

Engage with Impact Toolkit Workshop 2 – Tailoring 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 tailoring module of the *Engage with Impact Toolkit***

Apply module contents to your engagement context

Identify **next steps** for your work

Poll question #1: Have you ever developed a logic model before?

Poll question #2: Have you developed a logic model for your PFC engagement work?

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

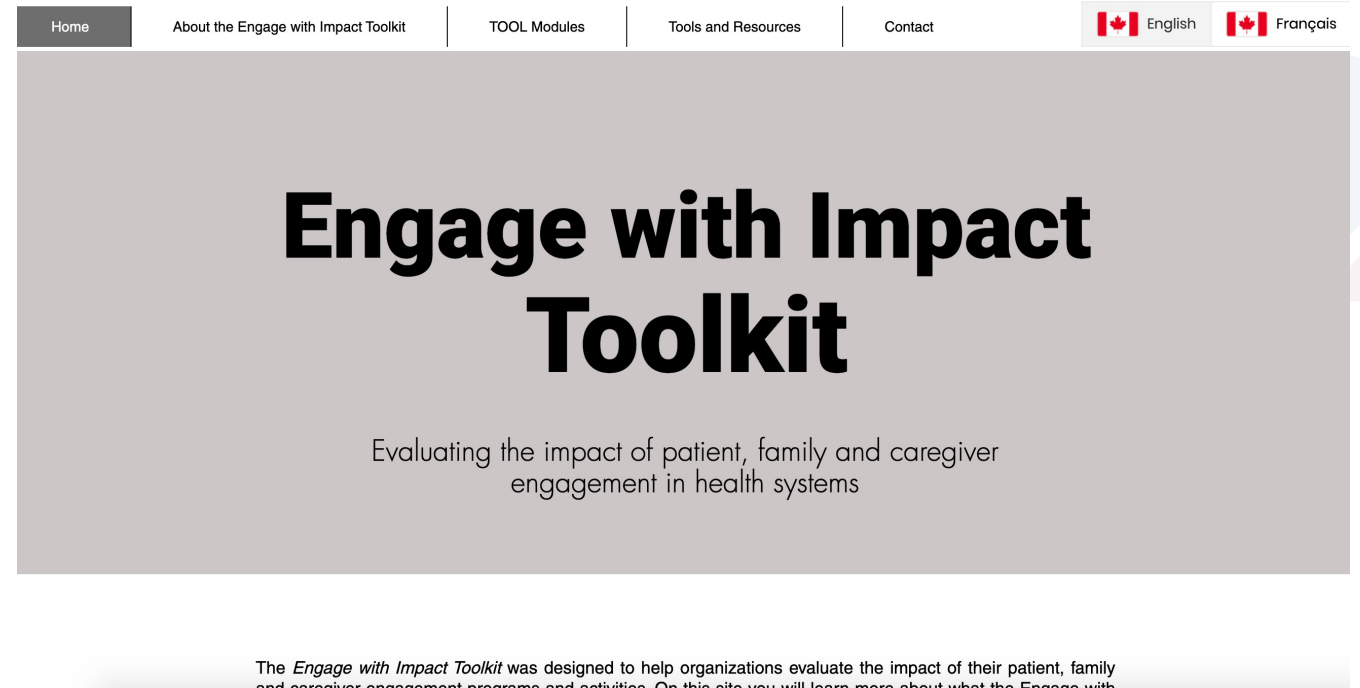
For more information: <http://ppe.mcmaster.ca>

Burlington OHT

- 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, to 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 help organizations 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

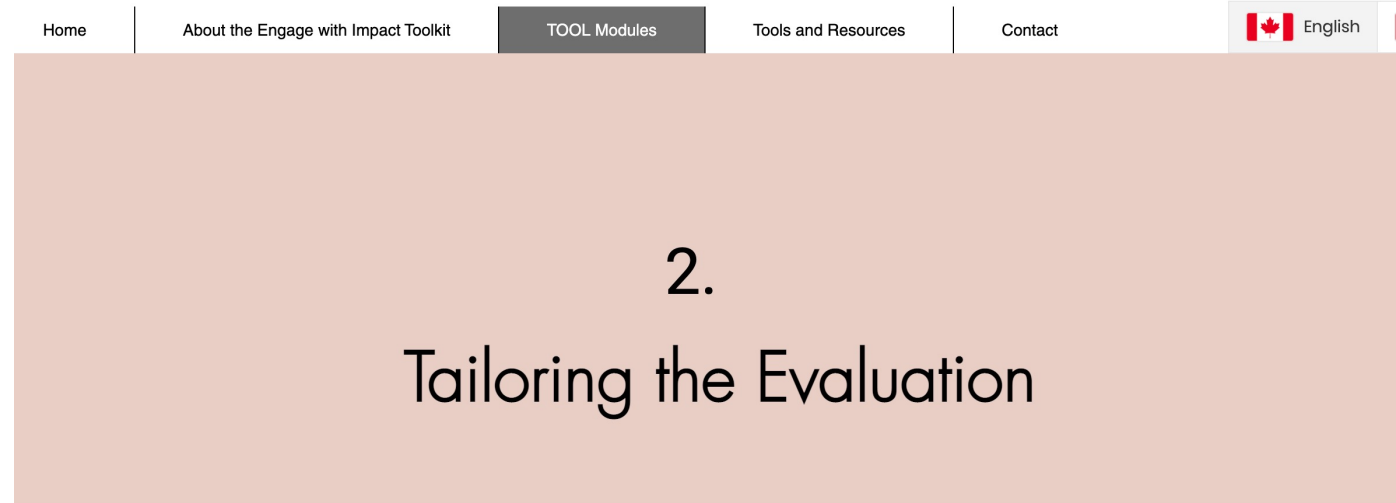
4. Who should be involved?

5. What if we're not ready?

6. Action steps and resources

Module 2: 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.

What is a logic model?

- Logic models are helpful tools that outline a program's goals, activities and expected impacts and tracing of key connections between each step.
- Logic models can be developed for a full engagement strategy or for a specific engagement initiative (e.g., a PFAC)



Why develop a logic model?

- Logic models allow you to clearly visualize how your activities will lead to results and impacts
- Allows for planning – what do you want to achieve and how will you do it?
- Sets you up for evaluation – what do you expect to occur and why? How can you measure these anticipated connections?

How do you develop a logic model?

- Consider who should be involved – PFC partners, Engagement Staff, OHT leads (members of the evaluation team you identified in Module 1)
- Consider your sources of information:
 - Patient, Family and Caregiver Partnership and Engagement Strategy
 - Terms of Reference for PFACs, Steering Committees
 - OHT Application
- Create a draft and allow for further discussion

Developing a logic model



- We are going to walk through the process of developing a logic model
- During this process we'll ask you to reflect on your own engagement activities and the elements of your logic model
- We welcome discussion and interaction – this is a working session!
- Reham will be providing examples from the Burlington OHT at each stage



- The first component is the goals and objectives
- Here you outline what the main goals of your PFC engagement activities are
- For many of you, this will already be articulated in your PFC engagement and partnership strategy

Burlington OHT logic model: Goals

Goal

The Burlington OHT will strive to foster and embrace a culture that is driven by the lived experience and unique local needs of patients, families, and caregivers through partnering and co-design across all OHT activities



- Next you want to consider the inputs to your engagement work – what structures, resources and inputs contribute to your engagement initiative?
- Here you'll want to think about INTERNAL and EXTERNAL inputs
- This can include things such as policies, guidance documents, funding, funding agreements, contracts, etc.

Burlington OHT logic model: Inputs

Inputs

INTERNAL:

- Leadership commitment
- Patient, Family and Caregiver Partnership and Engagement Strategy
- Community Wellness Council Terms of Reference
- Staff support (System collaboration coordinator, OHT Fellow/Evaluation lead)
- PFAC partners (co-chair experience with evaluation; collective knowledge/experience of Community Wellness Council from other activities)

EXTERNAL:

- Patient, Family and Caregiver Declaration of Values for Ontario
- MOH Guidelines for PFC engagement within OHTs
- Transfer Payment Agreements and Expectations from MOH



- This section of the logic model outlines the “what”
- What activities and methods are you using for your PFC engagement work?
- Consider the methods of engagement (e.g., co-design, consultation) and the activities/structures (e.g., Patient and Family Advisory Councils)

Burlington OHT logic model: Activities & Methods

Activities and methods

Domain: Program and Service Design

- Sharing of program information with the community (Share)
- Focus groups to develop programming (Consult)
- Co-design of OHT evaluation activities (Collaborate)
- PFC partners members of action tables (Collaborate)
- PFC partners participate in work to determine how to support service navigation (Co-Design)
- Needs assessment, design and development of mental health & addictions supports (All)

Domain: Policy, Strategy & System Level Discussions

- PFC partners are members of Steering Committee (Collaborate)
- Community Wellness Council (Collaborate)
 - Supported the development of the OHT application (self-assessment and full application)
- Engagement training and onboarding for new patient partners



- Now that you've considered the activities and methods you're using to engage PFC partners, it's time to think about what happens as a result – your outputs
- These are the products / outcomes of your activities

Burlington OHT logic model: Outputs

Outputs

Domain: Program and Service Design

- Co-designed evaluation tools and strategies that are patient, family and caregiver-centred
- Development of Burlington Navigation app
- Design and implementation of Mental health & addictions virtual care library

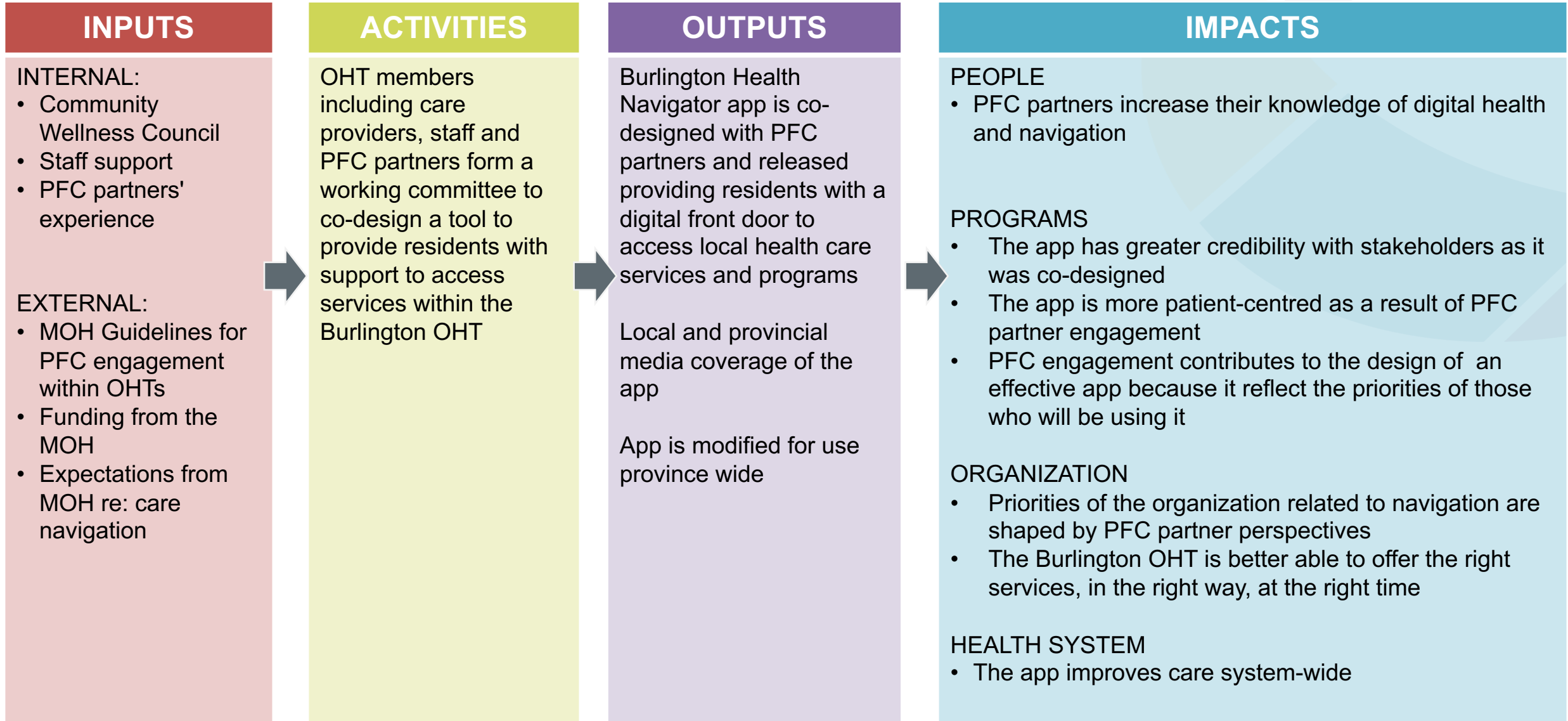
Domain: Policy, Strategy & System Level Discussions

- OHT self-assessment and full application that was co-developed with PFC partners



- Impact is the last section of a logic model
- We're going to focus on this in the next workshop

Example of a full logic model: Developing the Burlington Navigation App



Next Steps

Once you have created your draft logic model, it is a good time to share it with the key stakeholders you identified in module 1

Consider how often you'll want to update your logic model – as you develop new activities you may have more to add

The logic model will be key to structuring your evaluation

Do you have any questions about how to develop your logic model?

Next Steps

Our next webinar will be held on June 1 @ 12pm and will focus on the Selecting module

<https://www.evaluateengagement.ca/selecting>