

VIP EVALUATION INFORMATION PACK 2020

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1. 2020 VIP Evaluation

Given the variable impact of COVID-19 on VIP service delivery across DHBs the purpose of the 2020 VIP Evaluation is to **support programme recovery**. Evaluation procedures are based on a philosophy of supporting programme leaders in building a culture of improvement. As such, usual audit activities have been reduced to ease measurement burden for VIP coordinators. The deadline for submitting evaluation work has also been adjusted.

The 2020 VIP Evaluation will focus on **building Quality Improvement capability**. Evaluators will support VIP Coordinators in auditing the Delphi tool quality improvement domain during site visits at DHBs. Evaluators will also support Coordinators to conduct two PDSA cycles over the evaluation period.

To **capture the impact of COVID-19** on VIP service delivery, snapshot audit data will be requested from three services only (see Table 2). To contextualise snapshot data, DHB VIP teams will be invited to participate in focus group interviews to share how their programme is impacted by COVID-19, their innovations and how they are recovering.

The 2020 evaluation will answer the following research questions:

1. How are New Zealand District Health Boards performing in terms of VIP quality improvement?
2. How did the eligible population and VIP service delivery change during the snapshot period and COVID-19 pandemic response in the following three services?
3. How did the COVID-19 health emergency impact the VIP programme?
4. What system learning was generated by implementing the Model for Improvement?

2. DHB Evaluation Activities

The VIP evaluation provides the opportunity for DHBs to build competence in family violence service delivery as well as measure progress over time. It is an opportunity to identify programme strengths and opportunities. Processes are guided by a philosophy of supporting programme leaders in building a culture of improvement. The evaluation project is approved by the Multi-region Ethics Committee (AKY/03/09/218/AM10) with annual updates. The 2020 VIP evaluation includes four activities outlined in Table 1 below. This information pack includes details for each activity.

Table 1: 2020 VIP evaluation activities

Evaluation activity:	Audit period	Tool	How to submit	Due by:
Submit audit of Delphi <u>Quality Improvement domain only</u>	1 July 2019 – 30 June 2020	Revised Delphi audit tool (excel)	Email completed tool to vip-eval@aut.ac.nz	30 September 2020
Submit snapshot clinical audit data (<u>three services only</u>)	1 April 2020 – 30 June 2020	VIP Snapshot website	Complete snapshot online	30 October 2020
Submit two PDSA cycles	Ongoing	PDSA worksheets	Email worksheets to Arlene Advani	<i>Plans:</i> 30 November 2020 <i>Completed cycle due:</i> 30 March 2021
Participate in COVID-19 impact focus group or interview (optional)	1 July 2019 – 30 June 2020	n/a	n/a	30 March 2021
Please contact vip-eval@aut.ac.nz or Jane Koziol-McLain to request an extension.				

3. Evaluation reporting and feedback

Feedback and evaluation reporting to DHBs will occur as follows:

- The Ministry expect that the Delphi and Snapshot audit findings, submitted to AUT, will be referenced in the DHB Performance Monitoring Report to the Ministry.
- Individual DHB Snapshot and Delphi audit reports provided by auditors will be kept confidential between the DHB and MOH VIP team. DHBs that achieve the evaluation target levels for each service will be named in the national report.
- COVID-19 impact interview data will be kept confidential by the VIP evaluators. No identifying personal or organisational information will be used in any reporting of the data.
- Evaluators are available to attend regional FVIC meetings if required to present and discuss evaluation processes or findings.
- A summary of the findings will be presented at the National Network of Violence Intervention Programme Coordinators meeting and included in a national report.

4. Support for your evaluation

Evaluation support is available through various means. Regional family violence intervention coordinators should be your first point of contact. Evaluation documents including templates and past reports are available at www.aut.ac.nz/vipevaluation. Please also feel free to get help from the evaluation team:

- **Arlene Advani** for queries on submitting the evaluation forms or accessing the Snapshot website.
- **Nathan Henry** is our data manager. He will follow up should there be any issues with data entry. He will be working limited hours on the project.
- For concerns regarding the process or conduct of the audit please contact **Jane Koziol-McLain** (Principle Investigator) or the Ministry of Health Portfolio Manager **Helen Fraser** on (07) 929 3647; Helen.Fraser@moh.govt.nz.
- Please send general email queries to vip-eval@aut.ac.nz

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5. VIP evaluation plan

To support programme recovery following the COVID-19 pandemic, it is strongly recommended a full VIP evaluation plan is considered. This includes planning the evaluation, conducting it, analysing (or studying) the results and acting on the findings. A VIP evaluation plan should include collaboration with the DHB VIP portfolio manager, steering group (including Quality & Risk and Māori Health Unit)

and VIP Coordinators. Access the **2019 VIP Evaluation Information Pack** at www.aut.ac.nz/vipevaluation for support on developing a full VIP Evaluation Plan.

6. VIP Delphi audit

The VIP Delphi tool measures health infrastructure indicators that support a consistent and quality response to violence within families or whānau. It provides an external standardised evaluation and enables DHBs to benchmark themselves against each other and best practice over time.

In 2020, only the Quality Improvement domain is expected to be submitted. Update your VIP Delphi audit tool for the one-year period 1 July 2019 to 30 June 2020 (make sure to rename the file). Refer to measurement notes regarding requirements for each item.

Access the **2019 VIP Evaluation Information Pack** at www.aut.ac.nz/vipevaluation for support on how to use the tool, gather evidence and access measurement notes.

Delphi items one and eight in the quality improvement domain are required to be completed by the most senior manager responsible for the VIP programme (e.g. the VIP Sponsor). This is because they are more likely to have access to the evidence required and items concern senior management support and leadership for the programme. Collate supporting evidence to support your DHB response.

Please email Delphi audit tool with completed Quality Improvement domain to vip-eval@aut.ac.nz by **30 September 2020**.

7. VIP Snapshot

The VIP Snapshot provides measurement data of DHB VIP intimate partner violence (IPV) and child abuse and neglect (CAN) assessment and intervention in selected services. Advise your Quality Manager, Clinical Records or technology (intelligence) support of the audit requirements for each service. Access the **2019 VIP Evaluation Information Pack** at www.aut.ac.nz/vipevaluation for support on how to conduct Snapshot audits.

In 2020, a snapshot audit is required in only three services for the audit period 1 April to 30 June:

Intimate Partner Violence (IPV):

1. Emergency Department
2. Community Mental Health

Child Abuse and Neglect (CAN):

3. Emergency Department

Identify the eligible population and draw a retrospective random sample of 25 patient health records from the. **See Error! Reference source not found. for service specific information.** Audit main DHB sites only; do not include satellite sites.

Please upload Snapshot data to <https://vipsnapshot.aut.ac.nz> by **30 October 2020**

Table 2: 2020 VIP Snapshot service specific information

Service	Specifications
Intimate partner violence: Emergency department	Eligibility criteria: Visits by women aged 16 years and over who presented to ED during the audit period.
Intimate partner violence: Community Mental Health	<p>Service definition: General adult community mental health services. This includes Kaupapa Māori, community, adult, non-residential mental health services. Excluded are mental health residential services and mental health specialist services such as Community Adolescent Mental Health, Maternal Mental Health, Crisis Team and CAT (Crisis Assessment and Treatment).</p> <p>Eligibility criteria: All new women clients (seen for the first time by the service) and previous woman clients (who have been discharged from and re-referred to the service (as if they were a new client)), aged 16 years and over who presented to the adult general Community Mental Health Service and Kaupapa Māori Community Mental Health Services during the audit period.</p> <p>Sampling: If fewer than 25 new clients during the 3- month audit period, include them all in the audit.</p> <p>Record review: For randomly selected clients, record review to be conducted for the index visit and up to two subsequent visits if occurring within two months of the initial index visit. (For example, if client seen in April, review may extend through June; if client seen in June, review may extend through August).</p>
Child Abuse and Neglect: Emergency department	Eligibility criteria: Visits by children aged under 2 years who presented to the ED for any reason during the audit period.
For detail about individual indicators refer to 2019 VIP Evaluation Information Pack available at www.aut.ac.nz/vipevaluation	

8. PDSA (Plan-Do-Study-Act)

VIP supports a culture of learning to increase the consistency and quality of service delivery. Framed within the Model for Improvement, Plan-Do-Study-Act (PDSA) cycles provide the mechanism to test and build upon small changes. PDSA worksheets were included in the 2020 evaluation communication to VIP Coordinators. A copy is included at the end of this document (Appendix A).

In 2020, two completed PDSA cycles are required. Please submit PDSA ‘Plans’ to VIP Evaluators for feedback before completing the ‘Do-Study-Act’ phases. Information on how to conduct PDSA cycles and learning resources are available in the **2019 VIP Evaluation Information Pack** at www.aut.ac.nz/vipevaluation.

Submit two PDSA ‘Plan’ worksheet to vip-eval@aut.ac.nz by **30 November** and the completed worksheet by **30 March 2021**

9. Understanding impact of COVID-19

In 2020, all VIP teams are invited to take part in a confidential focus group, or individual interviews to capture the impact of COVID-19 on VIP programmes.

Participation offers opportunity for DHB VIP individuals and teams to reflect on their COVID-19 experience and consider what worked well or might be done differently for future health emergencies. The data will provide a unique and rare narrative of health system family violence service delivery during a pandemic.

COVID-19 procedures and restrictions limited VIP training and service delivery during alert levels two to four (21 March – 8 June), overlapping with the 2020 VIP clinical audit snapshot period (1 April – 30 June). The interview data will provide a context to interpret the snapshot data, providing a fairer assessment of service delivery and performance expectations.

Whether or not you take part is your choice. Participation is not a requirement for the 2020 VIP Evaluation. Information on participating in the COVID-19 Impact interviews will be available following final ethical approval processes.

To schedule an interview, email the consent form and three potential dates to vip-eval@aut.ac.nz. This opportunity closes on **30 March 2021**.

Appendix A: PDSA cycle worksheet

DHB:	
AIM	
Objective for this cycle:	
Cycle #:	
Planned start and end dates	
Actual end date:	

PLAN				
Briefly describe the change we plan to test:				
Questions: What question (s) do we want to answer on this PDSA Cycle?				
Prediction: What do we think will happen?				
Data: What data will we need to test our predictions (s)? How will we collect it?				
Tasks to be completed for the test	Who	When	Where	How

DO Carry out the change or test. Collect data and begin analysis	
What problems or unexpected events did we encounter?	
Feedback and observations from participants?	

STUDY Complete analysis of data	
What does the data show?	
Was your predication confirmed? If not, what did you learn?	
Compare the data to your predictions and summarise the learning.	

ACT Following the test, we will (highlight one): Adopt or Adapt or Abandon the change	
What is you plan for the next cycle?	