

Flex RSV 2017  
Bethesda MD

# Program Assessment: Establishing Measurable Outcomes

**PENNY BLACK**



**NICOLE BRETON**

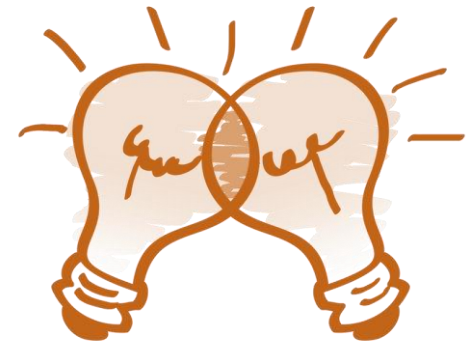


**JOHN GALE**



# Learning Objectives

- Learn how state Flex programs are tracking **outcomes** and demonstrating the **impact** of Flex program activities.
  - Large-state example: Wisconsin
  - Small-state example: Maine
- Discover **measures** from the Flex Monitoring Team and CAHMPAS that can be built into program **assessments**.



# Language

## Planning language vs

## Assessment language

Goals

N/A (not usually measured)

Objectives

Outcomes

“Increase x...”

“Increased x...”

Activities

Outputs



# Outcome = Change

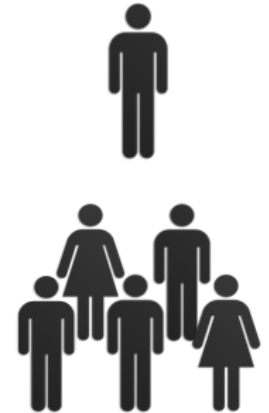
Change occurs at these levels:

→ Individual – knowledge, attitude, skills, behavior

→ Interpersonal – relationships among individuals

→ Organizational – conditions, processes, culture, structure

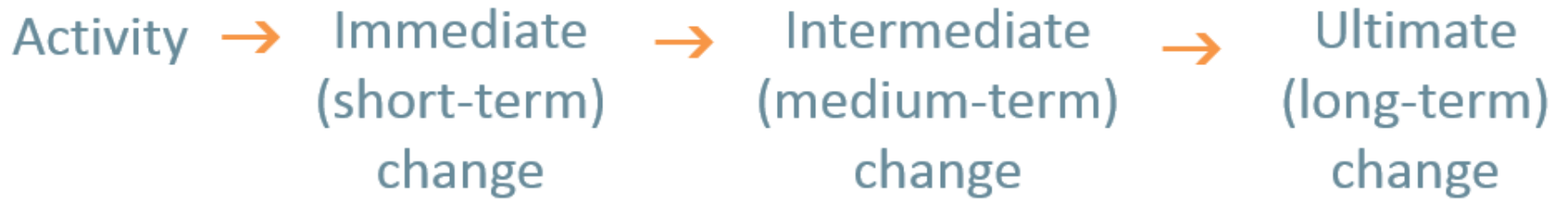
→ Systems/Community – relationships among orgs



**We must understand what we expect to change in order to be able to measure it.**



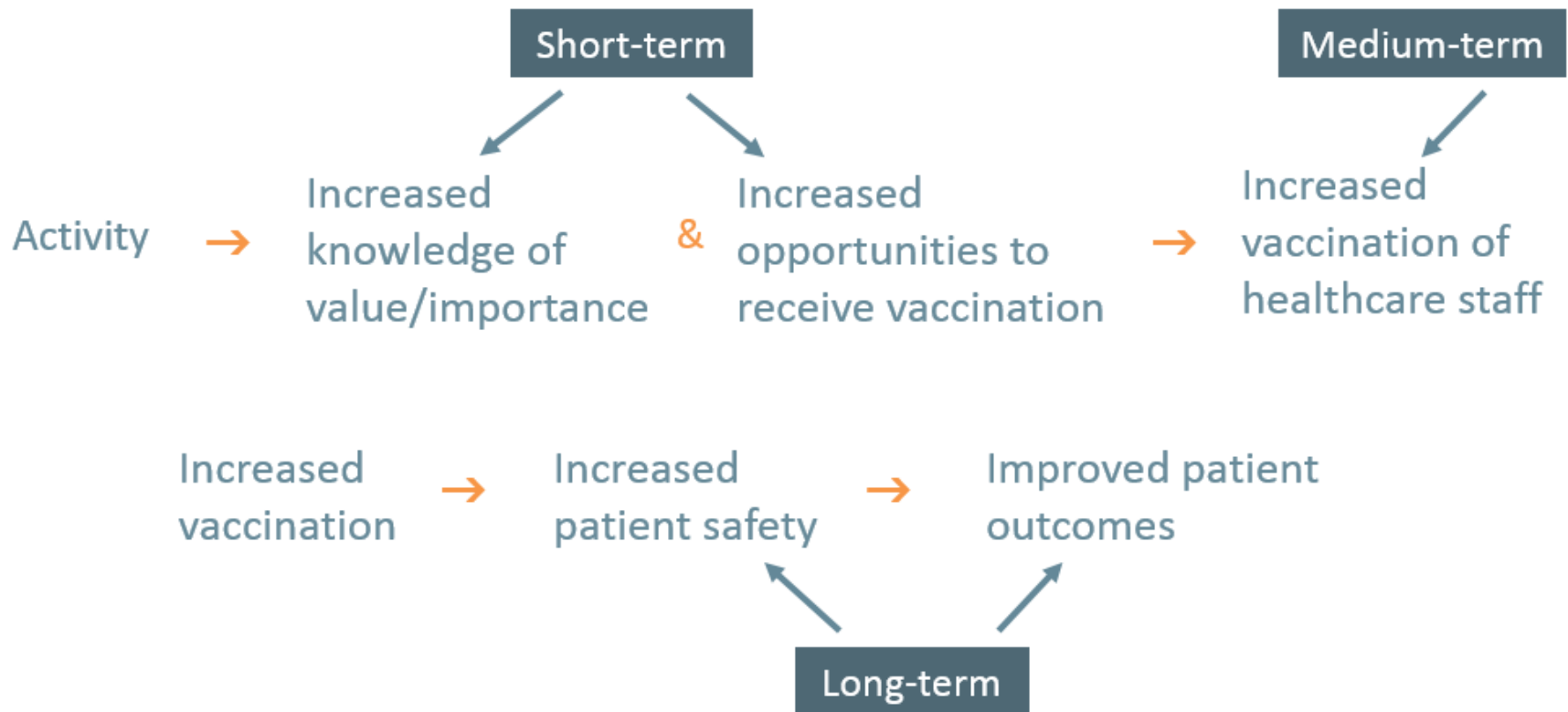
# Expectation of Change



# EXAMPLE: Expectation of change



# EXAMPLE: Expectation of change



# Feasibility Checks

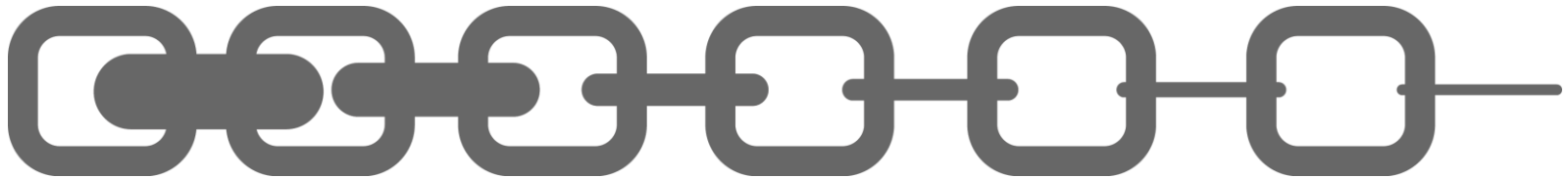
- Change
- Measuring the change





# Check #1: Change

- Use expectations of change to assess feasibility
- How close is your activity to the expected change?
- How large is your activity?
  - one-day event vs 12-month project
  - Example (bad): Develop toolkit → Reduced closures



(Penny's attempt  
at drawing a chain)

# Check #2: Measuring Change

Baseline/  
Pre-Activity

Activity

Compare/  
Post-Activity

How much data do you need?

- S/M/L-term change: representative proportion of participants
- Long-term change: at least one year in aggregate

Is it available?

- Short-term change: pre/post questionnaire (*events*)
- Medium-term change: follow-up survey (*events, projects*)
- Long-term change: maybe and probably not when you need it

# EXAMPLE: Tracking short-term change

	A	B	C	D	E
1	<b>Participant</b>	<b>Pre-Test Score</b>	<b>Post-Test Score</b>	<b>Positive Change</b>	
2	1	8	10	Y	
3	2	8	9	Y	
4	3	7	10	Y	
5	4	8	10	Y	
6	5	9	9	N	
7	6	8	10	Y	
8	7	8	10	Y	
9	8	9	9	N	
10	9	9	10	Y	

11	10	A	B	C	D	E
12	11				<b>Knowledge - Individual</b>	
13	12				<b>Respondents</b>	<b>↑ Knowledge</b>
		<b>Date/s</b>	<b>Participants</b>			
		Stroke Conference	3/31/16	100	78	78
		ed Care Symposium	5/20/16	130	101	98
		s Finance Workshop	8/26/16	45	43	39
		to MBQIP Webinar	9/15/16	30	30	30
		ospital Conference	10/26-27/16	150	82	68

# Check #2: Measuring Change

Baseline/  
Pre-Activity

Activity

Compare/  
Post-Activity

How much data do you need?

- S/M/L-term change: representative proportion of participants
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Is it available?

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- Long-term change: maybe and probably not when you need it

# EXAMPLE: Tracking med-term change

A	B	C	D	E	F	G	H	I
			Knowledge - Individual	Behavior - Individual				
	Date/s	Participants	Knowledge	Knowledge	Respondents	Used info	Shared info	Pursued info
Stroke Conference	3/31/16	100	78	78	51	48	47	26
Care Symposium	5/20/16	130	101	98	60	55	45	17
Finance Workshop	8/26/16	45	43	39	35	34	32	27
MBQIP Webinar	9/15/16	30	30	30	25	25	24	11
Hospital Conference	10/26-27/16	150	82	68	55	37	37	14

B	C	D	E	F	G	H	I	J
		Knowledge - Individual	Behavior - Individual				Behavior - Organization	
Date/s	Participants	Knowledge	Knowledge	Knowledge	Used info	Shared	Pursued	Changed protocols, policies, procedures
3/31/16	100	78	78	51	48	47	26	36
5/20/16	130	101	98	60	55	45	17	37
8/26/16	45	43	39	35	34	32	27	22
9/15/16	30	30	30	25	25	24	11	5
10/26-27/16	150	82	68	55	37	37	14	17

# Check #2: Measuring Change

Baseline/  
Pre-Activity

Activity

Compare/  
Post-Activity

How much data do you need?

- S/M/L-term change: representative proportion of participants
- Long-term change: at least one year in aggregate

Is it available?

- Short-term change: pre/post questionnaire (*events*)
- Medium-term change: follow-up survey (*events, projects*)
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# Check #2: Measuring Change

**Baseline/  
Pre-Activity**

**Activity**

**Compare/  
Post-Activity**

**Ideal:**  
Sep – Aug 2016

Sep – Aug 2017

**Ideal:**  
Sep – Aug 2018

**Reality:**  
Jul – Jun 2016

**Reality:**  
Oct – Sep 2018

Data  
Available

Jan 2017

April 2019

# EXAMPLE: Tracking long-term change

1	<b>Hospital #1</b>						
2	Project: Strategic Financial Planning						
3	Project Contact: Michele E						
4	<b>Outcome</b>	<b>Baseline</b>	<b>Date Range of Baseline</b>	<b>Result at project end 8/31/17</b>	<b>Date Range of Result</b>	<b>Result at 12-mos post 8/31/18</b>	<b>Date Range of Result</b>
5	Improved Operating Margin	-1,322,550	CY2015				
6	Reduction in Overall Facility Loss	-3.80%	CY2015				
7							

	A	B	C	D
1				<b>Long-Term - Organization</b>
2	<b>Project Name</b>	<b>Date/s</b>	<b>Participants</b>	<b>Change in identified measures</b>
3	Finance project	9/15-8/16	4	4
4	HCAHPS project	9/15-8/16	4	4
5	WHA dashboard	9/15-8/16	30	NA
6	Falls Project	9/15-8/16	10	9



# Program Assessment Nutshell

## 1 Expectations of change

Immediate → Intermediate → Ultimate

## 2 Feasibility check #1: change



Time between  
activity and change



Size of activity  
and change

## 3 Feasibility check #2: measuring change



Amount  
of data



Availability  
of data

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