

SEVEN STEPS TOWARDS A STANDARD EVALUATION APPROACH ACROSS BC RENAL PROVINCIAL INITIATIVES

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Introduction

Initiatives across BC Renal have not had a formal standard approach for evaluation, which has resulted in inconsistencies in how evaluation is conducted.

Formal evaluation frameworks can improve project development, reduce redundancies, improve efficiencies and reduce costs.

Key considerations for the development of a standard approach to evaluation included:

- Ensuring development is collaborative to promote buy-in and uptake
- Ensuring it is adaptable and iterative to align with the needs and requirements of each individual initiative
- Embedding within a standardized project management approach to support consistent evaluation from project initiation through to sustainability

Objective

To develop and implement a standard approach to project planning and evaluation for BC Renal that is practical and can be easily adapted and applied to new initiatives by BC Renal stakeholders across the province.

Methods

A project manager was assigned to develop a project approach and a detailed work plan. The approach to the project included the following key components:

1. A **current state review** was conducted of evaluation methods and processes in and outside of BC Renal inclusive of an environmental scan and key stakeholder consultations.
2. An **evaluation project advisory group** was established with members from BC Renal executive team and staff as well as provincial committee representation to review key findings and inform development of the framework and the implementation approach.
3. **Tools and templates** were created to promote uptake.
4. A **dissemination plan to targeted stakeholders** within BC Renal and the health authority renal programs was developed and implemented.

Results

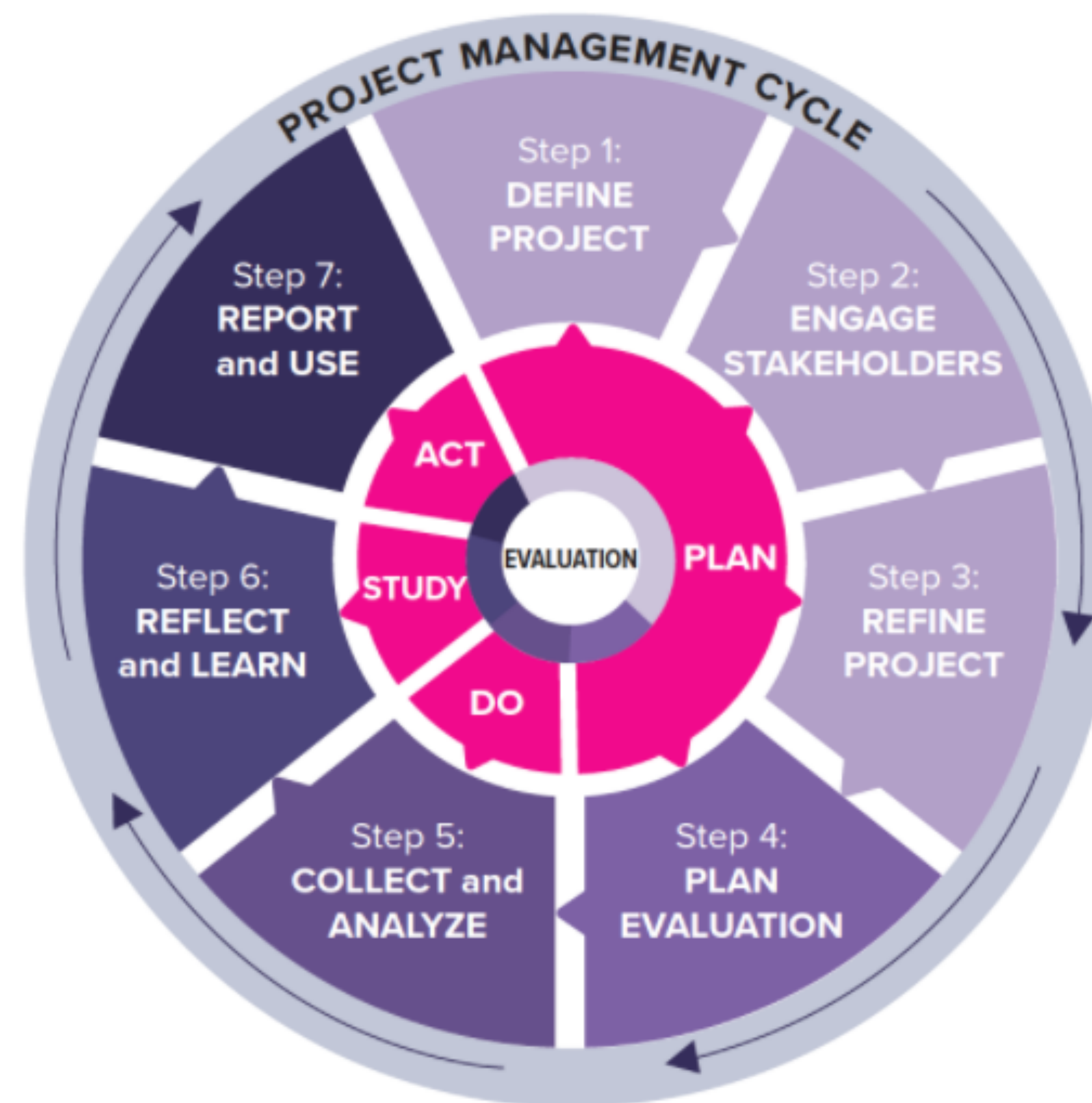
Current state summary report with the following key findings:

- Planning is key
- Approach should be practical/simple to ensure use
- Availability of knowledge/expertise in evaluation

Project advisory group of ten key stakeholders across the province including two patient partners

7-step process for project planning and evaluation that aligns with quality improvement processes and is embedded in the project life cycle

- **Steps 1 through 3** focus on overall project planning with consideration of evaluation.
- **Step 4** delves into evaluation planning once the project has been defined with key stakeholder input.
- **Steps 5 through 7** focus on implementation as well as use and communication of evaluation results.



Resources including a guide to project planning and evaluation and a companion quick reference guide to support use of the 7-step process

Results

Tools and templates to help simplify and support use of the 7-step process,:

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| <ul style="list-style-type: none"> • Project review process • Committee project proposal • Project charter • Driver diagram • Project plan | <ul style="list-style-type: none"> • Evaluation framework • Evaluation plan • Communication plan • Dissemination plan |
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All resources and tools/templates are available on the BC Renal website:

<http://www.bcrenalagency.ca/health-professionals/professional-resources/project-planning-evaluation>

Virtual workshops with a total of **37 participants** to educate key stakeholders on the 7-step process and provide a case study example of use

A pre workshop **survey** to assess BC Renal stakeholder knowledge and comfort level with project planning and evaluation highlighted **key strengths and opportunities** as follows:

Key Strengths

- All roles understand the value and purpose of project planning and evaluation
- Provincial committee chairs and project managers indicate strong knowledge and comfort with project planning, are aware of project evaluation methodology, have sufficient knowledge to develop an evaluation plan
- Leadership has a strong awareness of project methodology

Key Opportunities

- More education to address the lack of awareness and knowledge around project planning and evaluation for key individuals and groups (e.g. administrative coordinators, analytics, health authority renal program administrators)
- More knowledgeable resources/expertise available to support individuals and groups across BC Renal with project planning and evaluation

Conclusions

This organization-wide change management initiative is on track with addressing the gaps in knowledge and comfort with project planning and evaluation across BC Renal by providing a standard approach to project planning and evaluation, tools and templates and focused workshops to key stakeholders. However, the availability of knowledgeable resources and expertise to support project planning and evaluation is an ongoing consideration.

A follow-up workshop will be conducted in 2021 along with a post education survey and sustainability assessment. The results will help guide us to understand whether gaps have been addressed and if any further processes are required to operationalize the 7-step process.