

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

**SERVICE EXAMPLE:**

## EVALUATION FRAMEWORK FOR INITIATIVES IN PRIMARY HEALTH CARE

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<b>Client</b>	<b>Brisbane South Primary Health Network (PHN)</b>
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<b>Services</b>	<b>To develop an evaluation framework for their Person-Centred Care model and initiatives and conduct a baseline review.</b>
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**Context** Brisbane South PHN has introduced a Person-Centred Care model as a means to address the challenges in quality in health and social outcomes experienced in the Brisbane South region. This initiative has been developed within the context of the key objective for PHNs to increase the efficiency and effectiveness of health services and the Primary Health Care Advisory Group's December 2015 report Better Outcomes for People with Chronic and Complex Health Conditions which stated that 'Our current health system is not optimally set up to effectively manage long-term conditions'.

The Person-Centred Care model and initiatives implemented by Brisbane South PHN draw on evidence and experience internationally, nationally and locally. However, changes at the person, provider and system level are dependent on both external supports and internal motivations for change, and require multifaceted strategies sustained over time.

AHHA was engaged to develop an evaluation framework that:

- embeds a whole-of-program logic, with process, output and outcome measures, to facilitate linkages between policy and evaluation;
- aligns with the Quadruple Aim;
- reflects the Australian context, including reference to the PHN Program Performance and Quality Framework and the Australian Health Performance Framework, and related Brisbane South PHN programs locally;
- draws on international and local evidence and experience in evaluating integrated care initiatives;
- reflects international and local evidence for qualitative and quantitative evaluation methodologies, including a focus on those that maximise relationships with and among clinicians; and
- has applicability across other programs.

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**Approach**

AHHA established a team with significant experience, credibility and expertise in evaluation, the primary care landscape and Australian health data sets. The team has an extensive track record in managing and leading engagement and consultation with stakeholders across multidisciplinary teams, services and sectors.

An environmental scan and desktop review underpinned the project, drawing on the evidence for approaches to evaluating integrated care programs and initiatives, gathering consumer perspectives and maximising relationship building with and among clinicians to create readiness for future change initiatives.

Overseen by a steering group who facilitated engagement with stakeholders and an understanding of their perspectives, a framework was developed with measures that:

- matter most to people.
- provide meaningful information in a timely manner, promoting responsiveness to findings and guarding against negative consequences. Specific components of initiatives can be evaluated that are most relevant at a point in time, rather than requiring comprehensive evaluation of all components at all times.
- are practical and responsive to the way the program operates; and realistic given the time, resources and expertise available. Any data collection burden/obligation reflects the value of the information being collected. Regular feedback on findings to stakeholders is encouraged so that those participating can see the value of collecting the data.
- are reported and communicated in a way that guards against misconceptions, biases, distortions and errors.

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**Result**

The evaluation framework is underpinned by a number of different approaches to evaluation, including appreciative inquiry, developmental evaluation and empowerment evaluation. These approaches all support ongoing learning and iterative adaptation. The framework draws on elements of these approaches that are strengths-based and embed participation in the monitoring and evaluation of one's own performance for all those involved.

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**Date completed** July 2019

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