



## EMR ASM Seeding Grant Projects (Round 1) – Evaluation Methodologies for Common Project Themes

<b>Common Theme (Goals)</b> <i>(Objectives to achieve goals)</i>	<b>What</b> <i>(information required in evaluation)</i>	<b>Methodology</b> <i>(to evaluate if objective has been met)</i>
<p><i>Theme (goal):</i>  <b>INCREASE KNOWLEDGE ABOUT THE ASM AMONG STAFF</b></p> <p><i>Could include:</i></p> <ul style="list-style-type: none"> <li>- Staff knowledge of an ASM approach</li> </ul> <p>Example of SMART objective: After attending an introductory workshop, 75% of program staff can articulate the principles of an ASM approach during clinical supervision</p> <ul style="list-style-type: none"> <li>- Staff confidence in advocating for the ASM approach</li> </ul> <p>Example of SMART objective: At the conclusion of phase 1 of ASM implementation, all clinical staff report feeling confident in their understanding of ASM principles</p> <ul style="list-style-type: none"> <li>- Degree the ASM approach is embedded in the organisations culture</li> </ul> <p>Example of SMART objective: The organisation displays commitment to the principles of the ASM through its inclusion in organisational policies and practices, provision of resources to support professional development and inclusion in ongoing quality improvement systems.</p>	<ul style="list-style-type: none"> <li>- Knowledge of ASM principles and elements</li> <li>- Further staff education needs</li> <li>- Enablers/barriers to embedding ASM principles in culture/ practices</li> <li>- Appropriateness of approach to building staff capacity (i.e. workshops, written materials)</li> </ul>	<p>Staff Questionnaire/survey</p> <ul style="list-style-type: none"> <li>- Knowledge tested against factual elements</li> <li>- Confidence / attitudes are measures of perception, therefore self assessed (likert scale useful)</li> <li>- Use open-ended questions and/or multiple choice formats to understand the strengths and weaknesses of your approach</li> </ul>
	<ul style="list-style-type: none"> <li>- Enablers / barriers to embedding ASM principles in culture/ practices</li> <li>- Staff understanding of the ASM approach</li> <li>- Staff confidence in advocating for / applying the ASM principles</li> </ul>	<p>Staff Focus Groups</p> <p>Semi-structured group interviews</p>
	<ul style="list-style-type: none"> <li>- Degree ASM approach embedded in practice</li> <li>- Application of ASM knowledge/understanding</li> <li>- Further staff education needs</li> </ul>	<p>Client File Audit</p>
	<ul style="list-style-type: none"> <li>- Degree ASM principles embedded in practice</li> <li>- Experience / impact on clients</li> <li>- Application of knowledge by staff</li> <li>- Further needs for staff education</li> </ul>	<p>Staff and Client Feedback</p>

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<ul style="list-style-type: none"> <li>- Degree the ASM is embedded in staff practices</li> </ul> <p>Example of SMART objective: By the 1<sup>st</sup> of July 2011, a client file audit demonstrates a minimum of 80% compliance with new internal referral protocol.</p>	<ul style="list-style-type: none"> <li>- Understanding and application of the ASM approach</li> <li>- Organisational/ workplace culture</li> </ul>	<p>Direct observation Shadow staff / peer observation Semi-structured individual interviews</p>
<p><i>Theme (goal):</i> STREAMLINE REFERRAL PATHWAYS</p> <p><i>Could include:</i></p> <ul style="list-style-type: none"> <li>- Timeliness of service delivery</li> </ul> <p>Example of SMART objective: Given the introduction of a new intake policy, initial contact will be made within 24 hours of receipt of referral for a minimum of 90% of clients</p> <ul style="list-style-type: none"> <li>- Degree inclusion criteria followed</li> </ul> <p>Example of SMART objective: All program staff demonstrate a comprehensive understanding of the organisation's client inclusion criteria (tested via staff questionnaire)</p> <ul style="list-style-type: none"> <li>- Level of duplication of data collection</li> </ul> <p>Example of SMART objective: By the end of the project, intake staff ask all clients whether they have undergone a previous LAHA (or comprehensive assessment) during the client's initial needs identification (assessed via client file audit)</p>	<ul style="list-style-type: none"> <li>- Change in practices over time</li> <li>- Behaviours, attitudes</li> <li>- Enablers/ barriers to referral</li> </ul>	<p>Journaling / diaries</p>
	<ul style="list-style-type: none"> <li>- Staff practice / compliance:</li> <li>- Use of forms (ie. SCTT) (accuracy, completeness)</li> <li>- Referral policy and procedures</li> <li>- Modes of communication (intra and inter-agency)</li> <li>- Referral timelines and pathways</li> <li>- Discharge planning</li> <li>- Duplicated/distrusted data</li> <li>- Improvement opportunities</li> </ul>	<p>Documentation review <i>policies, procedures, client records</i></p> <ul style="list-style-type: none"> <li>- Use of diagrams and mapping (eg. process mapping) can be useful to understand current practice, identify weaknesses and track change</li> </ul>
	<ul style="list-style-type: none"> <li>- Current referral practices / impact of new processes</li> <li>- Enablers/barriers to referral</li> <li>- Modes of communication used</li> <li>- Staff confidence referring</li> </ul>	<p>Staff focus group</p>
	<ul style="list-style-type: none"> <li>- Sample of client journeys</li> </ul>	<p>Case Studies</p>



<b>Common Theme (Goals)</b> (Objectives to achieve goals)	<b>What</b> (information required in evaluation)	<b>Methodology</b> (to evaluate if objective has been met)
<p><i>Theme (goal):</i> IMPROVE PROCESSES FOR SHARED CLIENTS <i>Could include:</i></p> <ul style="list-style-type: none"> <li>- Reduction in duplicate data collection</li> </ul> <p>Example of SMART objective: Protocol developed to support appropriate and timely sharing of client information between partnering organisations</p> <ul style="list-style-type: none"> <li>- Level of joint care coordination</li> </ul> <p>Example of SMART objective: Upon completion of the project, criteria for case conferencing are established between partnering organisations</p> <ul style="list-style-type: none"> <li>- Degree inter-agency protocol's/agreements embedded</li> </ul> <p>Example of SMART objective: All staff have received training, are competent and aware of new organisational protocols and agreements by 2<sup>nd</sup> of December 2011</p>	<ul style="list-style-type: none"> <li>- Change over time</li> <li>- Application of joint care (ie. care planning, reassessments)</li> <li>- Organisational linkages, commonalities</li> <li>- Enablers / barriers for collaboration</li> </ul>	<p>Documentation review <i>Client file audit, policies, procedures</i></p>
	<ul style="list-style-type: none"> <li>- Awareness of protocols / agreements</li> <li>- Enablers/barriers for joint care coordination</li> </ul>	<p>Interviews / focus groups <i>Staff, management</i></p>
	<ul style="list-style-type: none"> <li>- Application of processes</li> <li>- Impact on clients (processes / changes)</li> </ul>	<p>Client Stories <i>(can be written by clients)</i></p>
<p><i>Theme (goal):</i> ENHANCE COMMUNICATION BETWEEN PARTNERING ORGANISATIONS</p> <p>Example of SMART objective: Opportunities for improved communication with partnering organisation identified, including articulation of responsibilities, methods and frequency (who, how, how often, about what)</p>	<ul style="list-style-type: none"> <li>- Appropriateness of partnership</li> <li>- Enablers/barriers to communicating</li> </ul>	<p>SWOT analysis <i>Strengths, weaknesses, opportunities, threats</i></p>
	<ul style="list-style-type: none"> <li>- Extent / modes of communication</li> <li>- Enablers/barriers to communicating</li> <li>- Appropriateness of communication methods</li> </ul>	<p>Staff Questionnaire</p>
	<ul style="list-style-type: none"> <li>- Enablers/barriers to communicating</li> <li>- Level of / modes of communication</li> <li>- Appropriateness communication methods</li> </ul>	<p>Focus Groups <i>Management, staff</i></p>



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<p><i>Theme (goal):</i>  IMPROVE UNDERSTANDING OF STAFF ROLES/SERVICES IN PARTNERING AGENCY/S</p> <p><i>Could include:</i></p> <ul style="list-style-type: none"> <li>- <i>Staff confidence in contacting/referring to partnering organisations</i></li> </ul> <p>Example of SMART objective: All intake and assessment staff report feeling confident about initiating contact with identified partnering organisations</p> <ul style="list-style-type: none"> <li>- <i>Degree partnership strengthened</i></li> </ul> <p>Example of SMART objective: By December 2011, bi-monthly meetings being held between partnering organisations to identify collaborative opportunities, discuss shared clients</p>	<ul style="list-style-type: none"> <li>- Awareness and understanding of other agencies practices, protocols, services</li> <li>- Knowledge of and confidence in contacting key contacts in partnering organisation</li> <li>- Behaviour / practice change</li> <li>- Modes of communication</li> <li>- Effectiveness of methods used to enhance understanding</li> </ul> <hr/> <ul style="list-style-type: none"> <li>- Communication methods / incidence</li> <li>- Referral data</li> </ul>	<p>Staff questionnaire</p> <hr/> <p>Documentation review</p>

