



EVAL Community Advisory Committee Evaluation Framework (v01)

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Purpose

The purpose of this evaluation framework is to support health services to evaluate their Community Advisory Committee established under the *Health Services Act 1988*.

The framework provides a consistent approach with tools and resources that can be applied or adapted to guide internal evaluation and enable continuous quality improvement of a health service's Community Advisory Committee. The evaluation should be designed in accordance with the Committee's purpose as defined in its Terms of Reference and organisational readiness.

Scope

This evaluation framework may be applied by health services in Victoria whose Board is required to appoint a Community Advisory Committee under the *Health Services Act 1988*. Any other health service who has appointed, or is interested in appointing, a Community Advisory Committee to the board or governing body and conducting an evaluation may also find this framework useful.

Principles

The principles of the evaluation framework are:

- **Inclusive:** the evaluation should be conducted in an inclusive manner with respect for the people involved in the Community Advisory Committee including members, staff, the board and other consumer advisors and community members. The evaluation should respect the diversity, time, and contributions of all people.
- **Flexible:** the evaluation framework is a guide that can be adapted by health services according to local circumstances.
- **Purposeful:** the evaluation should support the continuous improvement of the Community Advisory Committee in relation to function, activities, impact, and outcomes.

Evaluation Plan

An evaluation plan can be developed to help you describe the purpose, activities and intended outcomes of the Committee as provided in the Terms of Reference or the health service's related strategies and plans for partnering with consumers. Suggestions of what to include in an evaluation plan is in Appendix 1.

A logic model/ program logic (or equivalent) could be included as it provides a visual representation of how a program or strategy is intended to work by linking activities with outputs, impacts and outcomes (NSW Ministry of Health, 2017). It enables robust planning, implementation and evaluation by presenting the logic of the program or strategy. Drawing on the *Building your healthy community guide* (SCV, 2020), an example logic model for Community Advisory Committees is included in Appendix 2 Health services using this framework to evaluate the Community Advisory Committee should engage with stakeholders to develop their own model to describe the purpose and intent of the Committee with reference to its Terms of Reference.

Aim

The aim of the Community Advisory Committee should be identified. SCV (2020) states "a Community Advisory Committee provides a forum for consumer, carer, and community

participation”. A Community Advisory Committee may also support the health service to meet the requirements of the National Safety and Quality Health Service Standards, Standard 2 Partnering with Consumers, as it supports “consumers as partners in planning, design, delivery, measurement and evaluation of systems and services”.

Assumptions and internal and external factors

The evaluation should consider any assumptions, and internal and external factors, that may influence the effectiveness of the Community Advisory Committee’s activities in achieving impacts and outcomes. Examples may include:

- Availability of resources (human and financial) to support the Community Advisory Committee
- Support from management and Executive Sponsor
- Ability of consumers and community members to participate in the Committee
- Understanding of, and agreement on, the activities and outputs of the Committee
- The external operating environment including national Q&S standards, economic and socio-political landscapes
- Cultural understanding and beliefs related to partnering with consumers and communities in healthcare

Evaluation Design

The health service should articulate the evaluation design in the evaluation plan. A mixed methods approach is beneficial to collect and analyse qualitative and quantitative data that answer the evaluation questions related to the process, impact and outcomes of the Community Advisory Committee.

The following considerations should be addressed when describing the evaluation design:

- What is the purpose and scope of the evaluation?
- Will your evaluation be limited to process or also include an impact evaluation?
- How frequently will the evaluation be conducted? A formal evaluation may be may only yield useful results in comparison to resource required every three (3) years. It can be supported by an annual review of the Committee’s Terms of Reference.
- What is the anticipated duration of the evaluation?
- What resources and skills are required to conduct the evaluation?
- Will the evaluation be conducted internally or by an independent evaluator?
- What stakeholders should be engaged in developing and implementing the evaluation? How will they be engaged in, and contribute to, the evaluation design?
- How will you identify and address any ethical considerations and manage any risks?

Evaluation Questions

Your health service will need to agree on the evaluation questions which will focus the evaluation. An evaluation question bank is included in Appendix 3 to give you a starting point for the questions you may like to use. They are drawn from the *Building your healthy community guide* (SCV, 2020), *Evaluation framework for health promotion and disease prevention programs* (Victorian Government Department of Health, 2010) and the *Partnering in healthcare framework* (Horvat, 2019).

Data Sources and Methods

Data will be collected to answer the evaluation questions in accordance with the evaluation design and focus on process and impact of the Community Advisory Committee. Data may be collected from the following sources:

- Review of health service documents and records e.g. Terms of Reference, member recruitment, meeting schedule, meeting papers, work plans, board papers, strategic plans
- Observation of Community Advisory Committee meetings, events, and other activities
- Surveys, interviews or focus groups with key stakeholders including Committee members, health service staff, board, executive, consumer advisors and community representatives
- Consumer self-assessment tools or questionnaires

You may write an evaluation report to inform the Committee and the main stakeholders of the finding of your evaluation. You will need to describe your sources and method of collecting and analysing data in the evaluation report. An example of what to include in your evaluation report is included in Appendix 4.

Indicators

Evaluation of the Community Advisory Committee may also involve the identification of indicators including those described in the *Guide for setting up and managing a Community Advisory Committee (CAC)* (HIC, 2021). Indicators could include:

- Number of members recruited and duration/ retention rates including any vacancies
- Number of meeting and events held and attendance rates including total hours contributed
- Number of consultations with, and feedback to, local communities
- Extent of input into health service strategic plans and work plan alignment with the strategic plan
- Number of recommendations of the Community Advisory Committee that have resulted in observable change in practice in the health service

Data plan [sample]

Your health service should complete the below data plan to link data collection evaluation type (process or impact) and evaluation questions. Some examples are provided in italics. You will need to add more items to this data plan according to your Community Advisory Committee's Terms of Reference and Work Plan items.

Question	Type	Measure/ Indicator	Data Source/ Tool
<i>Is the health service recruiting committee members to represent the diversity of your community?</i>	<i>Process</i>	<i>% of members who identify as representing diverse community groups</i>	<i>Local demographic data Recruitment records Survey of members</i>
<i>Is the Community Advisory Committee providing advice and input to the Board?</i>	<i>Impact</i>	<i>% of board meetings attended by Community Advisory Committee members # requests for advice from board to Committee % completion of annual report of activities to board</i>	<i>Board papers/ minutes Annual reports Survey/ interviews of CAC members and Board</i>

Question	Type	Measure/ Indicator	Data Source/ Tool
		<i>Satisfaction with input/s advice received</i>	
<i>Is the Community Advisory Committee strengthening the consumer and community voice in health service planning and decision-making including in the planning, design, delivery, measurement and evaluation of systems and services?</i>	<i>Impact</i>	<i>% of stakeholders who agree or strongly agree with this statement Evidence of input in health service plans and decisions Attendance and participation at relevant meetings and forums</i>	<i>Surveys and interviews/ focus groups with members, board and health service staff Health service plans Meeting records</i>
<i>[Add your own indicators]</i>			

Evaluation outcomes

Once the data has been collected according to the evaluation plan, it should be analysed and triangulated to identify themes and understand:

- What's working well
- What's not working well
- Areas for improvement

This analysis should be presented as findings, including any limitations of the evaluation design, with recommendations to the health service board and executive about actions that could be taken to continuously improve the Community Advisory Committee. The implications of evaluation may address the following questions:

- Where to from here?
- How should the Community Advisory Committee be supported and strengthened?
- What monitoring and continuous improvement arrangements should be progressed into the future?
- How will the impacts of the Community Advisory Committee be sustained?
- Are additional resources required to continue or further develop the Community Advisory Committee?

The evaluation methods, findings, limitations and recommendations may be presented to the health service board as a formal report and/or in another format e.g. presentation at a meeting. It is useful to consider visual and engaging presentation of the findings including through inclusion of graphs, tables and direct quotes. An example of what to include is provided in Appendix 5.

Dissemination

The results of the evaluation should be published and shared widely within the health service, with consumer advisors and community members, and other partners/key stakeholders to enable lessons to be learned and support continuous improvement. Your health service may wish to:

- Produce an evaluation report and make it available on your website
- Communicate the evaluation findings and recommendations in newsletters, at relevant meetings or using social media
- Share your findings and report with key stakeholders e.g. by email

- Prepare a journal article
- Identify relevant conferences and workshops to present the findings and recommendations

References

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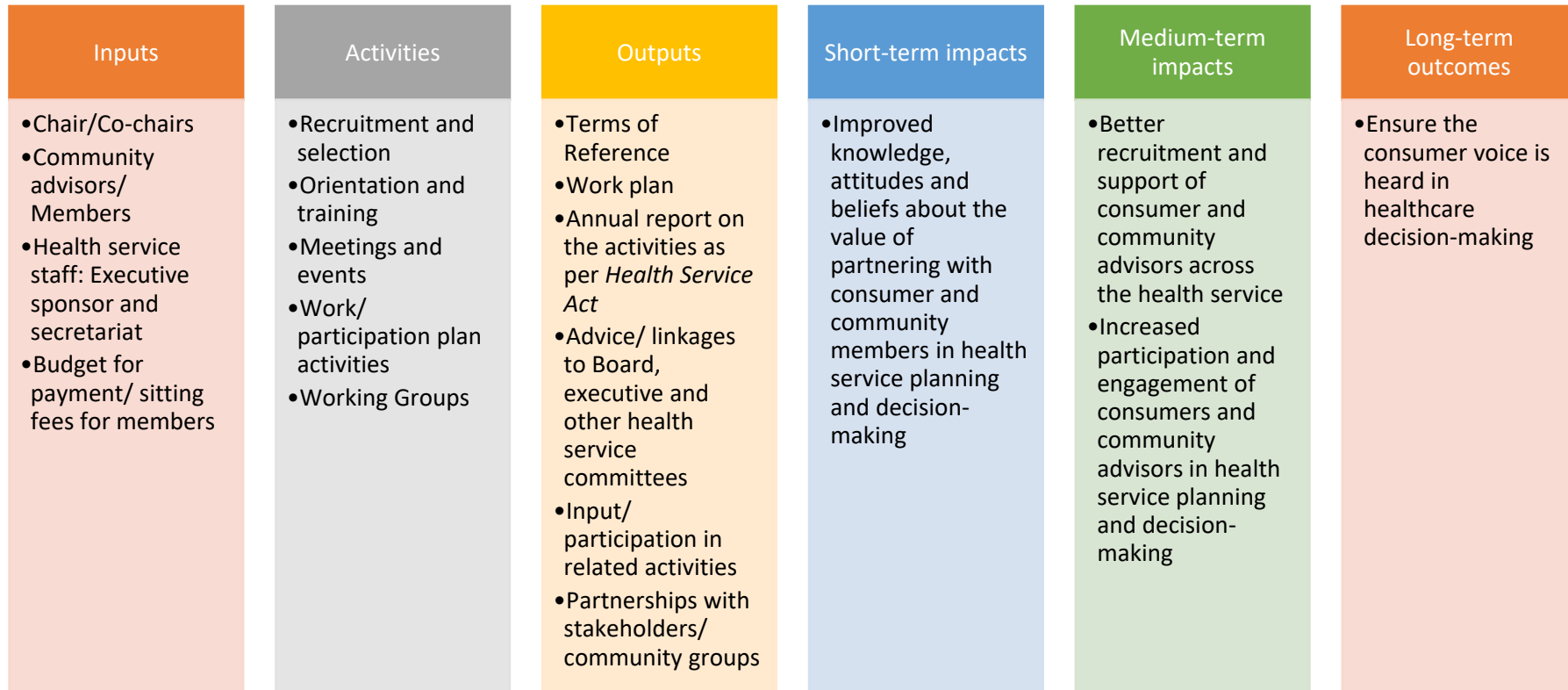
Appendices

Evaluation Plan Template

The evaluation plan should include the following sections:

- Health service name and contact
- Purpose
 - Logic Model or equivalent
- Evaluation team
- Evaluation timeframe
- Key stakeholders
- Design
- Methods
 - Data plan
- Communication/ dissemination plan

Logic Model Example



Evaluation Question Bank

Evaluation type	Evaluation questions
Process	Is your health service's Community Advisory Committee set up optimally and operating in accordance with the legislation, Terms of Reference and <i>Building your healthy community guide</i> (SCV, 2020)?
	Has your health service defined the roles of the committee? Has your health service appointed an Executive Sponsor?
	Is your health service making efforts to recruit committee members to represent the diversity of your community?
	Is your health service supporting your committee to succeed?
	What resources have been provided to support the Community Advisory Committee?
	Does your Community Advisory Committee have a written work plan?
Impact	How satisfied are stakeholders (including members, board, health service staff, consumer advisors, local community) with the Community Advisory Committee?
	Is the Community Advisory Committee work plan progressing and achieving impacts within timeframes?
	Do health service staff know how to engage with the Community Advisory Committee?
	Is the Community Advisory Committee providing advice and input to the Board? Has the Board sought advice from the Committee?
	Is the consumer voice being heard in health service planning and decision-making including in the planning, design, delivery, measurement and evaluation of systems and services?
	Is the Community Advisory Committee included as a respected partner in learning about and improving healthcare?

Data Plan Template

Evaluation Question	Type e.g. process, impact, outcome	Measure/ Indicator	Data Source/ Tool	Timeframe	Responsibility

Evaluation Report Template

The evaluation report should include the following sections:

- Health service name and contact
- Background
- Purpose
- Evaluation questions
- Methods
- Findings
- Recommendations