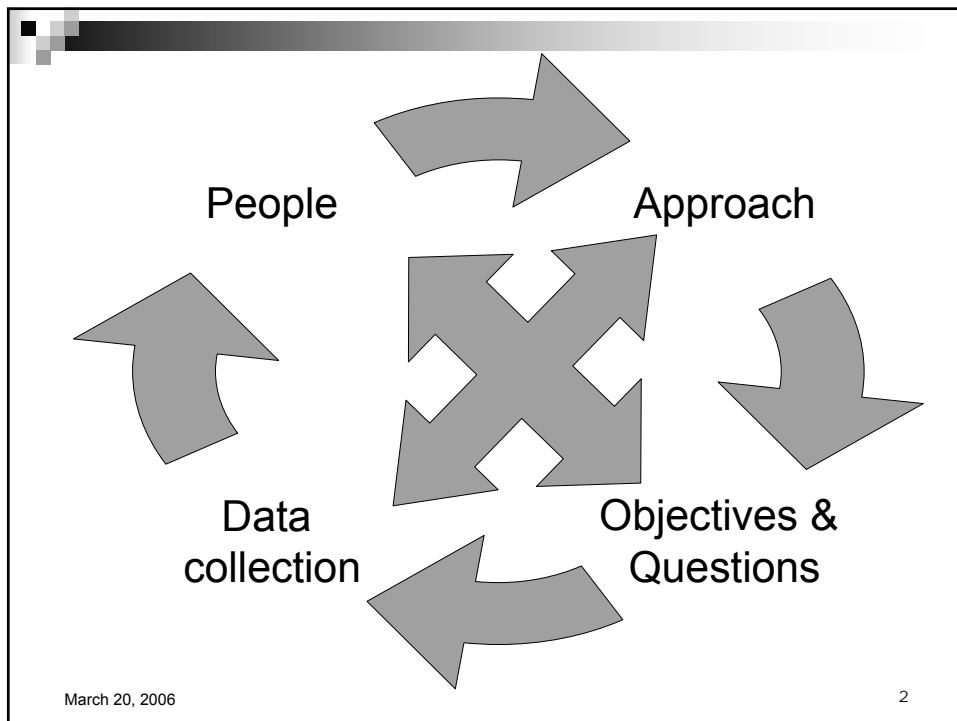


Evaluating Telehealth

John C Hogenbirk
Centre for Rural and Northern Health Research
Laurentian University



People

Who will be involved? Who is affected?

Who will use the findings?

- Communities
 - Chief, Council, members, advocates
 - Technical service providers
 - KO/KOTH, K-net, NORTH network, (companies)
 - Clinicians ■ Educators
 - Funders ■ Evaluators
- Liaisons
 - Champions
 - Visionaries

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Approach = Type of Evaluation

- Participatory
 - Who will participate and what is the extent of their participation?
 - Timeframe? 6 months ← → 10 years
 - Focus? process ← → outcomes
- Evaluation Design
 - Descriptive?
 - Comparative?
 - Before & After? Time series?
 - Concurrent comparison? (non-random)
 - Controlled concurrent comparison? (random)

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Objectives & Questions

- General questions:
 - What do you want from the evaluation?
 - How are you going to use the results?
- Specific questions:
 - What do you want to know?
 - How the program is performing? (process indicators)
 - What the program is producing? (short-term outcomes)
 - What the program is affecting/impacting? (long-term impacts)

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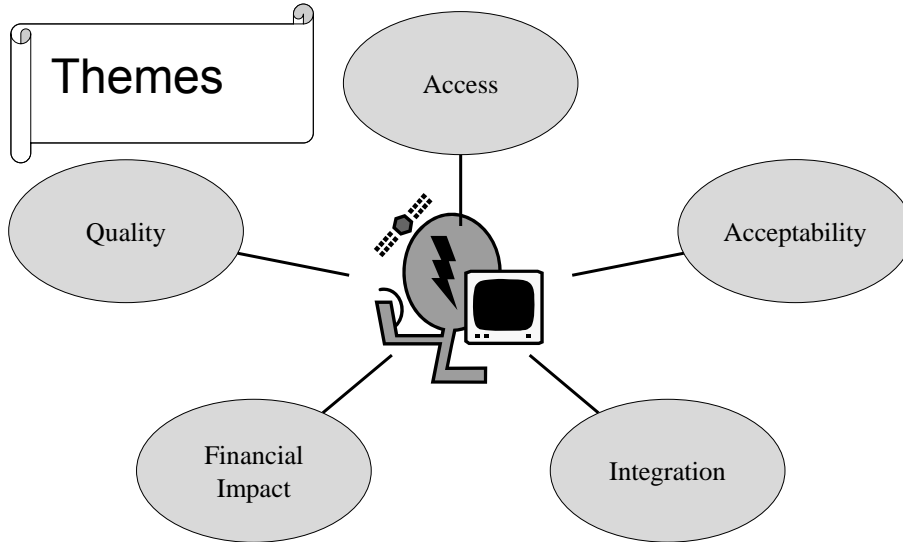
Data collection

- What will you measure and how?
 - Indicators ← → Outcomes ← → Impacts
- Who, when, where...
- Can you use existing data collection tools?
- Do you need to develop & test new tools?
- How, exactly, will you:
 - Collect → Process → Analyze → Synthesize
- Why?

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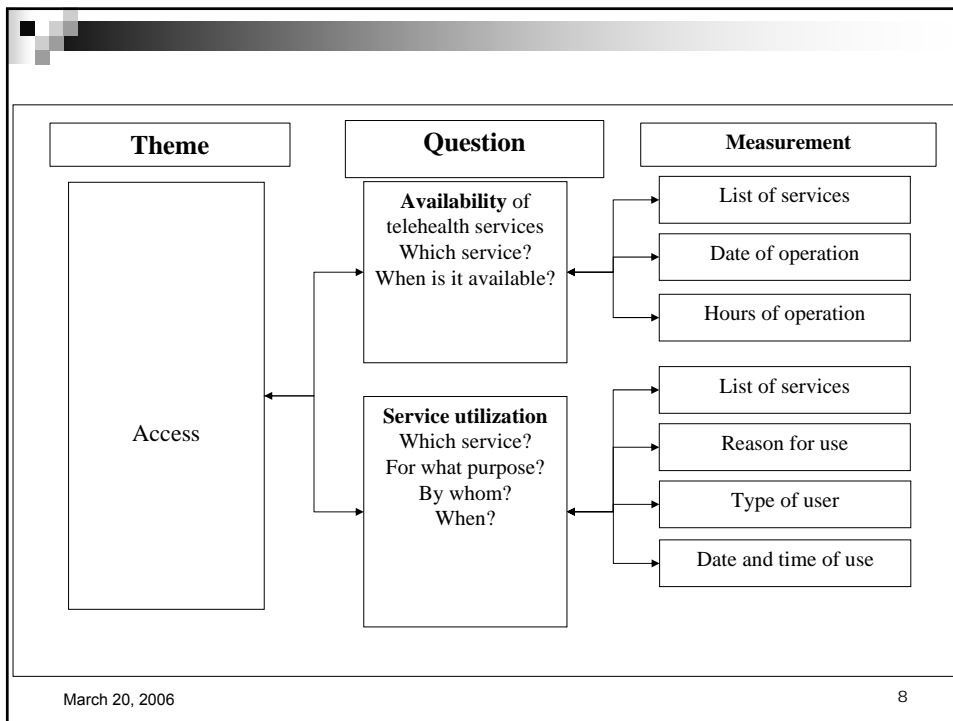
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KOTH Evaluation Framework



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KOTH Examples


1. Using existing data
2. Modifying existing data collection processes/tools
3. Creating new data collection tools

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Using Existing Data

Example: NIHB Program data

- Need BCRs to release data
- Use data to refine BCR request 

Administrative data may not be well suited for evaluation

- How are the records collected? What is counted? What is not counted? Definitions? Categories?
- Who collects the data? How often? How are the data checked? Processed?

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Modifying Existing Data Collection

Example: Patient Satisfaction

- Old form was not well-received despite best intentions
 - Not well understood, intrusive, impolite
- New form developed by Evaluation Team with feedback from KOTH, KORI and others

Purpose?

- To determine if patients found the telehealth appointments to be helpful.
- To pose questions so as to receive immediate feedback and to stimulate discussion/feedback within the community.

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Creating New Data Collection Tools

Example: Averted Travel

- What percentage of clinical telehealth appointments are averting travel?
 - In the past, would circumstances have caused the patient to travel?
 - Or does this telehealth appointment represent an expanded service? “New” telehealth

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Lessons Learned

- Need liaisons and champions in all communities, organizations and agencies
- Participatory Research takes time
- Designing (and conducting) the evaluation is an iterative process
- Different stakeholders have different priorities
- Evaluation and monitoring are complimentary but distinct processes

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