

Evaluation Plan – EXAMPLE

**Description of Problem**

Patients are not receiving frequent enough follow-up for their “disease” care, resulting in an increase in urgent readmission to the hospital.

**Description of the Change/Intervention/Program**

The intervention: Begin a telehealth nurse visit program for patients at my clinic who have a diagnosis of “x” or are at risk for “X.”

Measures:

1. Write at least one outcome measure.

Outcome measure	Questions to consider	How will data be collected? Who will collect the data?	Type of analysis	Target
1. Decrease in the number of patients being urgently readmitted for diagnosis “X”	What are the other factors contributing to these patients being readmitted?	The project lead will collect the data from the case management department staff.	Quantitative	There will be a 20% decrease in urgent readmissions within 6 months of program start.

2. Write three process measures.

Process measures	Questions to consider	How will data be collected? Who will collect the data?	Type of analysis	Target
1. Determine provider support through either electronic survey or presentation and Q&A at provider staff meeting.	Which method of collecting this information will be most effective given current circumstances?	The project lead will be responsible for collecting the data from the providers.	Survey – quantitative	Provider support will be obtained within 60 days.
2. Determine specific unit to implement program.	With the current staff shortages, is there another way to fill this need?	The project lead will coordinate with the administrative sponsor.	Quantitative	Specific unit will be determined within 3 months of approval.
3. Educate staff on the program and their responsibilities.	What is the best method to provide the education?	Attendance at the training session will be monitored by the project lead.	Quantitative	100% staff will be educated within 30 days of hire/start.

4. Write one balance measure.

Balance measure	Questions to consider	How will data be collected? Who will collect the data?	Type of analysis	Target
1. Patients may decrease their usual primary care visits to rely on this telehealth visit.	What are additional ways to monitor for this?	The telehealth staff program will talk with the patients and ask if they are attending their appointments.	Quantitative	No change in the rate of patient primary care provider visits.

5. Write one impact measure.

Impact measure	Questions to consider	When and How to collect the data and from whom	Type of Analysis	Target
1. The hospital will have improved financials due to less lost revenue from the readmissions.	What other things might be affecting the financials related to this patient population admissions?	The project lead will collect the information from the finance director.	Quantitative	There will be 10% less lost revenue from the readmissions within 9–12 months of project launch.

**Communication Plan: Answer each question; you may use bullet points.**

1. *Who are the stakeholders to whom you need to communicate the results?*
  - a. Providers
  - b. Patients
  - c. Administrators
  - d. Telehealth program staff
  
2. *What do you need to communicate to the stakeholders?*
  - a. If the program is seeing good results, then:
    - i. The providers need to know if the program is improving the readmission rates and patient outcomes.
    - ii. Patients need to know that participation in the program can help them improve their outcome.
    - iii. Administrators also need to know how effective the program is as well as patient satisfaction with the program.
    - iv. Telehealth staff need to know that the work they are doing is effective.
  - b. If the program needs changes, then all the providers and administrators need to be made aware of this and what is needed to make further improvements. Staff need to know as well.
  
3. *When do you need to communicate?*

- a. Updates should be communicated regularly based on stakeholder preference. Providers may want a quarterly update, whereas administrators may want monthly. Staff may require weekly updates to help with sustaining positive workflow behaviors and implementation. Patients may be updated if there are changes that pertain to their care.

4. *How will you communicate the results?*

- a. Results will be communicated via presentation at the leadership meeting. A written executive summary will be provided to the providers, unless they request a presentation at one of their meetings. Staff will have verbal communication during staff huddles/meetings and written communication via email.