

## HCH Evaluation quick guide

### Overview of the evaluation

#### Primary data collection:

- >> Practice surveys including results of HCH-A Tool
- >> Practice staff surveys
- >> Patient surveys
- >> Case studies:
  - 12 locations and 20 practices
  - Interviews/focus groups

#### Secondary data collection:

- >> Extracts from practice management systems
- >> MBS, PBS, hospital (including emergency department), aged care data for HCH patients and match comparison group

### Four rounds of data collection



### Practice contributions to evaluation

1. Providing **basic details about patients** enrolling in the HCH program to enable patients to be invited for surveys.
2. Complete **practice surveys**.
3. Individual practice staff complete surveys.
4. Making available extracts of **data from practice management systems**.
5. Record **activities** undertaken with HCH patients.
6. **Review data** for a sample of patients.

Practices participating in case studies: participate in interviews/focus groups. These will be held in Round 2 and Round 4.

### Research ethics

The HCH evaluation has been approved by the Department of Health Human Research Ethics Committee (reference Project 04-2017 – Health Care Home Program, Part A: National Evaluation).

### 1. Basic details of HCH patients

- >> Contact details will enable the evaluators to invite patients to participate in surveys, interviews, and focus groups
- >> Patients details should be entered into the evaluation online secure application
- >> Details should be entered as patients are enrolled (or soon after) as surveys will be undertaken soon after enrolment.
- >> Patient details in the application should be reviewed in September-October 2019 prior to follow-up surveys



### 2. Practice surveys

- >> Include characteristics of practices, clinical processes relevant to the HCH program and assessment of program outcomes.
- >> Will need to be coordinated by a staff member in the practice, such as a practice manager, but may require input from others.
- >> Includes the results of applying the HCH-A Tool.



### 3. Staff surveys

- >> A sample of staff.
- >> A range of disciplines and roles.
- >> Staff surveys take around 15-20 minutes.
- >> Surveys can be accessed through the evaluation online application.



### 4. Practice data extracts

- >> Will build on PHN arrangements for data extracts.
- >> Includes HCH patients as well as all other patients of the practice. Will allow evaluators to understand practice populations and characteristics of HCH patients compared with other patients.
- >> HCH patients can be flagged in the practice extract software.
- >> Extract process is automated.
- >> Once processed, evaluation data will be held in the Secure Unified Research Environment (SURE) at the SAX Institute. SURE has strong security controls to protect the privacy and confidentiality of data.



### 5. Record activities for HCH patients

- >> The Australian Association of Practice Management (AAPM) has developed guidelines on how to do this. See: [www.aapm.org.au/healthcarehomes](http://www.aapm.org.au/healthcarehomes)

### 6. Review data for sample of patients

- >> Review measures derived from practice data for 20 patients.
- >> Purpose is to validate the quality of the data for the evaluation.
- >> Small number of additional data items not available from practice extracts will also be collected.

