

Evaluation of the KOTH/NORTH Network Expansion Project: Evaluation Framework

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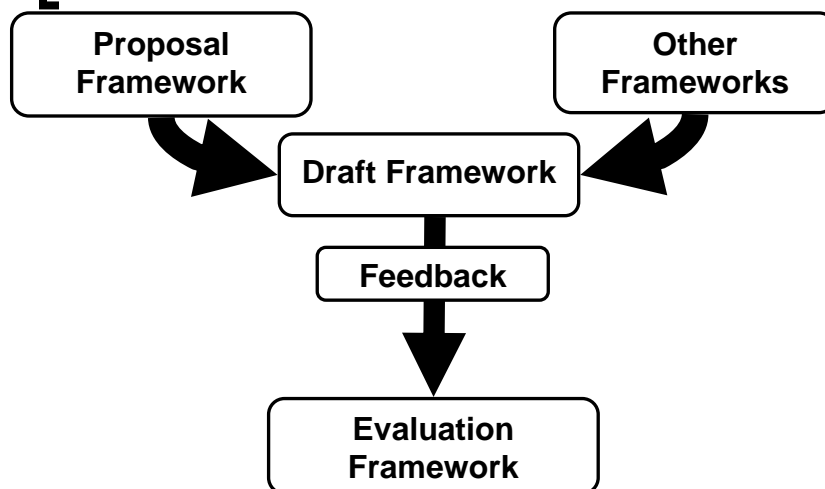
Presentation Outline

- Describe the background and development of the Evaluation Framework
- Describe the major components (themes)
- List data sources
- Share lessons learned

Evaluation Context

- Participatory
- Evaluation Design
 - Descriptive & Comparative
- Performance indicators
- Short-term outcomes
- Use/modify existing data collection tools

Framework Development

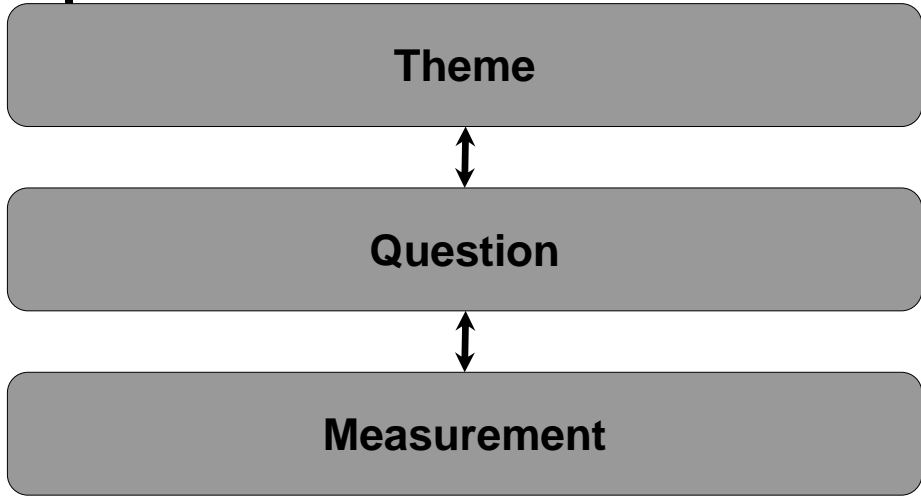


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Framework Organization

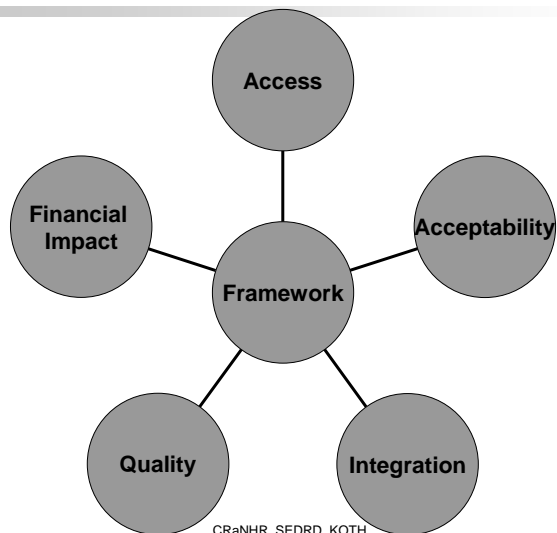


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Evaluation Themes



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Access

- The availability of the right care at the right time without undue burden.

Sub-Theme	Question	Measurement
Availability of telehealth services	Which service was available? When was it available?	List of available services (equipment, personnel). Date and time of operation
Service use	Which service was used? Why was it used? When was it used?	List of services. Reason for use. Date and time of use.

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Acceptability

- The degree to which patients, clinicians, or others were satisfied with or were willing to use a service.

Sub-Theme	Question	Measurement
User Expectation and Satisfaction	What did users expect from the telehealth service? Were expectations met? Was the user satisfied with the telehealth session? What else should the telehealth service do? What should it do differently or stop doing?	Expectations of users. List of expectations that were or were not met. Satisfaction level. List of services that should be added, improved or dropped.
	Was the service culturally appropriate?	Comments of users on cultural relevance

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Integration

- The degree to which the telehealth network and other health care services worked with one another.

Sub-Theme	Question	Measurement
Ease of Use	How could ease of use be improved?	Suggestions for improving ease of use.
Willingness to use	Why did people use the service?	Reason for use.
Service integration	Which of the existing services were delivered via telehealth.	List of services.

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Quality of Service (sub-theme)

- The performance of telehealth equipment (hardware and software) and support services, plus measures of site preparation/readiness.

Question	Measurement
Did CTCs help to provide a quality service?	Description of roles and responsibilities of CTCs
What were the service limits (bandwidth, number of sites, etc.), service interruptions, and time to restoration of service?	Technical description of telehealth service

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[Quality of Clinical Care (sub-theme)]

- The degree to which telehealth provided care that was consistent with current professional knowledge and standards.
 - The assessment of the quality of clinical care was the responsibility of the individual health care provider.
 - The evaluation collected comments on this sub-theme but did not measure it directly.

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[Quality of Outcomes (sub-theme)]

- The degree to which the telehealth service improved health outcomes for individuals and populations.
 - It may take several years, even decades, before the impact on health status is observed.
 - The measurement of these conditions and outcomes are the responsibility of future research and evaluation programs.

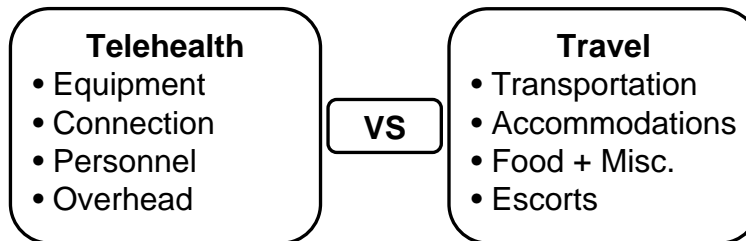
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Financial Impact

- The monetary cost of providing the service by telehealth compared to other ways of delivering the service.



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Data

- Quantitative (Statistics)
 - Utilization, costs, surveys
- Qualitative (Opinions and Stories)
 - Nurses, health care workers and others in the community (interviews/video testimonials)
 - CTCs (participatory workshop)
 - General Practitioners/Family Physicians (focus groups)
 - Specialists (phone interviews)

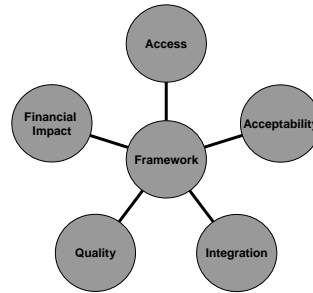
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[Lessons Learned (Re-Learned?)]

- Participatory Research takes time
- Designing (and conducting) the evaluation is an iterative process
- Different stakeholders have different priorities



[Acknowledgements]

We gratefully acknowledge the support and advice of KO, KOTH, KORI & K-Net personnel, providers, educators, and the members of First Nations communities, government agencies and health care organizations.

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