

Growing our Evaluation Expertise



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Background

As a hospice we are nimble in our responses to the local population, developing service innovations and initiating new projects in response to identified needs. In 2017 we recognised that we are not always consistent in evaluating the benefits, challenges and the impact and sustainability of these projects. We want to ensure that service developments are evaluated for their effectiveness and benefit to our patient population. Our evaluation expertise was based in the Research team with limited resources. To grow our resources and expertise, we established a Faculty of Evaluation Champions.

Aim

To expand our capacity and expertise in conducting evaluations and to embed this in a variety of departments.

I have found the workshops *very useful* and interesting



Jana Jeyakumar Consultant in Palliative Medicine

The project aimed to identify Hospice@Home patients who would benefit from a medical review and to then look at the impact of the medical review. I hope to use this information to make the medical input to the Hospice@Home team more effective and efficient.



Vanessa Hill Volunteer Team Manager

Based on an established model, a discharge buddy volunteer programme was established to support patients and families on discharge from the Hospice in-patient unit. The volunteer training and the role was evaluated assessing the discharge buddies' learning and development and their experience of the discharge buddy role.



Konstantina Chatziargyriou Quality Improvement Manager

The binary purpose of this project has been to evaluate the process of introducing and adopting the Integrated Palliative Care Outcome Scale (IPOS) at Princess Alice Hospice, In-patient Unit (IPU) as well as to explore and identify perceptions of the IPU staff around effectiveness of the measure and its utility in clinical practice.



Angie Redpath Nurse Consultant

The purpose of the evaluation was to explore the impact of The Enhanced Support Service (hands-on care) on the wider hospice@home team ensuring resource and skill are allocated for the number of patients supported as well as consideration given to how to reach more people.



Liz Reed Research Lead

By evaluating the whole Evaluation Champion project we aimed to explore the personal development of the Evaluation Champions, identify enablers and barriers to staff undertaking evaluation and determine the sustainability of a Faculty of Evaluation Champions.

I have a better *understanding* of the evaluation process

I have an increased *understanding* of how to formulate an evaluation questionnaire

Development of Faculty of Evaluation Champions

In order to ensure evaluation knowledge and expertise is embedded throughout the hospice in different departments, a 12 month training programme was developed to equip individuals to deliver high quality evaluations and to support members of their department in making evaluation a core component of our work.

Selection of Evaluation Champions

Each department nominated someone to participate. Five staff members from different departments, clinical and non-clinical, were identified. Their role and responsibilities were to:

- Develop knowledge in evaluation methods and be able to critically analyse the appropriateness of methods for specific projects
- Be able to design an evaluation plan
- Undertake and/or support evaluation plans at different stages from initiation through data collection, analysis, reporting and dissemination
- Utilise a range of data collection tools
- Analyse data with appropriate support and in collaboration with project leads
- Fulfill reporting requirements for projects and articulate findings
- Share increased knowledge and understanding with others through internal channels and to the wider healthcare workforce.

Mentorship

Evaluation Champions work with an external mentor/coach and recognised authority on evaluation methodology, Dr Ann Ooms, Professor and Director of Research, Kingston University and St George's, University of London to build their knowledge and expertise.

Individual project development

Each Evaluation Champion developed their individual project while being supported by the mentor from conception, designing the evaluation and methods used, data collection and analysis, presenting and writing a final report.

Dissemination of outcomes

Evaluation Champions sought ways to promote and publish their evaluation both internally and externally through conference presentations and work with the Service Evaluation and Audit Committee (SECA) to promote their work.

Sustainability

Working with line managers and mentor, the Evaluation Champions will continue to undertake and support evaluations in their department supported by the Research Lead and SECA Committee.

Conclusion

The project ended in September 2018 and the Evaluation Champions are now developing other evaluations and working with their departments as a resource for evaluation. They will continue to be mentored over the next year as their role develops. The evaluation of the whole project will be complete by the end of 2018. By developing staff evaluation skills in diverse departments throughout the organisation we are expanding our evaluation capacity and embedding the process of evaluation in everything we do going forward.

