

## **CHAPTER III**

### **EVALUATION**

#### **3.1 Introduction**

This project applied “the appreciate influence control-AIC” for improving the quality of health services of Meunghong Health Center. The project were implemented between May and October 2000. The project focused on health services situation analysis, learning process creation to promote a new concept of provided health service using “the appreciate influence control-AIC” technique, problem solving and evaluation. The project was evaluated between November 2000 to April 2001 for improving the next project. Formative and summative evaluation designs were applied for assessing the project. The issues evaluated are as follows;

- 1) Context; responsiveness to the needs or problem, clarity of the objectives, appropriate for the policy of the health center and was supported by boss
- 2) Input; resources such as participants, facilitator, funding, material
- 3) Process; situation analysis, learning process creation to promote a new concept of management of providing health services- tour study, training by using AIC technique and problem solving
- 4) Outcome; quality of health services development plan, health personnel and client’s satisfaction and a committee responsible for each activity.

### **3.2 Purposes**

An assessment of the developing quality of health service had four objectives as follows:

1. To evaluate the context of the project
2. To evaluate the input of the project
3. To evaluate the process of the project
4. To evaluate the outcome of the project

### **3.3 Evaluation Design**

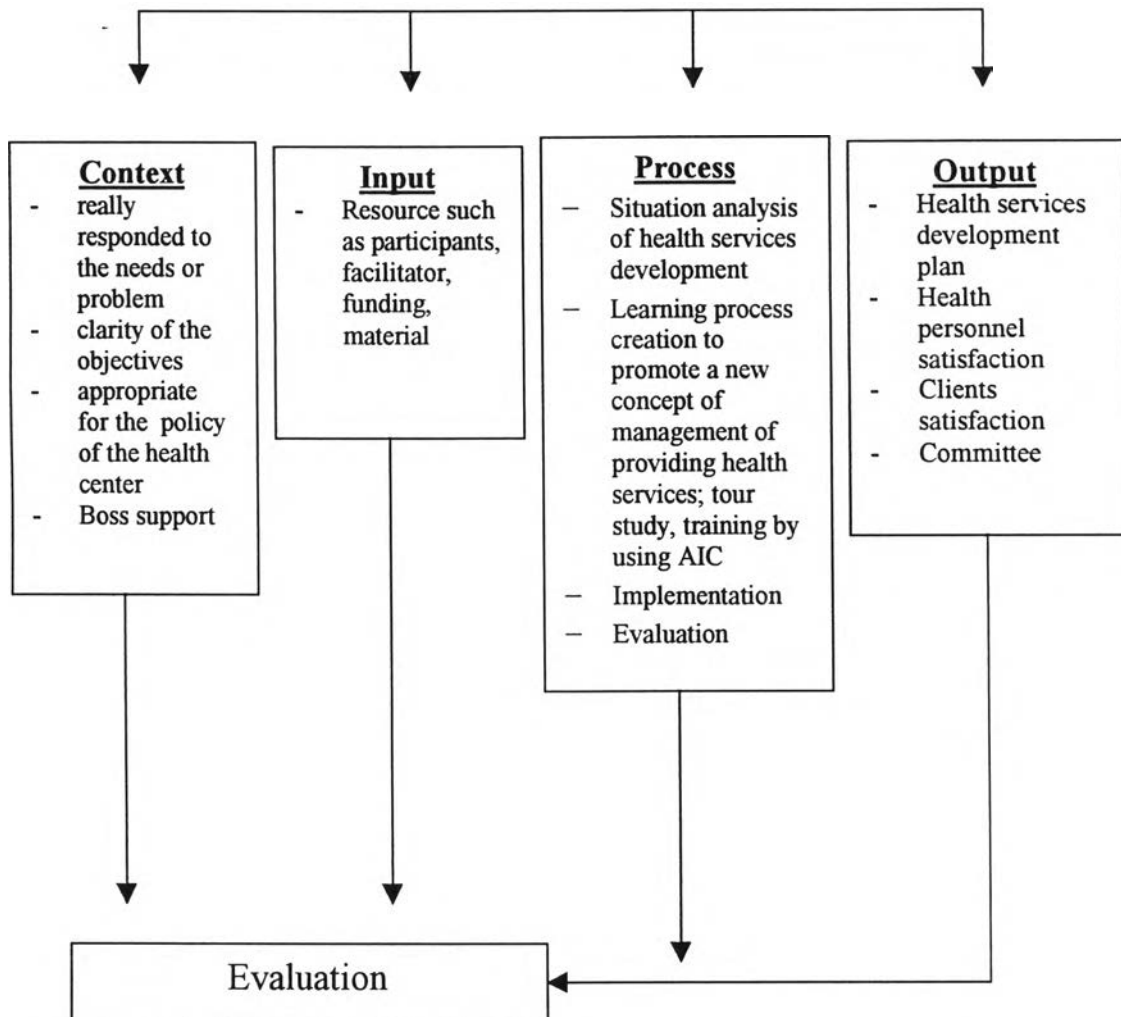
This project used both formative and summative evaluation by applying the Context, Input, Process and Product Model (CIPP Model)

### **3.4 Evaluation Questions**

1. Did the project responds to the real problem of health services?
2. Were the objectives of the project clear and appropriate for the policy of the Health Center?
3. Did the boss support this project? If he did, and how?
4. Was the budget enough to support the project?
5. What were the problems found during conducting the project?
  - During situation analysis

- During tour study
  - During conducting AIC
6. Did the AIC training follow the plan?
  7. Were the results of the project related to the objectives?
  8. What was the quality of the results?
  9. What was the effect of the project?
  10. How many committees were responsible for each of the activities of the project?
  11. Did the results achieve to the expected outcomes? How did they achieve this?

**Figure 3.1: Conceptual Framework of the Project Evaluation**



**Table 3.1 : The guideline for evaluation of developing quality of health services and data collection methods**

<b>The objectives</b>	<b>Source of data</b>	<b>method</b>	<b>Data analysis</b>	<b>Standard</b>
<p>1. To evaluate the context of the Project;</p> <ul style="list-style-type: none"> <li>- really responded to the needs or problem</li> <li>- clarity of the objectives</li> <li>- appropriate for the policy of the health center</li> <li>- Boss support</li> </ul>	<p>1.1 Previous monitoring of quality of nursing care report</p> <p>1.2 Health staff</p>	<p>2.2 review report</p> <p>1.2 Interview</p>	<ul style="list-style-type: none"> <li>- Content analysis and compare with policy and objectives of the organization as well as support from boss</li> </ul>	-
<p>2. To evaluate the input of project</p> <p>→ Facilitator</p> <ul style="list-style-type: none"> <li>- number</li> <li>- qualification</li> <li>- experience</li> </ul>	<p>2.1 Report and document</p> <p>2.2 facilitator</p>	<p>2.1 Gather data from report and document</p> <p>2.2 Interview</p>	<ul style="list-style-type: none"> <li>- Compare involved facilitator with planned project</li> <li>- Compare qualification</li> <li>- Compare experience</li> </ul>	<ul style="list-style-type: none"> <li>- Facilitator involved in the project 80. %</li> <li>- 80 % of Facilitators were trained before beginning the project</li> <li>- 80% of Facilitator have had AIC process experience</li> </ul>



Table 3.1 : (Count)

The objectives	Source of data	method	Data analysis	Standard
<ul style="list-style-type: none"> <li>training by using AIC</li> </ul>	1. Health Staff 2. Participants	1. Recording 2. Interview 3. observation	<ul style="list-style-type: none"> <li>- Follow the plan</li> <li>- Atmosphere of training</li> <li>- Content of training</li> <li>- Participants involved in all activities</li> </ul>	<ul style="list-style-type: none"> <li>- Followed the plan 80 %</li> <li>-</li> <li>- Content covered 100 %</li> <li>- 80 % of participant involved in all activities</li> </ul>
4. To evaluate outcome of the project	4.1 Document	Collect from the project document	<ul style="list-style-type: none"> <li>- Content analysis to consider health services development</li> <li>- had a committee</li> </ul>	<ul style="list-style-type: none"> <li>- A developed plan</li> <li>- at least one group had a committee</li> </ul>

**Table 3.1 : (Count)**

<b>The objectives</b>	<b>Source of data</b>	<b>method</b>	<b>Data analysis</b>	<b>Standard</b>
	4.2 Health staff	Self- evaluation check list	- Frequency distribution self- evaluation score	- Obtained at least 14 score
	4.3 Clients	Interview questionnaire	- Frequency percentage of satisfaction with provided health services	- Client satisfied with the services at the high level score of at least 70 %



### **3.5 Data Analysis and Results**

#### **Evaluation Question No.1 - 2**

1. Did the project respond to the real problems of health services?
2. Were the objectives of project clear and appropriate for the policy of the Health Center?

#### **Results**

Since the Health Center started providing health service, there were a lot of problems regarding management, such as an increasing of clients' needs, whereas there was a limitation of health provider personnel. Thus, the clients were not satisfied with the provided services and the health staff was not pleased when providing services; in addition, there was a limitation of the resources, but still these were inappropriately used. Thus, this project aimed to solve these problems by community involvement in planning and development of quality of health services. This project is consistent with the policy of the Roi-et Provincial Health Office " Development of Health Services have to be Standard, Accessible, Equal and with Community Involvement". The involvement of community will improve the quality of health service as the plans are set by community and health personnel so that they should respond to the needs of consumers.

### Evaluation Question No 3

3. Did the boss support this project? If he did, and how?

#### Result

This project was supported by the District Health Officer as follows:

1. The researchers were allowed to work during official time.
2. He provided materials such as; computer, paper and ink.
3. He provided useful consultation regarding the project.

### Evaluation Question No.4

4. Were the resources sufficient for implementing the project?

#### Results

The resources for implementing this project were sufficient. Four facilitators out of five were involved in the program. This project employed a budget of 17,000 Baht, 800 Baht less than the plan. 7,500 Baht was spent to buy material, 2,500 less than the budget plan. The details are in the table below.

**Table 3.2 : The comparison of the resources used with the plan**

Resource	Plan	Result
1. Facilitators	5 persons	4 persons
2. Budget	17,800 Baht	17,000 Baht
3. Material	Sufficient (10,000 Baht)	Sufficient (7,500 Baht)

**Evaluation Question No.5**

5. What were the problems found during conducting the project?

- During situation analysis
- During tour study
- During conducting AIC

5.1 What were the problems found during conducting situation analysis?

**Results**

During situation analysis there was no problem regarding involvement of health staff. However, the problems regarding gathering information were found as the data of health center was not kept group and not analyzed and evaluated, so that the health personnel could not identify the major problems of the Health Center.

5.2 What were the problems found during conducting the tour study?

**Results**

Three major problems were met during the study tour. They were: distance from work place to the study sites, the big size of group and short duration. This study tour scheduled one day for visiting two health centers of Samutprakhan province. This province is too far from Roi-et province, in addition there were too many of participants (35) so that the study in each site was too rushed. Thus, distance, an extended time and size of group should be considered.

### 5.3 What were the problems found during conducting the AIC process?

#### **Results**

The two major problems found during AIC training were an absence of a major facilitator and changing the training center. In this project, five facilitators were set for implementing the training; unfortunately, a major facilitator was not present during conducting AIC training. However, the four facilitators were sufficient and able to organize the training. Regarding changing the training sites, before the AIC training commenced, the Chaturapakpiman District Health Office meeting room was set for conducting the course. However, due to the limitation of budget as well as the difficulty of elderly participants in traveling to the district, the training site was changed to the Health Center meeting room, which is a small room.

#### **Evaluation Question No.6**

6. Did the AIC training follow the plan?

#### **Results**

The AIC training was carried out according to the plan, which is on 25 and 28 June 2000. There were 30 participants (100 %) involved in the course.

#### **Evaluation Question No.7**

7. Were the results of the project related to the objectives?

## **Results**

The general objectives of the project were improvement of quality of provided health services using participation of the community in terms of situation analysis, choosing solution methods, and making action plans. The results of the project were the community set three plan for improving quality of health services as follow; 1) environment development plan, 2) technique and services quality development plan and 3) health personnel's public relationship development plan. (See details in Chapter 2). This can be described as the results of the project related to the objectives.

### **Evaluation Question No.8**

8. What was the quality of results?

## **Results**

After the three health services development plans were implemented for six months, an evaluation of the project was performed. 375 clients were interviewed and three health staff performed self-evaluation for identification of satisfaction. The result showed that clients were satisfied with the services at a high level of more than 70 % in all activities. The health personnel were significantly satisfied by giving a score of 19.7 out of 20 score (at least score 14 standard was set). The details are shown in the table below.

**Table 3.3 : The clients satisfaction with health services and health staff before and after the health services development project.**

No	Item	Level of satisfaction %									
		before					after				
		high	fair	less	not satisfied	high	fair	less	not satisfied		
1.	Management of environment outside building is perfect	32.1	65.0	2.9	0	85.7	14.3	0	0		
2.	Building is clean, well organized, with fresh air and enough light	53.3	44.3	2.1	0.3	71.4	14.3	14.3	0		
3	Health personnel are polite and welcome clients	53.0	39.2	6.8	1.0	92.8	7.2	0	0		
4	Health personnel are clean and nicely dressed	73.6	25.1	1.0	0.3	100	0	0	0		
5	Health personnel had informed clients of steps of provided services	41.3	48.8	9.1	0.8	71.4	28.6	0	0		
6	Clients received services by order	48.8	44.9	4.9	1.4	78.6	21.4	0	0		
7	Clients received comfortable, and safe services, in an appropriate time	42.0	49.1	7.5	1.4	78.6	21.4	0	0		
8.	Examination rooms are private and safe	55.7	39.9	3.9	0.5	78.6	21.4	0	0		
9.	Medical tool are clean and well organized	54.0	43.6	1.5	0.9	78.6	14.4	0	0		
10	Health staff is interested in client's problems and responds with willingness	46.7	45.4	6.5	1.4	92.8	7.2	0	0		
11	Health staff provides information about cause, symptom, treatment and prevention of the problem	46.2	47.5	6.0	0.3	92.8	7.2	0	0		
12	Clients involved in selection of the services and treatment	35.0	51.0	13.0	1.0	71.4	28.6	0	0		
13.	Clients received services with warmness and politeness	44.7	46.2	6.5	2.6	92.8	7.2	0	0		

**Table 3.4 : Self-evaluation form of Health Personnel**

<b>Items</b>	<b>Yes</b>	<b>No</b>
<b>Knowledge and ability</b>		
1. You understand the policy, objectives and missions of your organization	3	-
2. You are able to generate the policy and concept of operating to colleagues	3	-
3. You have good knowledge regarding your jobs	3	-
4. You are able to provide consultation and advice to colleagues and the new staff	3	-
5. You have confidence and are able to apply health services knowledge to solve the clients' problem	3	-
6. You have sufficient ability to perform your jobs.	3	-
7. You understand the reason of providing health services and you explain the reason to the clients.	3	-
8. You can make suitable decisions for solving emergency problems in your organization.	3	-
<b>Working atmosphere in organization</b>		
9. You are involved in setting the plan in your organization.	3	-
10. There is a brain storming to solve the problem whenever the organization is facing a problem.	3	-
11. Your commander let you share your idea for developing the mission.	3	-
12. Your colleagues always share their knowledge and experience with you	3	-
13. Your colleagues that have different educational background participate or are involved in operating the mission.	3	-
14. You are always receiving advice and help from the commander.	3	-
15. Your organization has good working conditions.	3	-
16. You are happy to follow the rules of your organization.	3	-
17. You are supported in bringing new techniques for improving your jobs.	3	-
18. You are informed by your boss.	3	-
19. Your commander and colleagues accept your decision making to solve the problem.	3	-
20. Your colleagues always trust in you.	3	-
<b>Job development needs</b>		
21. You always ask yourself that " has the job been well done"	3	-
22. You think that the quality of health service depends on the participation of your colleague	3	-
23. You are willing to be involved in your job for improvement.	3	-
24. You willing to coordinate with other organizations for identifying problem solving	3	-
<b>Satisfactory</b>		
25. You are satisfied with your present jobs.	2	1
<b>Total obtained score</b>	<b>74</b>	<b>1</b>

Health staff performed self-evaluation six months after the implementation of the project. They evaluated their knowledge, ability, working condition, development needs and satisfaction with their performance. The result showed that they were confident of their knowledge and ability for developing the quality of health services. They were also satisfied with working atmosphere; in addition, they wanted to improve their jobs for better services. However, there was one health personnel not satisfied with his performance. In conclusion, the health staffs have done self-evaluation and they are satisfied with their performance by a score of 19.7 out of 20 (Standard 14 score). This score was calculated from the obtained score multiplied by 20 and divided by total score ( $74 \times 20 / 75$ ) (Nursing Division, 1995).

#### **Evaluation Question no.9**

9. What was the effect of the project?

#### **Results**

The project was carried out for six months during November 2000-April 2001. The three development plans 1) environment development plan, 2) technique and services quality development plan and 3) health personnel's public relationship development plan, were implemented. The short-term impact of the project can be seen by a 30.49 % increase of the clients in all activities when compared with the same period of the previous year. Details are in the table below.



**Table 3.5 : Comparing number of clients between November 1999 to April 2000 and November 2000 to April 2001**

<b>Period</b>	<b>Number of Visit of Client</b>
November 1999 to April 2000 (Before the Project was carried out)	4545
November 2000 to April 2001 (After the project was implemented)	5931
<b>% Change</b>	<b>+ 30.49</b>

#### **Evaluation Question No.10**

10. How many committees were responsible for the three action plans of the project?

#### **Results**

The participants set three committees to be responsible for the three action plans. They were the environment management committee, which consisted of eight village health volunteers, who live in the village not far from the health center, not more than two kilometers. They were responsible for cleaning of the health center every Saturday except during rainy season as they worked in their farms. The second committee is the technical and services development committee. The last committee is public relationship development. The last two committees were the responsibility of the

health staff, however they also have had community member involved in the committees.

### **Evaluation Question No.11**

11. Did the results achieve the expected outcomes? How did they achieve these outcomes?

### **Results**

The expected outcomes were that the health personnel would be able to plan quality of health services development with community involvement. The result of the study found that the community was involved in development of quality of health services by participating in AIC training and making the three action plans and working on their implementation.