

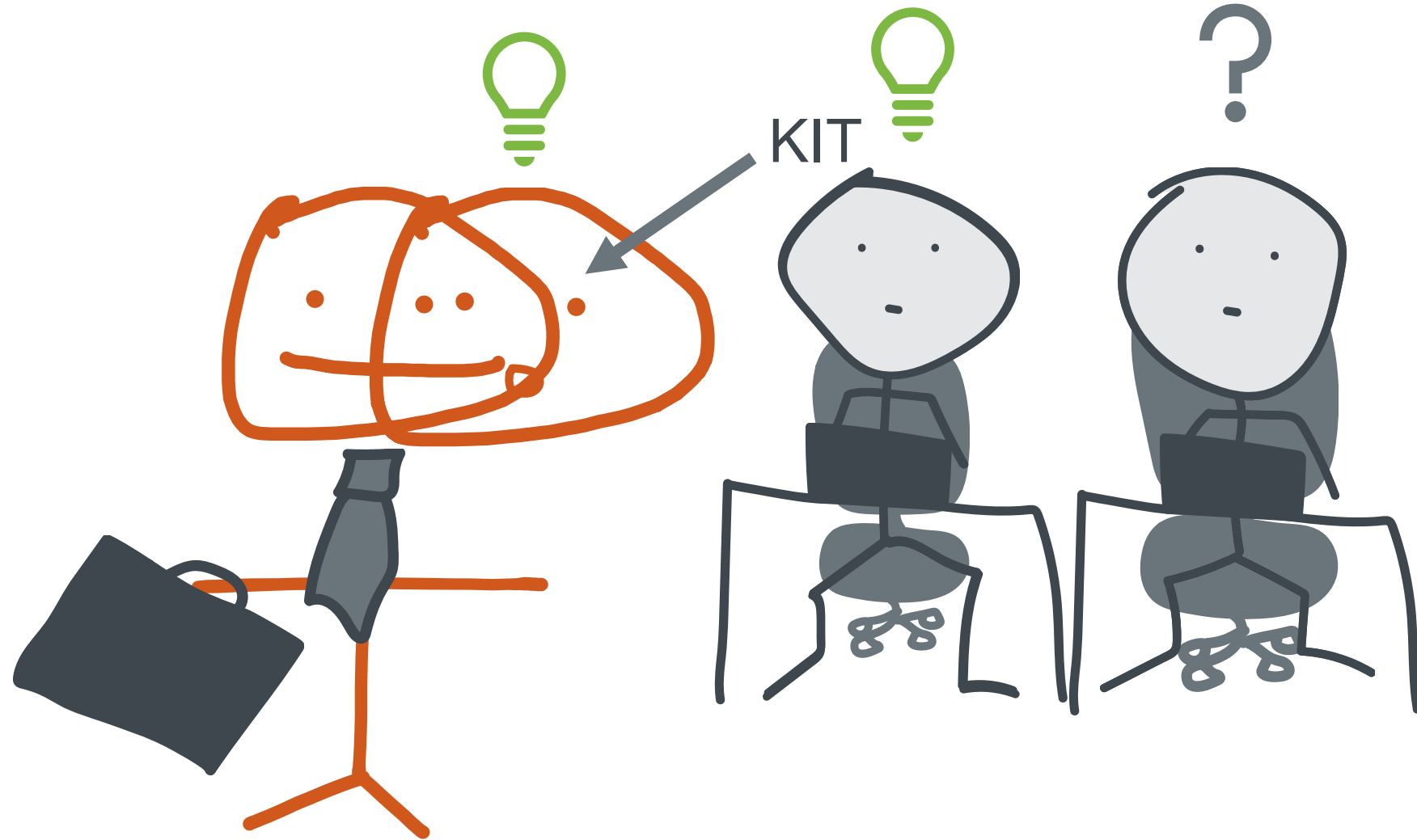
Program Evaluation

It Pays to Care Biopsychosocial Symposium
Sydney, Australia
27 April 2023

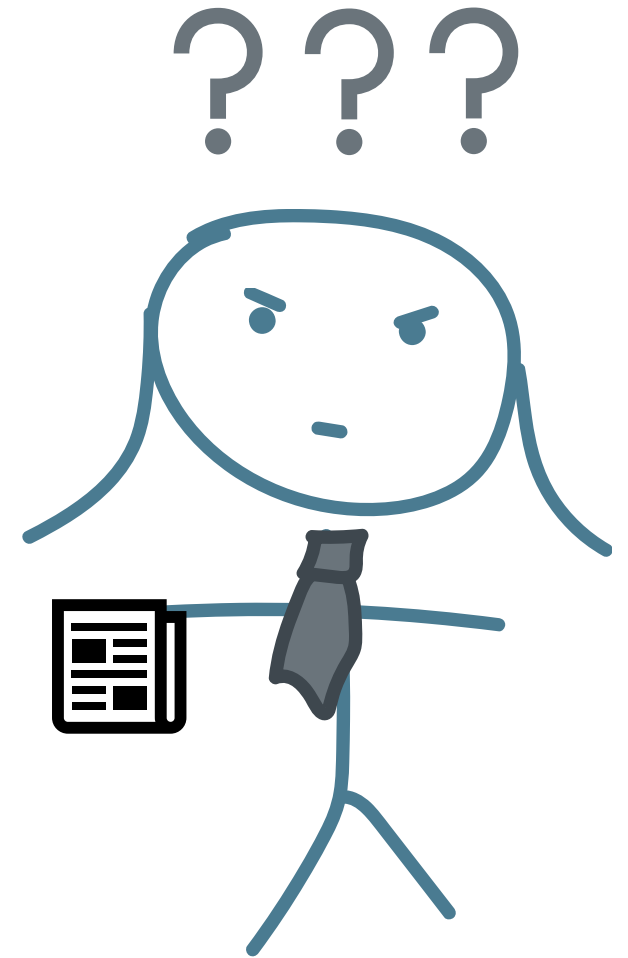
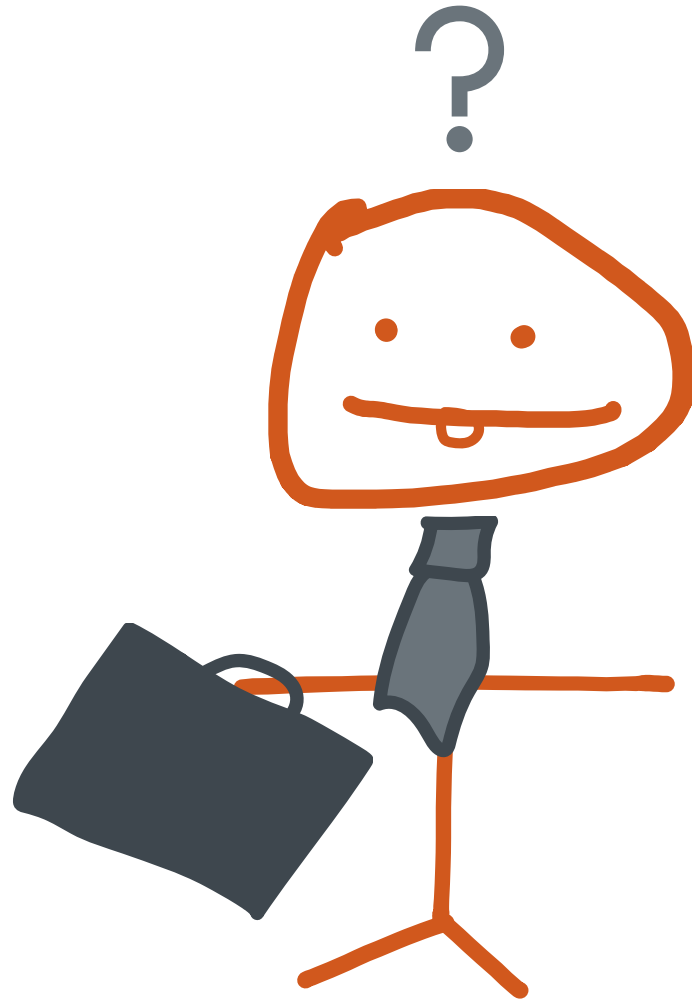


Dr Sarah Oxford

Scenario



Scenario



What you will know in 10 minutes

1. **What** program evaluation is
2. **Why** you should conduct program evaluations
3. **How** to conduct a program evaluation in 4 steps



What is program evaluation?

“

The systematic collection of information about the activities, characteristics, and outcomes of programs, for use by people to reduce uncertainties, improve effectiveness, and make decisions.

Patton, 2008, p.39

”



Why do a program evaluation?

Demonstrate effectiveness

Improve implementation and effectiveness

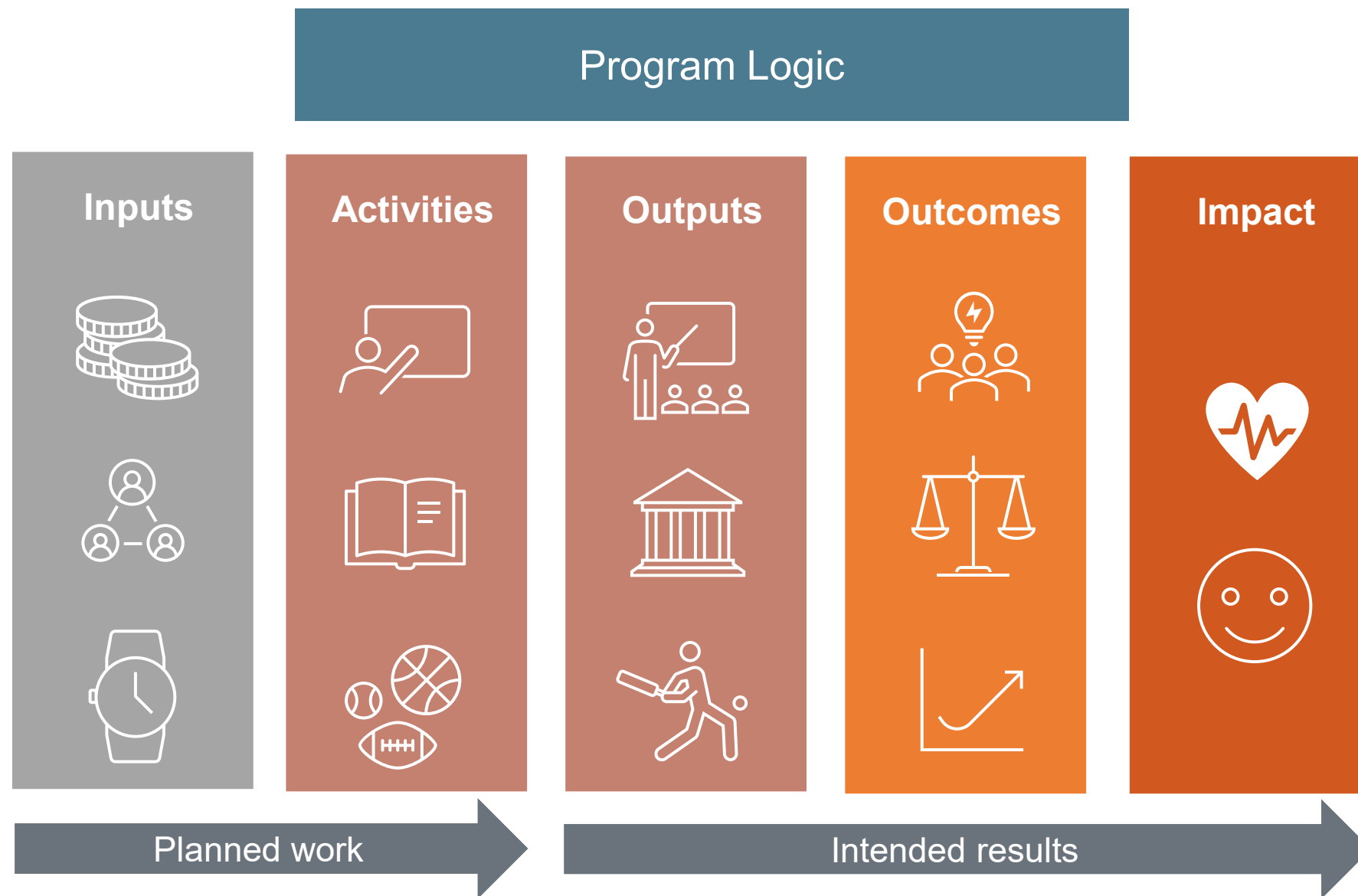
Better manage limited resources

Document accomplishments to justify funding

Document program development and activities for replication

Be ethically responsible to participants

Step 1: Clarify the program & create a theory of change



Step 1: Example from WorkSafe Victoria

Program Logic

Problem statement: Agents and THPs can't find information to progress IW recovery.

Inputs	Strategies & Activities	Outputs	Outcomes Short-Term (0-3 months)	Outcomes Medium Term (3-6 months)	Outcomes – Impact: Long Term (6 months+)
<i>What we invest</i>	<i>What we do</i>	<i>What we create</i>	<i>Results: learnings</i>	<i>Results: changing action</i>	<i>Results: change to the condition</i>
WorkSafe staff External stakeholders: <ul style="list-style-type: none"> Primary Health Networks Treating Health Practitioners Agents Technology and communication materials	<u>Develop</u> <ul style="list-style-type: none"> Service Blueprint Communications Hotline <u>Conduct</u> <ul style="list-style-type: none"> Working Group meetings Internal WS meetings Evaluation (ISCR) 	Hotline Partnership with Primary Health Networks and Agents	Stakeholders know there is a hotline and the correct usage of the hotline. THPs and Agents: <ul style="list-style-type: none"> Called the hotline Had a positive experience Received answers and acted Have increased capability and confidence WorkSafe: <ul style="list-style-type: none"> Learned who uses the hotline What information is needed What hours are best for operation Clinical panel staffing needs 	Calling the hotline has become an embedded practice for THPs and Agents Reduced queries are sent to Medical Advisors Claims decisions from hotline callers have become faster Injured workers supported by hotline callers have received support faster	Improved outcomes for injured workers Hotline callers' perception of WorkSafe Victoria improved WorkSafe Victoria understands the knowledge gaps and learning needs of THPs and Agents

Assumptions

- Agent and THP lack of information is a mechanism hindering IW recovery
- Hotline operates within existing budget
- Communications about hotline will reach target audiences
- Eligible users will call the hotline
- Internal staffing resources will continue to be available to implement, monitor and report on the pilot
- Hotline clinical advice and tone is appropriate
- Treating Health Practitioners and Agents will take on the advice/recommendations provided, to ensure clients outcomes and experience are improved
- Agents and Treating Health Practitioners have appropriate level of education and experience

External Factors

- Governmental priorities and funding/budgets likely to change
- External stakeholders needs, buy-in and priorities may change
- Market needs likely to change, particularly in response to the pandemic
- Treating Health Practitioner increase/decrease in supply and quality
- Peak body and other agency (current and future) initiatives with Treating Health Practitioner cohorts

Step 2: Create your evaluation strategy

Evaluation Question	Outcome	Indicator	Data Source	Target
How are workers experiencing the program?	Workers receive help sooner	# of days to receive help compared to baseline	Internal database	20% reduction in number of days to receive care
	Workers receive appropriate support	Worker narrative on the value of support received	Worker interviews	Worker's report receiving excellent support and wanting the program to be BAU

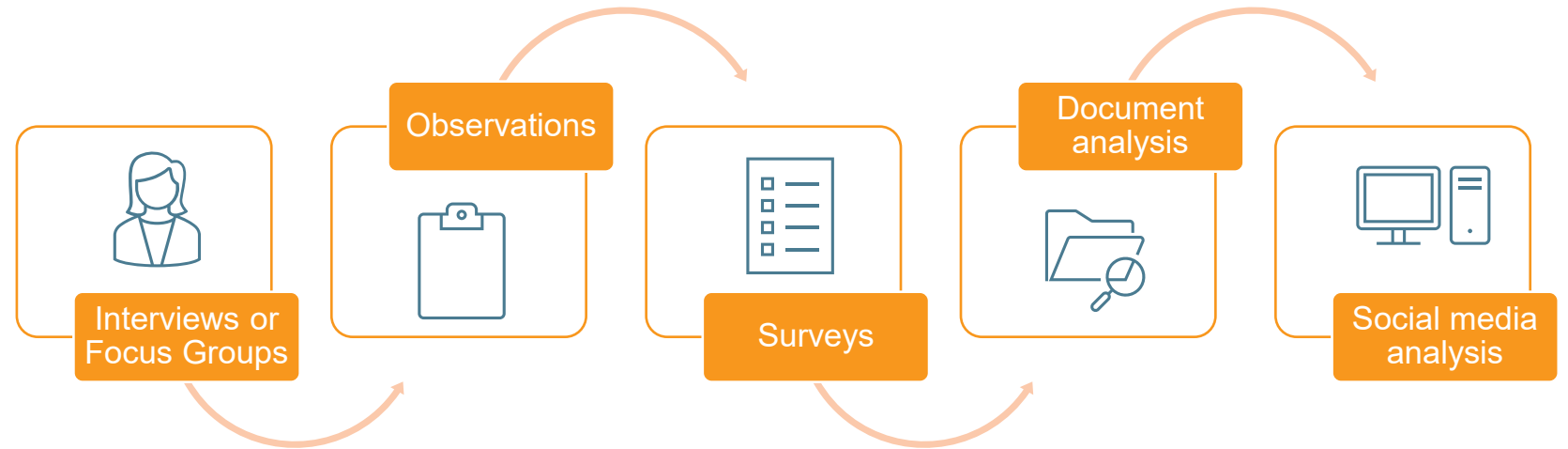
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Evaluation Question	Outcome	Indicator	Data Source	Target
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Step 3: Collect and analyse data



Step 4: Present results

Written

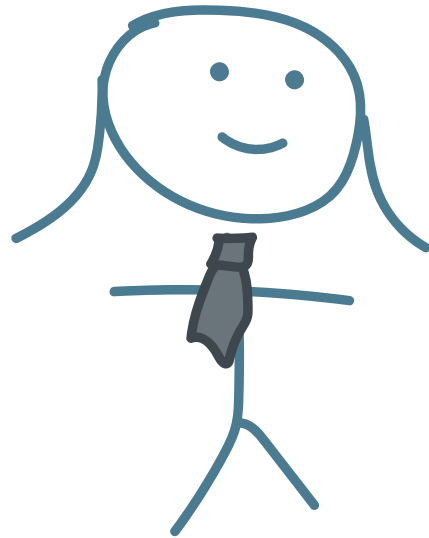
- Report
- Publication
- News article

Oral

- Presentation
- Panel
- Discussion

Visual

- Video
- Cartoon



Evaluation: quick and dirty

- How much should we budget?
- Should we get an internal or external evaluator?
- When should we start?
- Would having a standard set of measurements in our field be worthwhile?
- Can I ask you more questions?

Institute for Safety, Compensation and Recovery Research

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RESEARCH



BROKER



TRANSLATION



TRAINING

- 14 years of decision-informing research in the field of Australian worker health and safety
- Broad area expertise with skills in applied research for policy and practice

Prevention

Recovery

Return to work

Mental Health

Thank you

For more information contact
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