Evaluation

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What is Evaluation?

"The systematic and logical process of gathering and analyzing selected information in order to make decisions about the quality, effectiveness, and/or outcomes of a program, function, or service."

How does evaluation apply to TR?

- Systemic/Logical process = data collection

- Selected Information = what is important to TR

- Quality, Effectiveness, and/or outcomes = main considerations in evaluation

What can be evaluated?

- Individual Client
  - Are their outcomes being met?
- Specific Activity
  - Is the activity helping clients meet their outcomes?
- Specific Program
  - Is the program helping clients meet their outcomes?
- Comprehensive Program
  - Are the professionals performing their job to provide a safe, comfortable, and supportive environment to help clients meet their outcomes?

Internal Evaluation   vs   External Evaluation

- Someone within agency is collecting and analyzing data
- Advantages:
  - Less expensive
  - Less time needed
  - May be more motivation for staff

- Someone from outside of agency
- Advantages:
  - Objective and broad perspective
- Disadvantages:
  - More expensive

Formative Evaluation   vs   Summative Evaluation

- Data is collected while activities and programs are happening
- Modify program as it is happening
- Daily or weekly meetings to adjust continuous programming
- May be during actual session or activity
- Adapting your program to clients IS formative evaluation

- Evaluation at the end of a program
- Data to compare programs with each other
- Data for the next time the session will take place
- Advantage of cost-benefit analysis
- Disadvantage of program being complete by the time data is collected

Steps for Evaluation

1. Plan
   a. Purpose, Goals, Priorities
2. Design
   a. Instrument, questions, sample size, sampling technique, data collection, data reduction, budget, results audience, reporting results
3. Implement
   a. Carryout design stage, gather data
4. Analyze Data
   a. Data reduction, presentation, release results
5. Apply Results

Accreditation Agencies

Ensure accountability of organizations through evaluation of meeting their standards.

- Joint Commision on Accreditation of Healthcare Organizations (JCAHO)
  - Ambulatory, behavioral health, assisted living, networks, home care, hospitals, critical access hospitals, long-term care, office-based surgery practice, laboratory services
- Rehabilitation Accreditation Commission (CARF)
  - Aging services, behavioral health, child and youth services, durable medical equipment, prosthetics, orthotics, and supplies, employment and community services, medical rehab, opioid treatment programs

Accreditation Agencies Continued...

- National Committee For Quality Assurance (NCQA)
  - Disease Management, Managed Behavioral Healthcare Organization, Managed Care Organization, New Health Plan, Preferred Provider Organization
- Centers for Medicare and Medicaid Services (CMS)
  - Hospitals that bill for Medicare and Medicaid recipients

What does evaluation look like at the NAC?

- Weekly meetings (Intern meeting, camp meeting, team meeting)
- Evaluation Forms after clinics or programs
- Progress Notes
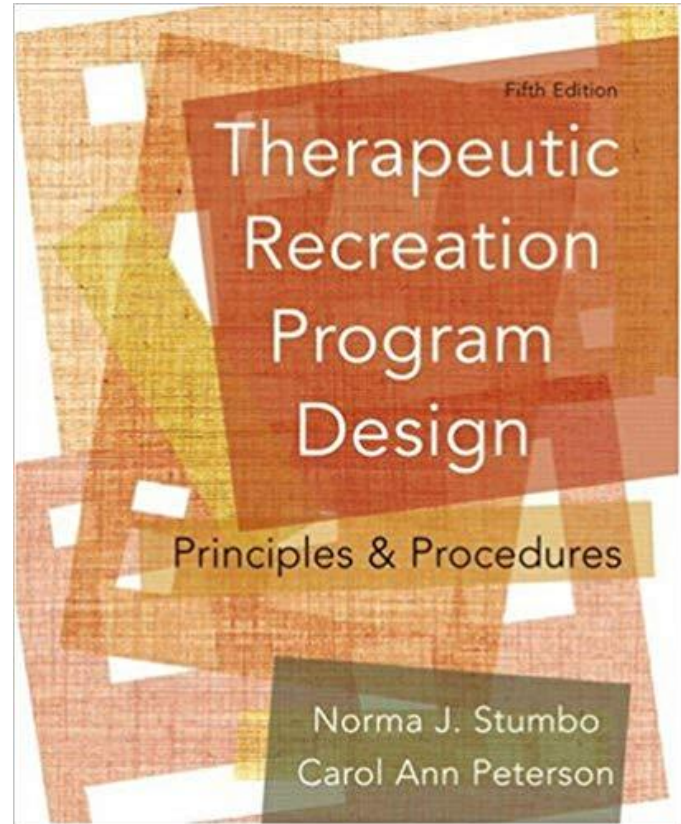- Participation sheets for groups

Any more ideas??

Questions?

References

The best book ever….

Chapter 12: Program and Client Evaluation

Stumbo, N. J., & Peterson, C. A. (2010). *Therapeutic recreation program design: Principles and procedures* (5th ed.). San Francisco, CA: Pearson Benjamin Cummings.