ATTACHMENT J:
PROCESS OBJECTIVES, MEASUREMENTS AND EVALUATION STRATEGIES

The table below can serve as an example of review guidelines for a patient advisory council project

Process Objectives	Measurement and Evaluation Strategies
1. Conduct 2 focus groups of patients. 2. Conduct 1 focus group of community stakeholder representatives 3. Conduct 15-20 key informant interviews with providers and Clinic staff 4. Conduct 10 'go-and-see' interviews of patients in their homes	▪ Number of focus groups. ▪ Number of attendees at focus groups (determine response rate = # invited / # attended). ▪ Number of key informant interviews. ▪ Number of 'go-and-sees.' ▪ Analysis of focus group transcripts, interview notes, and "go and see" records to determine most important barriers and strategies identified.
1. One and one-half day Formational Retreat with persons recruited from focus groups and informant interviews. 2. Bi-monthly Council meetings will be held during the remaining Project cycle. 3. Obtain evaluation from Council members on group process and progress at each meeting to be used to improve Council process. 4. Determine Council member perception of effectiveness of Project.	▪ Number of participants in formational retreat. ▪ Number of Council meetings. ▪ Number of participants at bi-monthly Council meetings (determine attendance rate = # invited / # attended). ▪ Evaluation forms completed by Council members after each meeting. ▪ Exit interviews with Council members at Project completion.

Strategies to Improve Medication List Accuracy:

Process Objectives	Measurement and Evaluation Strategies
1. Conduct focus groups/interviews/go-and-sees (see 1.1 above) to obtain suggestions/recommended strategies directed at providers and patients. 2. Hold Council workshop and meetings to further develop suggestions and recommended strategies for medication list accuracy.	▪ Analysis of focus group transcripts to determine most important barriers and strategies identified. ▪ Number of strategies/tools identified.

Implement Medication List Accuracy Strategies:

Process Objectives	Measurement and Evaluation Strategies
1. Develop and reproduce tools for distribution to patients, community and Clinic staff. 2. Provide training for providers and Clinic staff in use of medication list accuracy strategies. 3. Increase the level of awareness, availability and acceptance of the medication list accuracy strategies through educational sessions, material distribution and public awareness campaign including town hall meetings.	▪ Number of training sessions offered to providers and Clinic staff. ▪ Number staff attending training sessions. ▪ Number of educational programs conducted. ▪ Number of attendees participating in educational programs. ▪ Number of materials distributed. ▪ Number/type of public awareness programs.

Improve Medication List Accuracy in the Clinics:

Process Objectives	Measurement and Evaluation Strategies
1. Project definition of medication list accuracy will be determined using baseline data and current literature. 2. Baseline measure of medication list accuracy in Clinics. 3. Data collection. (To see a difference in mean accuracy of magnitude 5% between the pre- and post- surveys, sample size of 61 charts at each Clinic will be reviewed.) 4. Post-intervention measurements of medication list accuracy in Clinics 5. Identification of correlations between intervention strategies and improved medication list accuracy.	▪ Data Collection ▪ Frequency of data collection: a. baseline- at Project initiation b. Two (2) post-intervention measures: at 6 and 12 months following the implementation of specific strategies. • Analysis of data to identify trends in medication list accuracy improvement from baseline to post-intervention. ▪ Analysis of data to identify correlation between patient/provider participation in intervention strategies to improved medication list accuracy.

Measure the Impact of the Project in the Satisfaction and Engagement of Patients, Providers and Council Members:

Process Objectives	Measurement and Evaluation Strategies
1. Measure overall satisfaction of patients seen at the Clinics during the course of the Project.	▪ Standard Press-Ganey patient satisfaction surveys
1. Measure employee engagement as a reflection of staff satisfaction among staff and physicians at the Clinics during the course of the Project. 2. Measure perceived value of the Council and medication list accuracy strategies.	▪ Employee Engagement scores for Clinic staff and physicians ▪ Clinic staff and physicians survey
1. Measure Council members' satisfaction with the Project. 2. Measure Council members' perception of effectiveness of the Project to improve patient safety.	▪ Evaluation forms completed by Council members after each meeting. ▪ Exit interviews with Council members (conducted by CAPS as a neutral and independent party at Project completion).

Disseminate Information on Council Model and Council-identified Interventions to Improve Medication List Accuracy:

Process Objectives	Measurement and Evaluation Strategies
1. Provide access to both Toolkits on Aurora Health Care website. 2. Develop a timeline for replication of Patient Safety Partnership Councils by AHC in other areas served. 3. Produce publications detailing the Project model, implementation strategies and tools developed. 4. Present the Project model, implementation strategies, and tools at conferences and meetings.	▪ Number of website hits. ▪ Number of publications. ▪ Number of presentations by type of group, size of audience and geographic location.