evaluation**


### **Designed to:**

- Provide evaluation support and tools
- Facilitate access to statistical and other tools
- Provide information on the projects

Primary Mental Health Care Australian Resource Centre - Microsoft Internet Explorer provided by Flinders Medical Centre

File Edit View Favorites Tools Help

Address <http://som.flinders.edu.au/FUSA/PARC/default.html>



Home About us Resources **Mental Health Programs Database** Ask PARC Email list Networking Substance Abuse Comorbidity Allied health **AERF Alcohol Project Evaluation** Search

<p><b>About us</b> PARC provides knowledge management, research and information services to support Australian primary mental health care.</p> <p><b>Resources</b> Information and resources to support primary mental health care.</p> <p><b>Mental Health Activities of the Divisions of General Practice</b> A searchable database of Divisions' mental health activities.</p> <p><b>Ask PARC</b> PARC provides a comprehensive reference service.</p> <p><b>Email list</b> Join our Primary Mental Health Care email list.</p>	<p><b>AERF Alcohol and Mental Illness Comorbidity in Primary Care Projects: Evaluation Pages</b> Resources and information to support the development and evaluation of the AERF Funded Alcohol and Mental Health projects.</p> <p><b>PARC Comorbidity Project Pages</b> Management of mental illness and substance abuse comorbidity in primary care.</p> <p><b>Access to Allied Health Services Projects Pages</b> Resources and information to support the Access to Allied Health Services projects.</p> <p><b>News and Networking Corner</b> PARC Update Newsletters, email lists, current news</p> <p><b>Search</b> Search our On-line Databases and website.</p>
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Done Local intranet

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PARC Alcohol and Mental Illness Projects Evaluation Site - Microsoft Internet Explorer provided by Flinders Medical Centre

File Edit View Favorites Tools Help

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Address http://som.flinders.edu.au/FUSA/PARC/AERFmain.htm Go Links >>

Home About us Resources Mental Health Programs Database Ask PARC Email list Net-working Substance Abuse Comorbidity Allied health AERF Alcohol Project Evaluation Search

 **Your Mental Health and Alcohol: Managing the Mix**

*Alcohol and Mental Health Comorbidity in Primary Care Project.*

**Project Evaluation Website**

About the Projects	About evaluation
Who is doing what?	The Toolbox
Ask for assistance with your evaluation	About service integration
Join the AERF email list	Risk Management Introduction
Resources	

The Alcohol and Mental Health projects have been funded by the Alcohol Education and Rehabilitation Fund and are being managed by the Australian Divisions of General Practice in partnership with the Department of Veterans' Affairs, The Commonwealth Department of Health and Ageing, the Mental Health Council of Australia and PARC. The project includes GP education, resource development and systems integration components. The national evaluation is being undertaken by PARC. This website will provide access to evaluation resources, advice to support the local evaluation of projects and resources to assist in the management of alcohol and mental health problems in primary care.

Local intranet

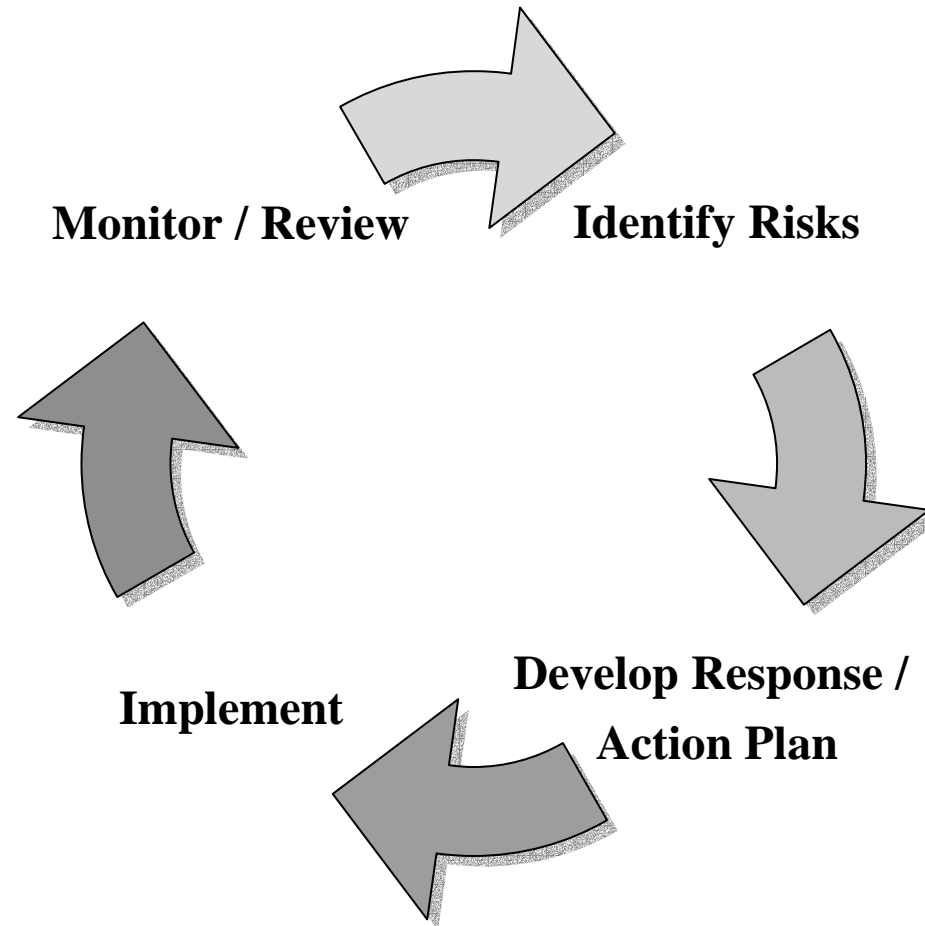
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# Risk Management

**What is it ?**

**The process of identifying, responding to  
and monitoring risks.**

# Risk Management Cycle



# What is a risk ?

**A risk is any event or factor that may impact on an objective.**

Usually are adverse impacts.

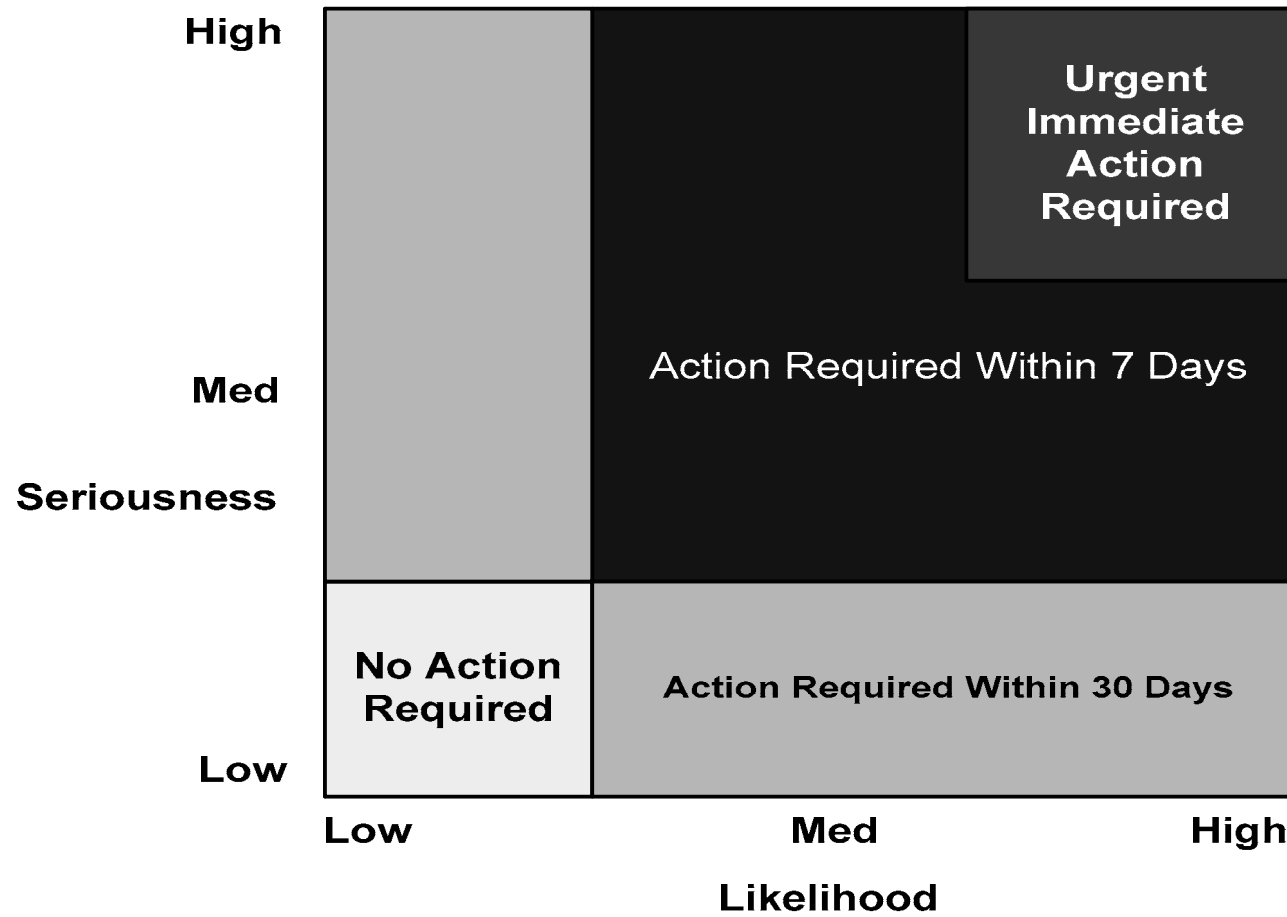
Can be positive – can take a risk to achieve or improve an outcome.



# Risk Evaluation Matrix

Item	Risk	Likelihood			Seriousness		
		Low	Med	High	Low	Med	High
<b>Education</b>							
1. Not enough GPs attend	No critical mass. Can't meet projective objectives		X				X
2. Allied Health personnel do not attend.	Reduces networking capabilities.		X		X		
3. Trained GP does not have time to produce resources.	Education resources incomplete / inadequate			X			X

# Risk Diagram



# RM Plan Overhead 3

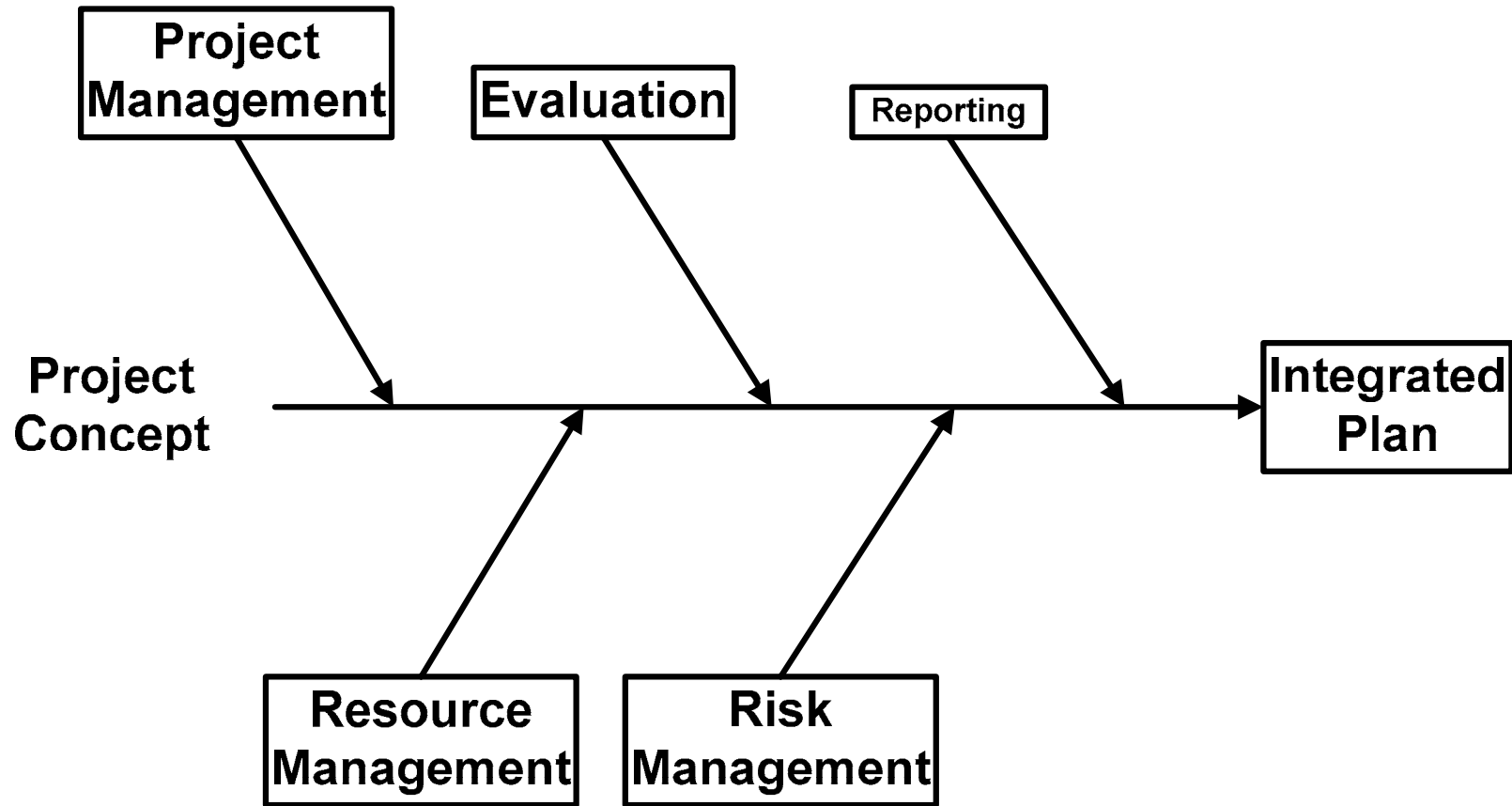
- See overhead

How good is your risk management ?

# Combined process

- Draft project objectives, strategies, indicators, who by, when by.
- Identify risks and strategies to address.
- Combine with project plan as either integrated or separate items.

# Integrated Plan



# RM Plan Overhead 4

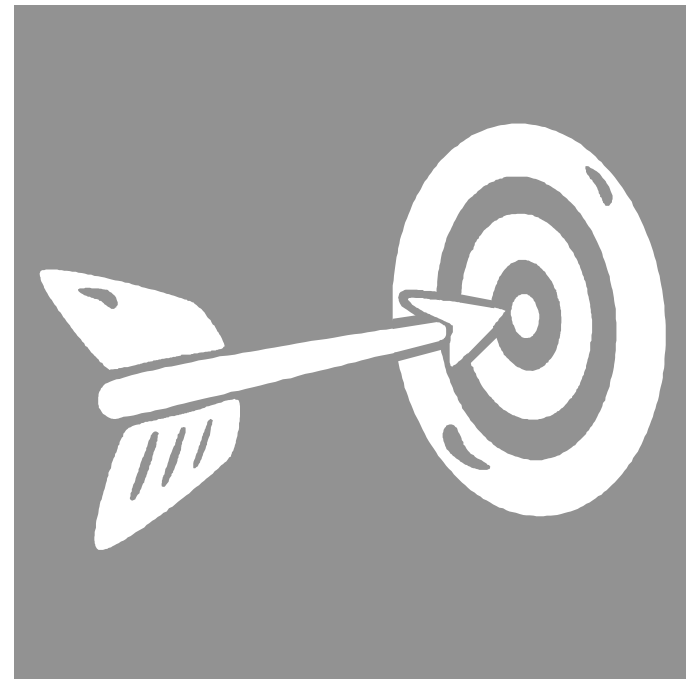
- See overhead

# RM Plan Overhead 5

# The result

The resulting plan combines:

- Project management
- Evaluation
- Resource management
- Risk management
- Reporting



# What do you get ?

**A competitive edge !**



# GP Education & Consumers

Are you interested in working with Evaluation  
on GP Education survey ?

Please let Peter know.

Are you interested in working with Evaluation  
on some extended work with Consumers /  
Carers ? Please let Peter know.

# Questions ?

Over to you

Thankyou

