Evaluation goals

- Assess changes in health center capacity and impact on patient health outcomes
- Understand the contribution of the Transformation Accelerator program to health centers’ progress
- Provide real time feedback to CCI & partners to inform the program
- Communicate results to key stakeholders
Data Collection

- Quarterly pulse surveys
- Quarterly health center interviews
- Capacity assessments
- Data tracking via run charts
- Informal and formal interviews with CCI program staff
- Observation of convenings & webinars

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Initial evaluation results:

Program feedback provided to CCI
Program feedback: Satisfaction & engagement is high

Program Satisfaction

<table>
<thead>
<tr>
<th>Month</th>
<th>Very satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>Feb</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>May</td>
<td>67%</td>
<td>33%</td>
</tr>
</tbody>
</table>

Team Engagement

<table>
<thead>
<tr>
<th>Month</th>
<th>Entire team</th>
<th>Some team members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>Feb</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>May</td>
<td>67%</td>
<td>33%</td>
</tr>
</tbody>
</table>

“The team is getting more engaged… I’m seeing some of the providers are getting a deeper appreciation for quality work and how it can be used...”

-Health center interview (July)
“Both [coaches] are very experienced and knowledgeable and it’s always a pleasure to hear their advice.”

- Health Center Interview (Oct)

“[Coaching] forces you to keep the project in front of you. It forces the group to reinvest and look at the data to see where we are.”

- Health center interview (July)
“... it was a good balance between sharing information and giving us time to work as a team. Often you go to a full day convening, you get excited, have all these ideas, and then you can’t implement them. So, it was a good balance between learning and doing time.”

- Health center interview (March)

“The convenings have been very well done, I think the convenings have been some of the best that I’ve seen.”

- Health center interview (March)
Program feedback: Run charts have been helpful

“[Run charts] are something we have already used but it’s a good way to display the data for everyone to understand. We try to make sure all levels of staff see it, and sometimes we show them to patients.”

-Health center interview (May)

“I think the run chart really helped. I want to present data that way from now on. I work with data all the time, and run chart was a new term. I like how they broke it out. It’s nice to present data in a new way. So, that was very helpful.”

-Health center interview (May)
Health center progress:
Teams feel confident about progress toward goals

- **Oct**: 100%
- **Feb**: 78%
- **May**: 83%

- **On track to meet goals**
- **Making progress, but need more support**
Health center progress: Facilitators & challenges

Facilitators

• Staff/leadership buy-in
• Dedicated project time
• High quality TA

“I see people are more empowered, especially the team working on this, and since participating in this, they are advocating. There is overall improvement with the site and people are paying attention.”

- Health center interview (March)

Challenges

• Staff turnover
• Staff buy-in
• Competing priorities
• Time
• Data challenges

“…trying to get providers to understand what we’re doing. We have so many projects going on, and I think providers can feel overwhelmed, and it takes time to get buy in.”

- Health center interview (July)
Evaluation next steps: What to expect
Evaluation Next Steps

- Final pulse survey - coming in the next few weeks
- Final interview-scheduling starts soon
- Data tracking-will continue through the end of the program
- Informal and formal interviews with program staff
Focus of final data collection efforts

• To what extent have participating health centers made progress on capacity building goals?

• To what extent have participating health centers improved targeted clinical, operational and/or financial performance?

• To what extent have practice changes been sustained and spread?
Questions and comments

Maggie Jones
Director
Center for Community Health and Evaluation
Part of Kaiser Permanente Washington Health Research Institute

Maggie.E.Jones@kp.org
(206) 287-4604
www.cche.org