

**CLE Process Evaluation**

January 14 2011

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**Overview of Implementation & Process Evaluation**

Evaluation Question	Indicators	Data Sources	Collection method
What presage factors are likely to influence CLE implementation /uptake?	Policy barriers, professional concerns, site resources/prior commitments	Core and extended site team; site staff; professional orgs; site administrative documentation; gov. advisory group	Interviews, site document review; review of gov. advisory group meeting minutes
Were the original CLE program model & program components implemented as planned?	See framework document		
How effective has project been in creating conditions for collaborative learning and enhanced IP practice at each site?	See framework document		

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**Overview of Implementation & Process Evaluation**

Evaluation Question	Indicators	Data Source	Collection Method
What are the facilitators and barriers to CLE implementation?	See framework document		
What are the key lessons learned in implementing the project?	See framework document		
What next steps/activities/resources are needed to maintain and further promote IP at sites?	See framework document		

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**Evaluation Questions**

**IMPLEMENTATION QUESTIONS:**

- What is the CLE program model (components, goals, objectives, activities, resource inputs, short- and long-term outcomes, types of clients/participants targeted, timeframe, budget, etc.)?
- What aspects of the original CLE program model were implemented *as planned* and what had to be *changed*? *Was implementation support at sites offered as planned etc?*
- Why were revisions needed?
- What changes were made, and why did CLE select these new approaches and discard other options?
- What aspects of the CLE project were felt to work particularly well, and why?

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**Evaluation Questions**

- Is there evidence that any unintended outcomes occurred, either positive or negative, for either the program, its staff or for participants? For example, unexpected publicity, attraction of new participants, connections to new partner organizations, or identification of and meeting of unexpected client/participant/site needs? Alternately, did the project cause stress among or between staff, divert staff from other responsibilities they have to clients, require more time or cost more than expected?
- What presage-contextual and/or site specific barriers were identified at the beginning of the project? Were any barriers confronted that were not anticipated?
- Would anything be done differently now, based on lessons learned to date? What next steps do you recommend to further revise the model and why?
- Are there conditions under which you would recommend that the CLE model NOT be used, and why?
- What recommendations/guidelines for implementation of the CLE model at new sites can be made: what conditions facilitate success? what resources and commitments from sites are required? what resources and support are needed from CLE project lead/team to support implementation at sites?

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**Evaluation Questions**

**PROCESS QUESTIONS:**

- What are the site-specific goals and specific project component objectives of the CLE project?
- For each objective, what specific steps need to be taken and how are they accomplished?
- For each program component, what resources/inputs are needed (type and numbers and time commitments of staff, physical space(s), equipment, volunteers, etc.)?
- Has the CLE project produced the outputs and achieved short term outcomes for each identified objective?
- What type(s) and number/percent of participant(s) does each program element target?
- Are the actual of clients/participants in line with the targeted population? If not, why not? What type(s) are under-represented and why do you feel these groups are not being reached?

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### Evaluation Questions

- How many clients/participants receive the intended service? For ex. Who participates in clinical team meetings/CREW etc. To what extent is the service delivery model in use? Did all stakeholders receive communication outputs? etc
- How many units/sessions of each type of service/program component do participants/ clients receive?
- How much does the program cost? How does this break down for component parts of larger projects?
- How satisfied are clients ( CLE teams/site staff/women and families) with services provided? Are there any aspects of program operation that clients or staff would recommend changing and why?

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### Evaluation Data

**Presage data:** interview with RCP, minutes from Government Advisory Board(s), site profiles, interviews with professional organizations:

**Constraints/barriers:** introduction of new healthcare provider in NS; reluctance of Family Physicians to deliver babies; fee structures; challenges of recruiting healthcare providers to geographic location; multiple & pre-existing initiatives at model sites; degree and pace of change within provincial healthcare systems; staff time constraints; physical space/design constraints;

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### Evaluation Data

**Team meeting observations:**

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### Evaluation Data

*Monthly Interviews and Clinical Team Lead Reports:*

- Gaps in implementation of service delivery component
- Challenges re: site collection of data-clients
- degree of ( & unevenness of) comprehension of the model by participants
- Time constraints
- +Positive increase in team interaction-
- +Increased understanding of professional scopes/perspectives
- +Increase in team cohesion and formal reflection-TOR-policy review/development
- +Increased referrals to PH

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### Process evaluation NB and NL

- We have not yet identified clear short term outputs/objectives.
- We can include/report on the general implementation process-i.e. choosing sites/initiating project activities and some of the components, but full process evaluation is premature and no further data can be collected from NL site until we request ethics amendment to cover new participants and activities.

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### Challenges

Data collection at St. Martha's-

- *labour summaries-*
- *patient satisfaction*

Delay in starting data collection means less data available for reporting

End of project data collection has short time frame

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### Project end data collection

Questions for discussion:

Interviews or survey for clinical team and site staff? What further information do we want to collect? What questions do we want to ask?

What procedure for reviewing data on implementing project components—review minutes of project implementation meetings, monthly status reports, quarterly project reports.

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