

# 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

## Five 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 was approved by the Department of Health Human Research Ethics Committee (reference Project 04-2017 – Health Care Home Program, Part A: National Evaluation). In September 2018, ethical oversight of the study was transferred to the ACT Health HREC (ref 2018.ETH.00 141).

## 1. Basic details of HCH patients

- >> Contact details will enable patients to be invited to participate in surveys, interviews, and focus groups.
- >> Patients details should be entered into the evaluation online secure application.
- >> Patient details in the application should be reviewed in October 2019 and October 2020 prior to follow-up surveys. This is especially important to ensure that patients who have withdrawn or died are not followed up and that the surveyors have the correct contact de-



## 2. Practice surveys

- >> Include characteristics of practices, clinical processes relevant to the HCH program and assessment of program outcomes.
- >> To be coordinated by a staff member in the practice, but will need input from others.



## 3. Staff surveys

- >> A sample of staff.
- >> A range of disciplines and roles.
- >> Staff surveys take around 15-20 minutes.
- >> Surveys accessed online.



## 4. Practice data extracts

- >> Build on PHN arrangements for data extracts.
- >> 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 to validate data from practice extracts.
- >> Small number of additional data items not available from practice extracts will also be collected.

