

Supporting quality public and patient engagement in health system organizations

Introducing the Public and Patient Engagement Evaluation Tool (PPEET)

Julia Abelson, PhD
Professor, Department of Clinical Epidemiology & Biostatistics
McMaster University

Geoff Wilson, MPA
Director, Public Engagement & Community Health Board Support
Nova Scotia Health Authority

On behalf of the PPEET Research-Practice Collaborative

IAP2 Webinar Presentation
May 12th, 2015



Background

- Public and patient engagement (PPE) practice has evolved considerably over last decade
- Emphasis on evaluation has lagged behind
- Few PPE evaluation tools of limited applicability to practitioner needs
 - rudimentary
 - overly complex; difficult to administer
- Our goal: To develop a common evaluation tool that can be used across a wide range of organizations to build a solid body of evidence to inform future improvements and organizational policy related to PPE

Collaborative approach to PPE Evaluation

- Pan-Canadian partnership of practitioners and researchers (est. in 2011)
- Supported by two McMaster-led research studies (funded by Canadian Institutes of Health Research)
- Representation from 7 provinces, 6 regional health authorities and 1 provincial health organization (engagement practitioners)

Aligning our work with IAP2 Core Values

- Those who are affected by the decision were involved in the decision-making process.
- The public's contribution influenced the decision.
- The involvement of those potentially affected by or interested in the decision was sought out and facilitated.
- Information provided to participants supported meaningful participation.
- Participants were informed about how their input affected the decision.
- Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision makers.
- Public participation seeks input from participants in designing how they participate.

Tool Development Methods

- Iterative, collaborative and consensus-based process to ensure relevance, acceptability and uptake in a wide range of organizations
- Three discrete phases:
 - Literature review
 - Tool development through research-practice collaboration
 - Usability testing

Phase 1: Literature Review

- Systematic collection and review of published & grey literature (frameworks, tools, surveys)
- Enriched by practice partners' knowledge of evaluation resources
- Results:
 - small but influential set of documents with consistent messages about principles of high-quality PPE
 - emphasis on single engagement events
 - focus on procedural aspects, rather than impacts
 - focus on assessment of user, client, citizen participation rather than sponsors or organizational leadership

Phase 2: Developing the Tool

- Key principles of 'quality' PPE
 - Integrity of design and process
 - Impact and influence
 - Participatory culture
 - Collaboration and common purpose
- Link principles to outcome measures, indicators and sample questions (modified Delphi process)
- Tailored tool to three end-user groups
 - participants, organization staff, leadership

Mapping PPE principles to outcomes

Example: Integrity of design and process

PPE Principle	Relevant PPE Outcomes	Indicator	Measurement tool / source of evidence		Sample questions drawn from evaluation documents collected
			Self-report	Directly observed	
Integrity of design & process	<p>Our PE activities incorporate the core elements of quality PE:</p> <ul style="list-style-type: none"> • clearly communicated objectives • independent, impartial facilitation • provision of relevant background information • responses to additional information needs • structured discussion • opportunity for a full range of views to be heard • reporting back to participants 	<p>Sample indicators (there are many!):</p> <ul style="list-style-type: none"> • % reporting that objectives of the PE process were clear • % reporting that the sponsoring organization explained how the input from the PE process was <i>intended</i> to be used • % reporting that the meeting was managed in a neutral way (e.g. facilitation, rights to speak, etc.) • % reporting that relevant information was provided to inform discussion • % reporting that participants were able to adequately share their views • documentation of the organization's use of PE input was communicated to all participants 	Participant evaluations	<p>Organizational documents (e.g., planning & recruitment materials, facilitator notes, presentation slides)</p> <p>Qualitative analysis of PPE activity records can assess these elements more objectively</p>	<p>Was the mandate of the panel clearly explained? Were the objectives of the meeting clearly explained?</p> <p>Did you receive enough information on the scope and purpose of this advisory committee? Did you understand your role and responsibilities on this committee?</p> <p>Did you understand what aspects of this work you can influence?</p> <p>Was the meeting managed in a neutral way (e.g. encouraged all to speak)? ; Are you able to express your views freely? Do you feel that your opinion matters and is understood?</p> <p>Did participation allow the public to give adequate feedback on the analyses, alternatives and decisions about a policy or public action? Did the public have the opportunity to develop alternatives?</p> <p>Did you feel you were able to contribute meaningfully to the meeting discussion?</p> <p>Is there sufficient time at meetings to understand and discuss the issues?</p> <p>Do you see how your committee's involvement has made a contribution to the work of the specific department? Did the research team clearly explain how the results of the meeting discussions will be used?</p>

Mapping PPE principles to outcomes

Example: Influence and impact

PPE Principle	Relevant PPE Outcomes	Indicator	Measurement tool / source of evidence		Sample questions drawn from evaluation documents collected
			<i>Self-report</i>	<i>Directly observed</i>	
Influence & Impact - tailor to: PE participants, Organization staff, Leadership, Community partners, PE practitioners	PE informs decision making and/or planning	<ul style="list-style-type: none"> PE input was presented as part of decision making/planning about... PE input was discussed in meetings related to decision making/planning about... PE was referred to in documents related to decision making/planning about... 	Participant, Council member surveys Staff/senior management surveys, interviews	Review of organizational documents	What are public perceptions of the influence of involvement activities on decision-making and priority-setting? Has the involvement of public members on this committee contributed to your department's work? If yes, please list some specific examples. If no or unsure, please tell us why Has there been any new information for you about community needs or perspectives as a result of having public members on this advisory committee? If yes, please list some specific examples. If no or unsure, please tell us why Do CE Officers respond to and appropriately refer the information needs of council in a timely manner To what extent were the CHAC reports valuable in providing the Board with community perspectives about the issues? To what extent did the CHAC reports provide information to assist in decision-making related to those issues explored by the Council?

Overview of Evaluation Questionnaires

Participant Evaluation

- Participant assessments of key features of engagement activity + perceptions of impact
- Administered to a broad range of individuals including service users, citizens, community representatives and other stakeholders
- Optional set of demographic questions

Public and Patient Engagement Evaluation Tool (PPEET) Participant Evaluation Questionnaire

TITLE OF ENGAGEMENT ACTIVITY: _____

INSTRUCTIONS:

- We are interested in your feedback about the engagement activity that you recently participated in [optional: insert description and objectives of engagement activity as a memory prompt for respondents]
- The questionnaire is composed of several statements. Please indicate your level of agreement with each statement and check only one box for each statement.
- Please provide additional feedback in the comment boxes provided throughout the questionnaire.
- All information you provide will remain confidential.
- Thank you very much for your participation!

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The purpose of the activity was clearly explained.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The supports I needed to participate were available (e.g., travel, child care, etc).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had enough information to contribute to the topic being discussed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to express my views freely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that my views were heard.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A wide range of views on the topic was expressed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that the input provided through this activity will be considered by the organizers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activity achieved its stated objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand how the input from this activity will be used.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think this activity will make a difference.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a result of my participation in this activity, I am better informed about [administering organization to insert relevant term here, e.g., PPE issue, organization, health system, other topic of focus].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do not use or reproduce without author's permission.

Project Evaluation

- Assesses the planning, execution and impact of the engagement activity following completion
- Completed by those most directly involved in the engagement activity (+ external partners)
- Evaluation dimensions:
 - Integrity of design and process
 - Influence and impact
 - Collaboration and common purpose



Public and Patient Engagement Evaluation Tool (PPEET)

Project Evaluation Questionnaire

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The project plan indicated how PPE input would be used.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The project plan included a clearly detailed process for communicating with participants about PPE input would used.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All communications with participants throughout the engagement activity were well executed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do not use or reproduce without author's permission.

Please describe how the participant input summary report that was prepared was used and shared with participants. If no summary report was prepared, is there a plan to do so? If not, explain why.



Public and Patient Engagement Evaluation Tool (PPEET) Project Evaluation Questionnaire

Please describe what impact or influence the PPE input had on any decisions made within the organization (and list relevant sources of evidence). If the input did not have any impact or influence, explain why you think this was the case.

C. Collaboration and common purpose

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
We were able to identify shared goals with other organizations through the PPE activity initiated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We were able to achieve these shared goals through the PPE activity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a result of our involvement in this initiative, our organization has developed a greater trust in other organizations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a result of our involvement in this initiative, our organization has a greater intention to collaborate with other organizations in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do not use or reproduce without author's permission.

Organization Evaluation

- Assesses the organization's PPE capacity and culture over time
- Aimed at senior leadership within organizations (Board members, executive team, managers, senior project leads)
- Evaluation dimensions:
 - Participatory culture (policies & practices)
 - Influence and impact
 - Collaboration and common purpose



Public and Patient Engagement Evaluation Tool (PPEET) Organization Questionnaire

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
A commitment to PPE values and principles is found in key organizational documents (e.g., mission and vision, strategy, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A commitment to PPE values and principles is demonstrated through the structure of the organization (e.g., dedicated PE leadership positions).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The organization actively participates with provincial/national/international PPE organizations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PPE is articulated in job descriptions for staff who are leading and supporting these activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comprehensive PPE training and materials are available to support staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have adequate training in PPE to support me in my role.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do not use or reproduce without author's permission.

Phase 3: Usability testing and revisions

- Usability of questionnaires was tested in two health regions
- Over 250 questionnaires administered to members of each of the three user groups
- Feedback was sought on: structure, layout, comprehensibility, ease of use, utility

Patient and Public Engagement Participant Questionnaire	
Respondents: 25	Status: Open
Launched Date: 09/27/2013	Closed Date: 11/01/2013
12. Identify one way in which this questionnaire be improved.	
1.	I thought it most worthwhile - no additional comments
2.	<i>[No Answer Entered]</i>
3.	Shorter is always nicer, but I know that is not always possible as I understand this is already reasonably short. However, it looked like a lot of questions at first glance.
4.	tied to a specific piece of work,
5.	Maybe a little more room for comments.
6.	The questions relating to being "heard" are not clear and I feel these could be interpreted differently by different people. Being listened to, or having your opinions taken into consideration are different from being "heard". There is one question asking about 'objectives' - it says (see above), but the above stated question refers to the 'purpose'.

How this tool can be used in your organization

- To inform current and future PPE organizational practices
- To inform organizational policy review
- As a framework for new PPE policies and practice
- As an accountability tool

Where we are now

- Three evaluation questionnaires ready to be used and further tested in organizations across the country
- Aiming to launch in early June
- Peer-reviewed publication forthcoming
- Seeking opportunities to collaborate with organizations

References & Acknowledgements

COPYRIGHT AND REPRODUCTION

This document is the product of a Canadian collaboration of researchers and public and patient engagement practitioners

It may be reproduced and used for educational purposes and for use in public sector organizations.

It may not be used for commercial purposes or product marketing.

Translations of the PPEET tools may be undertaken in consultation with the leadership of the PPEET research-practice collaborative

The PPEET instruments are generic tools designed primarily to help organizations assess their engagement activities.

The authors do not take responsibility for the improper use of the PPEET instruments.

© The PPEET Research-Practice Collaborative, May 2014.

SUGGESTED CITATION:

Abelson J, Wilson G, Schneider C and Shields K on behalf of PPEET Research-Practice Collaborative

FUNDING: The development of the PPEET instruments was primarily supported by two grants from the Canadian Institutes of Health Research



We are also grateful to the direct and in-kind support provided by the following organizations:

Ontario Ministry of Health and Long-Term Care
Centre for Health Economics and Policy Analysis, McMaster University
Alberta Health Services
Alberta Heritage Foundation for Medical Research Endowment Fund
Nova Scotia Health Research Foundation
Capital District Health Authority
New Brunswick Health Council
North West Local Health Integration Network
Saskatoon Health Region
Vancouver Coastal Health
Winnipeg Regional Health Authority

FOR FURTHER INFORMATION ABOUT THE PPEET Research-Practice Collaborative

CONTACT: abelsonj@mcmaster.ca