

Engage with Impact Toolkit

Workshop 3 – Selecting Module

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PUBLIC AND PATIENT
ENGAGEMENT
COLLABORATIVE



Land Acknowledgement

We acknowledge the traditional territories upon which we gather.

McMaster University is located on the traditional territories of the Mississauga and Haudenosaunee nations, and within the lands protected by the “Dish with One Spoon” wampum agreement”.

Workshop Objectives

Gain an in-depth understanding of **the selecting module of the *Engage with Impact Toolkit***

Learn how to apply the module contents to your engagement context

Identify next steps

Workshop facilitators



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PUBLIC AND PATIENT ENGAGEMENT COLLABORATIVE

- Research and consultation activities to support high-quality public and patient engagement in health policy, systems and research (focus on methods and evaluation)
- Member of the OHT Central Program of Supports (Ministry of Health)
 - Support PFC engagement measurement development work
 - Support Ontario Health Teams with their patient, community engagement and evaluation
- Work in close partnership with patient, family and caregiver partners, health system organizations, and research teams

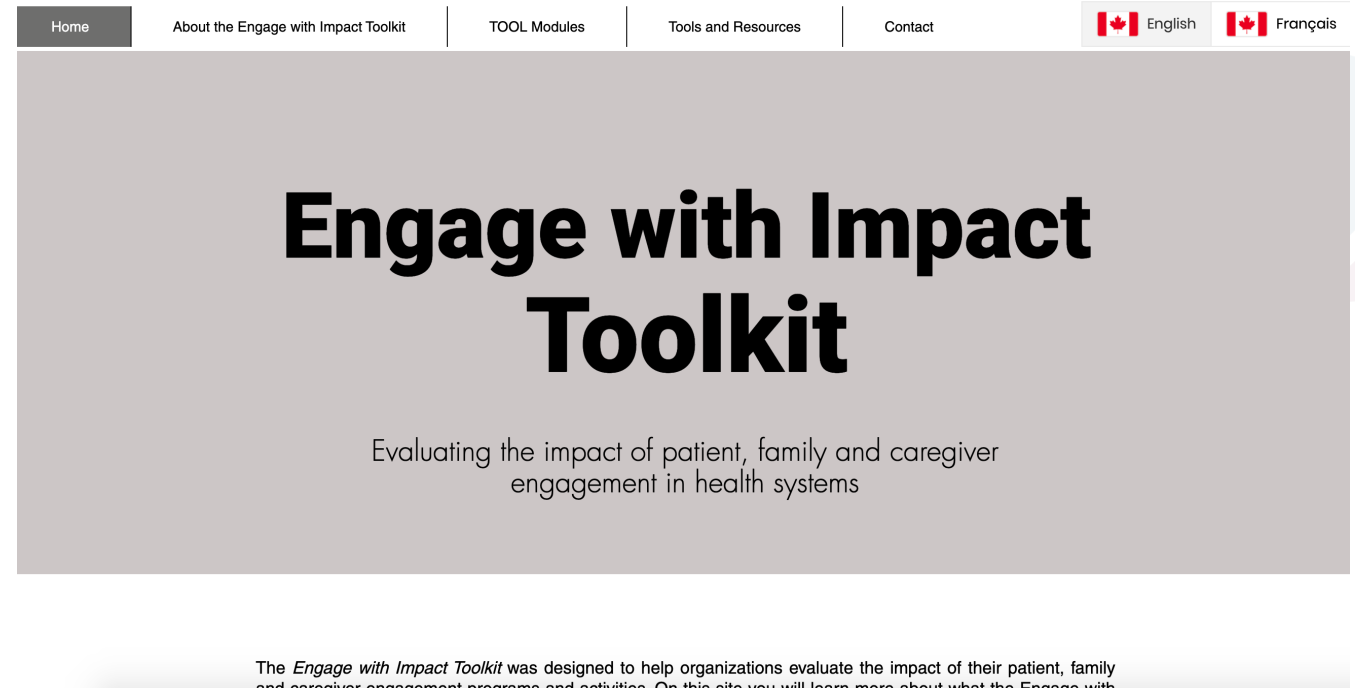
For more information: <http://ppe.mcmaster.ca>



- The Burlington Ontario Health Team is a collaboration of health, social service providers and patients, caregivers and community partners who plan and work together, as one coordinated team, together we plan and provide integrated services and supports to meet the health needs of Burlington and surrounding communities.
- Our attributed population is 230,000
- Our PFAC (Community Wellness Council) is composed of 12 advisors
- Their input started when the OHT was just an idea

Engage with Impact Toolkit

Designed to support organizations to evaluate the impact of their patient, family and caregiver engagement programs and activities



Review: Planning Module

The goal of this module is to determine your readiness for evaluating the ***impact*** of your patient, family and caregiver engagement work and the steps to take to prepare for this type of evaluation.

1. Planning for Evaluation

The goal of this module is to determine your readiness for evaluating the impact of your patient, family and caregiver engagement work and the steps to take to prepare for this type of evaluation.

1. What is Impact Evaluation?

2. Are you ready to evaluate?

3. Setting your goals

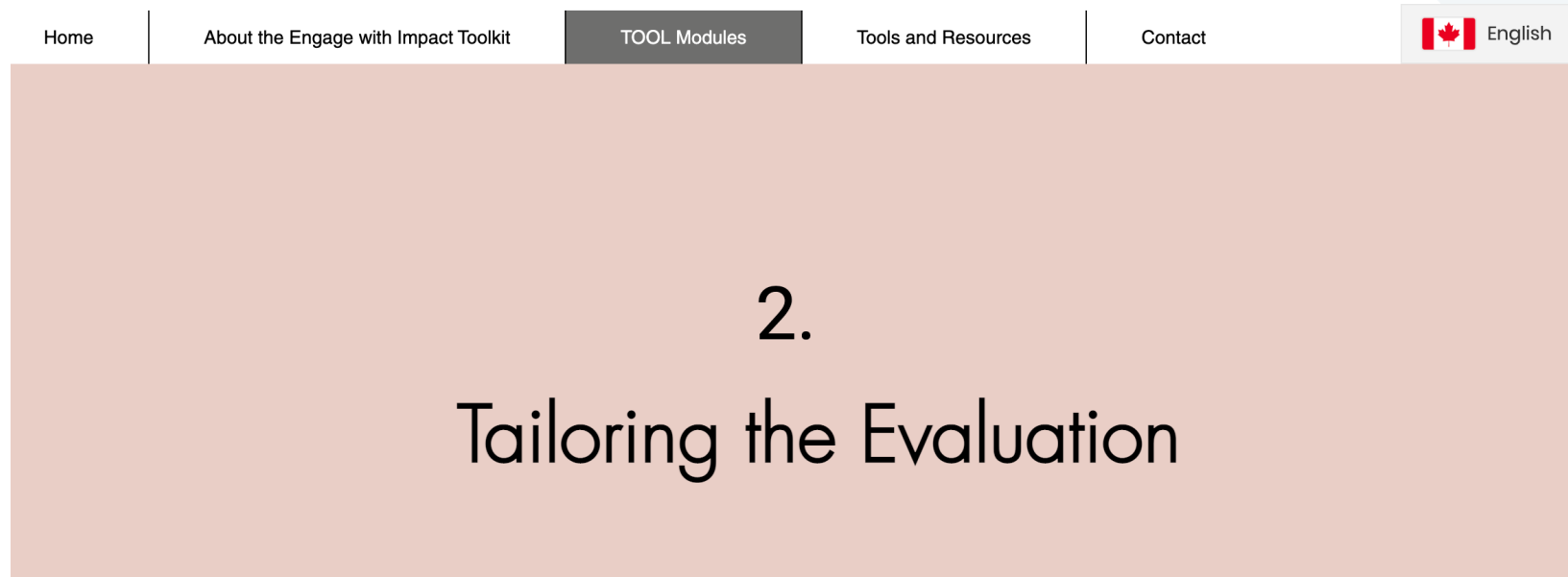
4. Who should be involved?

5. What if we're not ready?

6. Action steps and resources

Review: Tailoring Module

The goal of the tailoring module is to develop a logic model for your engagement program to guide your evaluation



The goal of this module is to develop your evaluation plan which will include creating a logic model for your engagement initiative.

Review: Development of a logic model



In our last workshop, we worked through how to develop a logic model through to the “outputs” section

Today we’re going to work through the selecting module which helps you with the “impacts” section of the logic model

Example: The Burlington Navigation App

The Burlington OHT developed the “Burlington Navigation App” in response to a need to help Burlington OHT clients access services

Developing navigation supports is a requirement of the Ministry of Health for OHTs



Burlington Health Navigator

Burlington Ontario Health Team

[Burlington Ontario Health Team](#)

Designed for iPad

Free

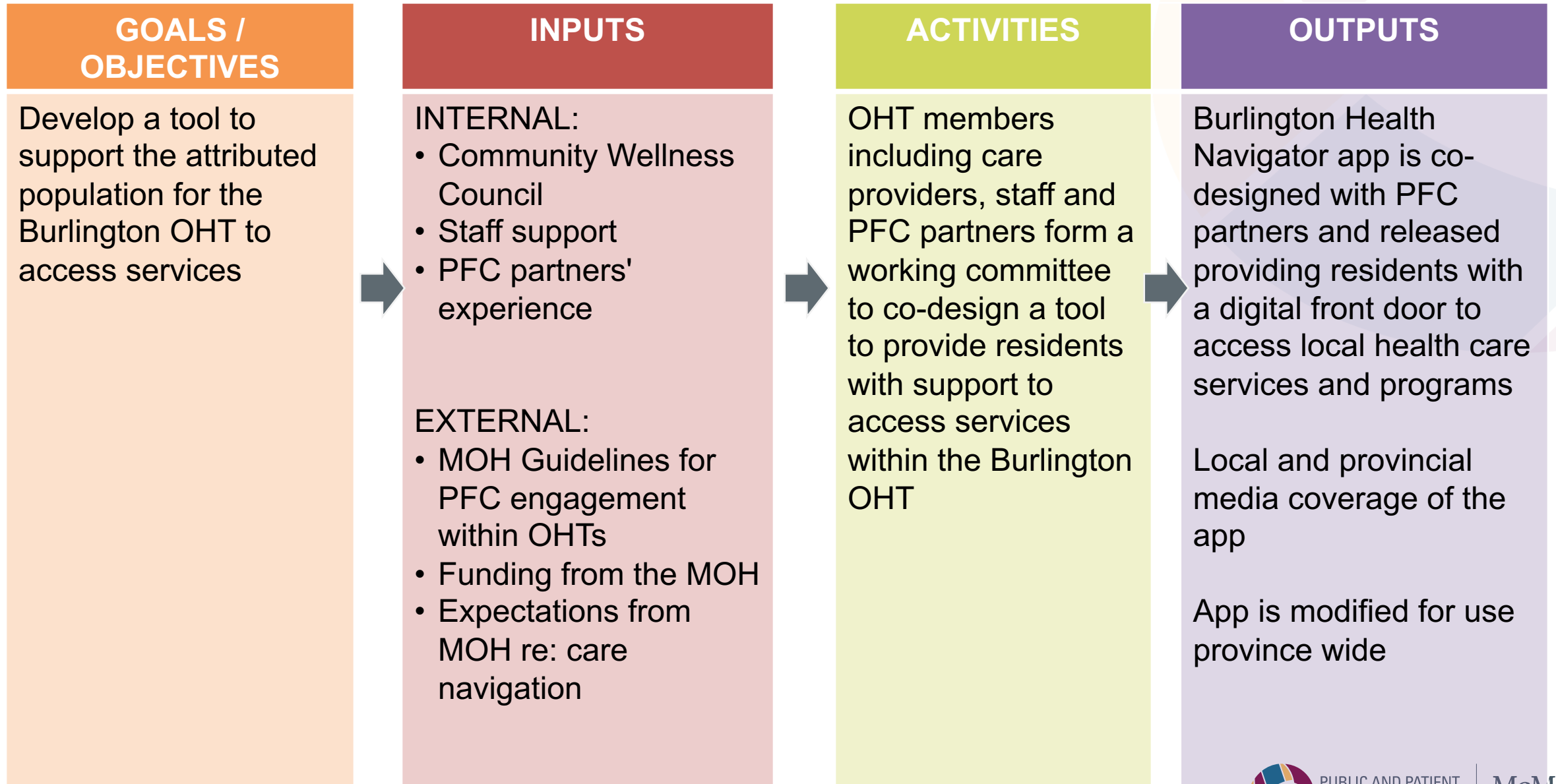
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Logic Model for the Burlington Navigation App



Keep in mind you can look forward and look back for impacts

It's never too early or late to consider the impacts you'd like to measure!

You can look forward (prospectively) to what you anticipate the impacts of your engagement will be

You can look back (retrospectively) to identify the impacts of your engagement work



Using the Engage with Impact Toolkit to identify impacts

Selecting Module includes a series of impact domains and items you can use to identify the impacts you'd like to evaluate

The logic model you've created will help you think through what these impacts will be

First...let's talk about how these domains and items were identified

How were the domains and items identified?

Comprehensive process that included:

- Literature Review
- Discussions with our evaluation working group
- Input from the broader patient engagement community (using a modified concept mapping process)

Identifying impact categories and items

Literature review + preliminary set of impacts (through WG discussions)

Concept Mapping

Brainstorming

*23 people brainstormed **237 items***

Items sorted, discussed and combined into 81 items

Rating

*24 people rated the **81 items***

Working Group discussion of concept mapping results (further sorting, refining)

Final rating of short-listed items across 8 domains

Final product: 8 impact domains, 33 impact items
(1 core item per domain + 25 supplementary items across all domains)

Web-based toolkit

Impact Domains

**Knowledge &
Skills**

**Confidence &
Trust**

**Equity &
Inclusivity**

**Priorities &
Decisions**

**Effectiveness
& Efficiency**

**Patient
Centredness**

**Culture
Change**

**Patient
Outcomes &
Experience**

Tour of the website module and database



Using this in practice

Now you know the domains and items that are in the toolkit...now what?

- Think back to your logic model:
 - Which of these domains are most relevant to your goals, activities and outputs?
 - How far into your engagement journey are you? Are you ready to look at system level impacts or is it too early?
 - Think about the impacts you hope to achieve in the short-, medium and long-term.
- Burlington OHT example (Reham)

Impacts: On People



Burlington Health Navigator

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- Patient, family and caregiver partners increase their knowledge of digital health and navigation (*Knowledge and Skills*)
- Patient, family and caregiver partners increase their knowledge of the health policy development process (*Knowledge and Skills*)
- Patient, family and caregiver partners' input is more valued by the providers and staff (*Culture Change*)

Impacts: On Programs



Burlington Health Navigator

Burlington Ontario Health Team

Burlington Ontario Health Team

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- The app has greater credibility with stakeholders as it was co-designed (*Confidence and Trust*)
- The app is more patient-centred as a result of PFC partner engagement (*Patient Centredness*)
- Patient, family and caregiver engagement contributes to the design of an effective app because it reflects the priorities of those who will be using it (*Effectiveness & Efficiency*)
- Patient, family and caregiver engagement and partnering contributes to a more equitable app because it was shaped by a diversity of perspectives (*Equity & Inclusivity*)

Impacts: On Organization



Burlington Health Navigator

Burlington Ontario Health Team

Burlington Ontario Health Team

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- Priorities of the Burlington OHT related to navigation are shaped by patient, family and caregiver partner perspectives (*Priorities and Decisions*)
- The Burlington OHT is better able to offer the right services, in the right way, at the right time (*Patient Centredness*)
- Patient, family and caregiver engagement and partnering facilitates the ability of the OHT to provide client-centred services (*Patient Centredness*)
- Staff and leadership gain a greater appreciation of the importance of patient, family and caregiver engagement and partnering (*Culture change*)

Impacts: On Health System



Burlington Health Navigator

Burlington Ontario Health Team

Burlington Ontario Health Team

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- Patient, family and caregiver engagement and partnering on the app contributes to improved patient care (*Patient outcomes and experience*)
- Patient, family and caregiver engagement and partnering makes the health system more aware of the patient journey and challenges in the system (*Patient Centredness*)
- Patient, family and caregiver engagement and partnering contributes to more equitable decision-making within health systems (*Equity and inclusivity*)
- Patient, family and caregiver engagement and partnering on the app supports the use of health care dollars in a fiscally responsible way (*Effectiveness and efficiency*)

Next Steps – Collecting and Refining Modules

These modules walk you through how to collect evaluation data and then how to share your evaluation results and refine your evaluation plan for the next steps

4.

Collecting and Analyzing Results

The goal of this module is to help you identify your sources of evaluation data. The final output of this module is your detailed evaluation plan.

5.

Refining

The goal of this module is to help you determine how to best share your evaluation results, and to refine your evaluation to prepare for the next steps.

Questions?

