How to Evaluate your Dementia Service

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Acknowledgements

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Learning objectives

- Hear about examples of Australian evaluations of dementia services
- Knowledge of some key concepts in evaluation
- Discuss evaluation of your own service
- Build a simple program logic model
Why evaluate?

Advantages

- Improve implementation
- Demonstrate effectiveness
- Comply with accountability

How is evaluation of dementia services different?

- Care recipient cognitive impairment
- Carer involved
- Outcome measures
- Shifting ground
Learning objectives

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Focus

• One Individual
• Service for a group of individuals
• Group of similar services
• Group of diverse services
Examples

• One Individual
• Service for a group of individuals
• Group of similar services
• Group of diverse services
Example: One individual

Per cent Noisy Observations

Day of observation

**Example: One service with group of individuals**

<table>
<thead>
<tr>
<th></th>
<th>Decreased</th>
<th></th>
<th>No Change</th>
<th></th>
<th>Increased</th>
<th></th>
<th>Total</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A Lot</td>
<td>A Little</td>
<td>A Lot</td>
<td>A Lot</td>
<td>N(a)</td>
<td>%</td>
<td>N(a)</td>
<td>%</td>
</tr>
<tr>
<td>Confidence</td>
<td>1</td>
<td>13%</td>
<td>58</td>
<td>43%</td>
<td>136</td>
<td>100%</td>
<td>136</td>
<td>100%</td>
</tr>
<tr>
<td>Skills</td>
<td>29</td>
<td>21%</td>
<td>72</td>
<td>53%</td>
<td>136</td>
<td>100%</td>
<td>136</td>
<td>100%</td>
</tr>
<tr>
<td>Stress</td>
<td>37</td>
<td>27%</td>
<td>68</td>
<td>50%</td>
<td>35</td>
<td>26%</td>
<td>135</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 1 Effect of DBMAS interventions on staff confidence, skills, stress
Example: Group of similar services

Carer ratings
Example: group of similar services

CM Rating of success of EACHD in supporting the needs of CR and C

CM Rating of success of EACHD in supporting the needs of CR and C
Example: Group of diverse services

Dementia Initiative three program areas:

– Measure 1:
  • research and innovation
  • improved care
  • early intervention and awareness

– Measure 2 – Service Provision
  • Extended Aged Care at Home Dementia packages

– Measure 3 – Training
  • dementia specific, aged care and community workers
Example: Group of diverse services - Dementia Initiative

Objective of program
- effect on consumers
- added value to dementia care

Levels of evaluation
- 1) Individual projects
  • 7 In-depth evaluations
  • 10 Project reviews
- 2) Measures
- 3) Overall Initiative
Eight KPI frame evaluation

- **Appropriateness** - Is it what people want and need?

- **Effectiveness** - Does it make a difference?

- **Efficiency** - Is it worth it?

- **Quality** - Is it any good?
Eight KPI frame evaluation

– **Accessibility** - Can people use it?

– **Impact on collaboration** - Do services work together or work with consumers?

– **Sustainability** - Does it make a longer term difference?

– **Outcomes** - What is the end result?
• Broad approaches
  – Program monitoring
  – Consumer and stakeholder consultations

• Methodologies
  – Analysis of minimum data sets
  – Analysis of project reports and documents
  – Cross-sectional designs
  – Pre- and post-test designs
• Data collection strategies
  – Surveys
  – Face-to-face interviews
  – Telephone interviews
  – Focus groups
Learning objectives

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Engage Stakeholders

Ensure use and share lessons learned

Describe the program

Justify conclusions

Focus the evaluation design

Gather credible evidence

Standards
Utility
Feasibility
Propriety
Accuracy

Source: Center for Disease Control and Prevention (1999)
Engaging Stakeholders - consultation

- Government
- Stakeholder Workshops
- Stakeholder Reference Group
- Individual Service Provider Consultations
Involving carers and care recipients

- Advisory group
- Interviews
- Well-being
- Quantitative measures
- Proxy reports

- Mild dementia
- Moderate dementia
- Severe dementia
- Observation
- Interview

National Ageing Research Institute
www.nari.unimelb.edu.au
Evaluation concepts covered

(1) Different evaluation approaches
   – Which is the most relevant to your Dementia service?

(2) Stages of the program and evaluation cycle
   – What stage of the program cycle is your Dementia service at?
   – What type of evaluation design is most suitable for this?

(3) Program logic – an evaluation building block
   - How can you use program logic with your Dementia service?
(1) Different evaluation approaches

- Experimental
- Economic
- Developmental
- Managerial

Source: John Ovretveit
Different evaluation approaches

• Experimental
  – Aims to discover whether an intervention has effects and the causes of any effects
    • Randomised control trial, quasi-experiments (non-randomised control trials), cohort studies community trials

• Economic
  – Aims to discover magnitude of resources consumed by program, often in relation to its effects & in comparison with other programs or expenditures.
    • Cost-effectiveness, cost-utility, cost-benefit

Source: John Ovretveit
Different evaluation approaches

- **Developmental**
  - Use systematic methods & theories within an evaluation framework to enable providers of programs to further develop & improve them (formative focus).
  - Action research, case studies

- **Managerial**
  - Aim to monitor & improve performance of services or policies or ensure that they are implemented as intended.
  - Economy, Productivity, Efficiency, Effectiveness, Quality, Key performance indicators

Source: John Ovretveit
Which is the most relevant to your Dementia Service?
(2) Stages of the program and evaluation cycle
<table>
<thead>
<tr>
<th>Program cycle</th>
<th>Evaluation Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program need</td>
<td>Needs analysis</td>
</tr>
<tr>
<td>Program design</td>
<td>Program theory - Literature review &amp; expert/stakeholder consults</td>
</tr>
<tr>
<td>Program development</td>
<td>Formative research activities</td>
</tr>
<tr>
<td>Program implementation</td>
<td>Process evaluation</td>
</tr>
<tr>
<td>Short term outcomes</td>
<td>Impact evaluation</td>
</tr>
<tr>
<td>of program</td>
<td></td>
</tr>
<tr>
<td>Definitive outcomes</td>
<td>Outcome evaluation</td>
</tr>
<tr>
<td>of program</td>
<td></td>
</tr>
</tbody>
</table>
What stage of the program cycle is your Dementia service at?

What type of evaluation design is most suitable for this?
(3) Underlying program logic

- A program logic model is a theoretical model of the necessary and sufficient features that a program should have both in its design and implementation, to work optimally under specified conditions to achieve identified outcomes.
Performance Criteria

Inputs → Processes → Outputs → Outcomes

Appropriateness  Effectiveness  Efficiency  Accessibility

Quality  Sustainability  Impact on Collaboration  Evaluation Outcomes

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Inputs in building a program logic model

• Program design stage
  
  – Primary input is the research evidence about the success of the program proposal, when trialled elsewhere.
    • Cochrane reviews on outcomes
    • theoretical models underlying the proposal
      (e.g. health belief model, self-efficacy models)
Processes in the program logic model

- Program implementation

  - organisational documents e.g. strategic planning documents, mission statements & training materials.
  
  - Experts and stakeholders with insights to offer in relation to the program add knowledge based on their professional or personal experiences.

  - They are often able to identify ‘gaps’ in the logic of the program identified from the evidence and theoretical sources described above.
# Program logic model outcome matrices (Sue Funnell)

<table>
<thead>
<tr>
<th>Outcomes hierarchy</th>
<th>Success criteria</th>
<th>Factors within control of the program</th>
<th>Factors outside control</th>
<th>Program activities and resources</th>
<th>Performance information</th>
<th>comparisons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ultimate outcomes (needs met)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intermediate outcomes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Immediate impact outputs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Funnell (1997)
Evaluation news and comments
vol 6 no 1
Using a program logic model

– Specify program indicators
  • gather evidence to assess whether the objectives of the program at that stage, as originally nominated, have been achieved.

– Obtain program information
  • at the same time seek to understand reasons for relative success or failure in achieving these stage objectives
  • this feedback can be used to modify the program, when necessary to better achieve the program’s long-term objectives.
How can you use program logic in your Dementia service?
Learning objectives

• Hear about examples of Australian evaluations of dementia services
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Workshop Exercise

• Introduce yourselves

• Tasks (See handout)
  – Choose a service you are familiar with
  – Go through the questions in the handout to build a picture of the service
  – Start to build a logic model
  – Note any issues arising in relation to the collection and analysis of the data, and what will constitute ‘success’

• Report back
  – Objectives and measurement
  – Questions for discussion
Source: Doing evaluations; A practical guide. Dept Finance, Canberra
Summing up

• Many evaluation approaches
• Prioritise according to stakeholder preferences
• Multiple measures
• Voice of carers and people with dementia
• Clarifying objectives is key