**Center for Care Innovations ROOTS Evaluation Plan Summary**

**January 11, 2017**

**Key Evaluation Questions**

1. What roles can CHCs best play in addressing SDOH?
2. What types of projects were easiest to implement and why?
3. What challenges did sites face in implementing their projects and how did they address them?
4. What ROOTS program activities were most helpful?
5. Did participation in the program increase clinics’ capacities to address patients’ SDOH?
6. What types of technical assistance and support were most helpful?

**Key Evaluation Activities**

1. **Interviews with project leads, staff, and partners**

|  |  |  |
| --- | --- | --- |
| **Baseline** | **Middle (Site visits)** | **Follow-up** |
| Oct-Nov 2017 | Apr-May 2018 | Sept-Oct 2018 |
| Phone | In person | Phone |
| Project lead | Project lead, clinic leadership, staff, partners, patients | Project lead |
| Key interview topics |
| * Project goals
* Project origin
* Project status
* Anticipated challenges and how they will be addressed
* Anticipated technical assistance needs
* Project evaluation needs
 | * Project status from various perspectives: leadership, staff, partners, patients
* Biggest successes
* Biggest challenges
* Lessons learned to date
* What TA is helpful, what TA is still needed
 | * Overall project assessment
* Biggest successes
* Biggest challenges
* Key learnings
* Plans for project
* Impact of participating in the program
* Advice for CCI if they were to do this again
 |

1. **Staff surveys**

|  |  |
| --- | --- |
| **Baseline** | **Follow-up** |
| Dec 2017 – Jan 2018 | Sept-Oct 2018 |
| Web or paper | Web or paper |
| Survey topics |
| * Capacity and commitment to addressing patients’ SDOH
* Comfort with discussing SDOH with patients
* Assessment of clinic’s capacity and commitment to addressing patients’ SDOH
* Perspective on roles of CHCs in addressing patients’ SDOH
* Professional burnout
* Engagement in ROOTS project
* Site specific questions if appropriate
 |

1. **Patient surveys (if feasible)**

|  |  |
| --- | --- |
| **Baseline** | **Follow-up** |
| Jan-Feb 2018 | Sept-Oct 2018 |
| Web or paper | Web or paper |
| Survey topics |
| * Acceptability of discussing SDOH with clinic staff
* Attitudes about health clinics’ activities to identify and address patients’ SDOH
* Trust in clinic provider/staff
* Loyalty to clinic
* Changes in SDOH
* Changes in self-perceived health status
* Site specific questions if appropriate
 |

1. **Collection of data from sites (if appropriate and feasible)**
* Number of patients served
* Non-medical services they received
* Patients’ reported SDOH needs
* Patient health, utilization and cost data (potentially pre-post data)

Timeline: likely at the end of the project although may also want to collect some data during the project year.

**Evaluation report will be submitted to CCI by the end of January 2018**