

Facility Engagement Evaluation Summary

INTRODUCTION

A team of researchers has come together to evaluate the Facility Engagement Initiative and the implementation of the Memorandum of Understanding on Regional and Local Engagement (MOU). Negotiated as part of the 2014 Physician Master Agreement, the initiative is designed to give facility-based physicians in BC a more meaningful voice in health authority and site decisions and improvements that relate to patient care and their working environment. Ultimately, the goal is to improve the health care system and patient care. The UBC **Facility Engagement Evaluation Team** will assess the process, outcomes, and cost relative to benefits of the Facility Engagement Initiative at the provincial level.

THE PROVINCIAL EVALUATION TEAM

This team's two co-principal investigators are Drs Chris Lovato, evaluation expert, and Craig Mitton, health economist, both from the School of Population and Public Health, Faculty of Medicine at UBC. They are joined by a co-investigator, Dr Jean-Louis Denis, professor and Canada Research Chair on Transformation and Governance of Health Organizations and Systems, School of Public Health, University of Montréal. Three research staff are assisting: Neale Smith, Graham Shaw, and Asif Khawaja.

Key decisions about the evaluation plan are being made collaboratively using a participatory approach. The evaluation team has established regular communications with the Facility Engagement provincial team through a joint Evaluation Management Committee. An Evaluation Advisory Committee made up of physicians, Doctors of BC staff, health authority, and Ministry of Health representatives provides input and advice. The team will seek additional input from the Health Authority Facility Engagement Working Group and a physician panel drawn from active facilities.

THE PURPOSE AND USE

The provincial evaluation will gather evidence to understand and measure the success of activities that engage physicians in health care administration decision making. It will also provide real-time feedback about the implementation of the initiative, which can be used for immediate improvements and for purposes of accountability to all stakeholders. The evaluation will address three areas:

1. The development of physician engagement at the system level including the evolution of relations between local organizations representing facility-based physicians, health authorities, Doctors of BC, and the Ministry of Health.
2. The implementation and outcomes of site-specific initiatives funded by Facility Engagement.
3. The cost relative to the benefit of the overall initiative.

APPROACH

The evaluation will use both quantitative and qualitative methods in two stages:

- Stage 1: development of infrastructure in readiness for facilities to receive full funding.
- Stage 2: implementation and outcomes, including approximately 10 case studies from a cross-section of facilities selected in consultation with the Evaluation Advisory Committee.

HOW YOU CAN HELP

The evaluation team will connect with physicians, health authority leaders, and other stakeholders.

All sites:

- The Medical Staff Association president (or designate) and the local senior health authority leadership will be asked for a telephone or face-to-face interview once the facility has received its full funding, and before March 31, 2019.
- All physicians who contribute to an engagement activity and make sessional claims for their time will receive brief online surveys at various times during the course of the initiative, through the Facility Engagement Management System (FEMS).
- All physicians who are members of Doctors of BC will receive the member survey (conducted through Accreditation Canada) in 2017 and 2018, from which data will be used in the evaluation.
- The evaluation will also involve interviews with Facility Engagement liaisons, senior health authority executives, SSC and Doctors of BC leadership, and Ministry of Health representatives.

In addition documents such as reports, planning documents, meeting minutes, and information from FEMS will be reviewed by the evaluation team. .

Case study sites in addition to the above:

- Members of physician society executives and members of Working Groups will be invited to take part in interviews or focus groups at two points in time.
- Health authority leaders with site responsibility will be asked to take part in an interview or focus group during each year of Facility Engagement at the sites.
- All site-based physicians and managers will receive a survey that measures engagement at the beginning of the case study evaluation, and again before March 31, 2019.

TIMELINES

JUL – DEC 2016	JAN – JUN 2017	JUL – DEC 2017	JAN – JUN 2018	JUL – DEC 2018	JAN – APR 2019
PLANNING/ PILOT TESTING	STAGE I		STAGE II		REPORTING/ DISSEMINATION
<ul style="list-style-type: none"> – Preparing data collection tools – Ethics approval – Pilot testing 	<ul style="list-style-type: none"> – Interviews with physicians or MSA chairperson – Retrospective survey for each claimant within FEMS – Document review – Case studies: review of planning and reporting documents 		<ul style="list-style-type: none"> – Interviews with MSA chairperson – Ongoing FEMS data collection – Document review – Case studies: interviews and focus groups with physicians – Site visits – Annual interviews with health authority administrators 		

REPORTS

The UBC Facility Engagement Evaluation Team will produce an interim report in January 2018, a final report in April 2019, and informal reports at key points throughout the initiative.



STUDY CONTACTS

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