identify potential solutions

since the cqi team determined that logic models were the best approach to planning and determining program outcomes, the team created a logic model to outline the proposed plan of action.


define

• a rapid cycle improvement (rci) process was completed with one program in chp.
  ⇒ the rci was completed with the coordinated school health (csh) program. the csh staff completed the online training, logic model worksheet and logic models for two programs, tracked time and provided feedback on the questionnaire. the time frame for this was 1-month and feedback provided influenced the roll out to all chp staff

• a larger scale pilot was then rolled out within the entire chp division:
  ⇒ materials given:
    • cqi evaluation process
    • logic model and worksheet templates
    • logic model time use record
    • logic model definitions
    • writing outcomes handout
  ⇒ timeline:
    • email from chp division director for logic model training– january 13, 2011
    • online logic model training completed– january 31, 2011
    • email from chp division director explaining the process– february 7, 2011
    • complete logic models and accompanying handouts for all programs in each unit (submit to supervisor for review)
    • track time to complete logic models and handouts– march 31, 2011
    • complete follow up survey– april 15, 2011

improvement theory

if we implement the use of logic models in all chp units for program planning, then we will see more consistent and measurable evaluation outcomes.

2011 assessment of program outcomes within chp logic models

10.0% 20.0% 30.0% 40.0% 50.0% 60.0% 70.0% 80.0% 90.0% 100.0%
Yes No Total Answered Total Skipped
42.3% (10) 16.7% (2) 12 0

results of the pilot (cont.)

a 15-question survey was administered to chp program staff and management requesting their assessment of the logic model process that had recently been incorporated into the program planning process for fy 2011-2012.

the survey was administered via survey monkey. program staff and management received an email requesting them to complete the survey by a given deadline. of the staff that completed the survey, 9 were program staff, 2 were management, and 1 chose not to answer. the survey response rate was 85.71%; 12 out of 14 staff completed the survey.

question 4: how beneficial was the online logic model training? (1=not benefit to 5=very beneficial)

83.3% (10) 16.7% (2)

question 12: did the implementation of the logic model process help you or your staff to effectively plan in evaluation to your work plan?

66.9% 48.0%

question 13: do you feel that implementation of the logic models caused the evaluation measures you or your staff wrote into program plans to be more outcome-based when compared with last year’s evaluation measures?

83.3%

recommendations

• continued use of logic models in program planning by incorporating their use within the program planning process.
• division employees need continued education on the use of logic models and outcome evaluation. additional education about the logic model process should take place by the end of december 2011.
• assessment of program objectives within logic models to be completed to determine if objectives are both smart and outcome-based. the baseline assessment has been completed. a post-assessment will need to be conducted upon completion of the program planning for fy 2012-2013.
• a follow-up survey to be conducted upon the completion of the program planning for fy 2012-2013.
• managers should keep staff accountable for trainings and completion of logic models per the mid-year and end-of-the-year evaluation process.

future plans

• the division director approved the written logic model process, including timeline, and it was added to the revised chp procedure manual.
  ⇒ division staff will receive continued logic model education by 12/31/2011;
  ⇒ objectives will be reviewed to ensure that they are both smart and outcome-based upon completion of fy 12-13 program planning;
  ⇒ a follow-up survey will be conducted upon completion of fy 12-13 program planning;
  ⇒ managers will hold staff accountable for logic models and training through a minimum of mid-year and end-of-year evaluations; and
  ⇒ managers will promote staff buy-in to the logic model process.
• a review of the logic model process will be performed after division re-structuring is complete.
• the cqi team will continue to track the progress of the logic model process.

the committee interviewed staff and found that some staff were using logic models to plan their program activities and determine how to measure outcomes. other models of program planning and outcome measurement were explored. the committee decided that logic models were the best model to use.