

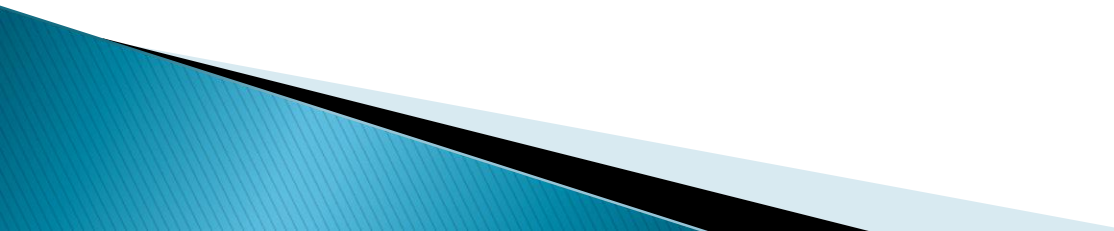
Building the (Data)base for Evaluation Capacity

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Building the (Data)base for Evaluation Capacity

- ▶ Overview
 - ▶ Background
 - Girls Inc.®
 - HVC
 - ▶ Implementation
 - Implementation Goals
 - Implementation Strategies
 - ▶ Outcomes
 - Girls Inc.®
 - HVC
 - ▶ Limitations
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Overview

- ▶ Volunteers of America of Greater Los Angeles (VOALA) implemented an organization-wide research database in 2012 with two piloted sites.
 - ▶ This presentation reviews:
 - Challenges that lead to implementation
 - Implementation process
 - Outcomes of implementation
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Background: *Girls Inc.*®



- ▶ Inspiring young women to be strong, smart, and bold!SM
 - 1 Program Director
 - 1 Program Manager
 - 10 Program Specialists

- ▶ Challenges:
 - Randomized control trial studying the effectiveness of curriculum.
 - Recruiting participants
 - Tracking participants
 - Managing data quality

Background: Hollywood Veteran Center (HVC)



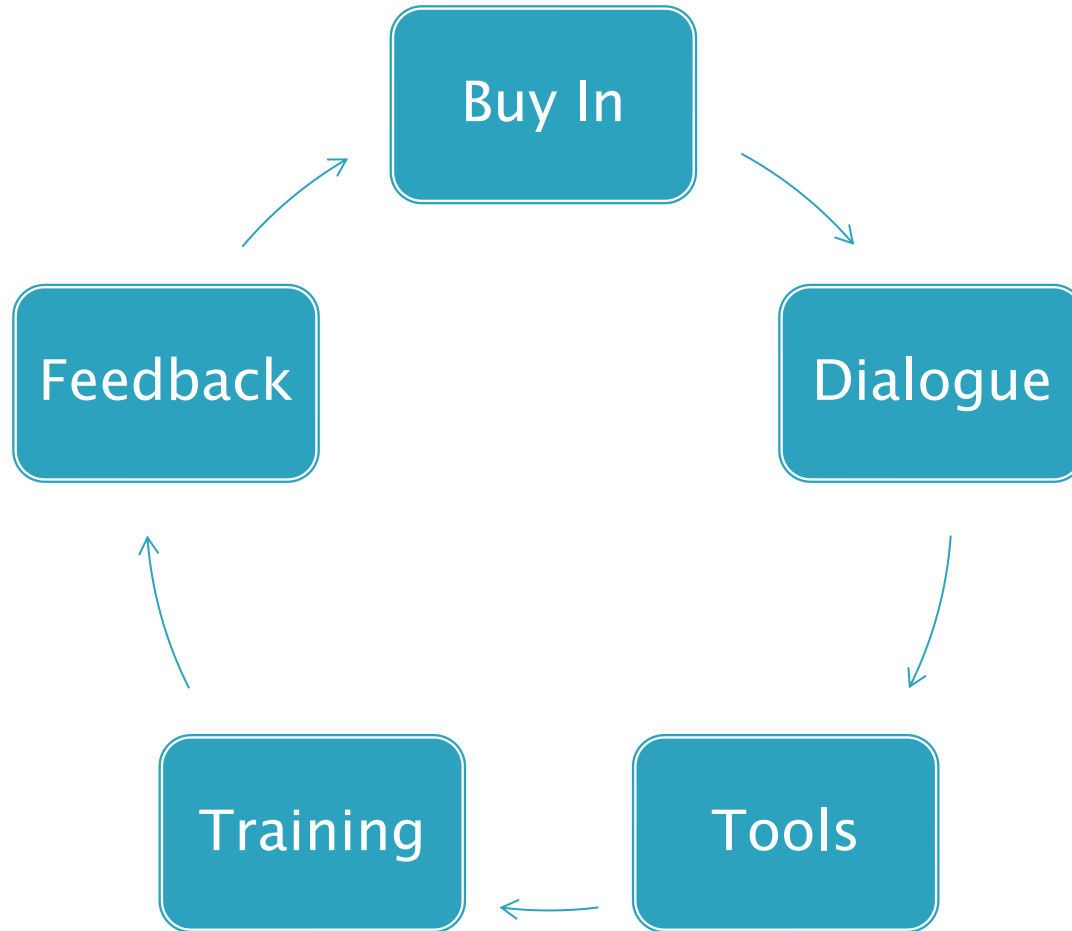
- ▶ Residential facility helping veterans of the Afghanistan and Iraq Wars obtain:
 - Permanent housing
 - Financial security
 - Personal support system
- ▶ Staff
 - 1 Director
 - 6 Case Managers
 - 6 Monitors
- ▶ Challenges
 - Multiple funding sources/reporting requirements
 - Cross over between programs clientele

Implementation Goals

- ▶ Reporting improvements
 - Report data at all levels in real time
 - Access all data
- ▶ Improve Data Quality
 - Automated QA measures
- ▶ Program Improvements
 - Protect client privacy
 - Streamline internal processes
 - Save staff time
 - Access to complete client records
 - Comprehensive care for clients



Database Implementation



Buy In

- ▶ Involve staff
 - Directors
 - Case Manager
 - Monitor
- ▶ Engage users early, but be strategic about timing



Buy In

- ▶ Understand what is wanted/expected at all staff levels
- ▶ Clearly define expectation
 - What is expected of them in the process?
 - What the outcomes will be?
 - What we can fix and what we cannot fix?
 - Communicating the changes
 - Encourage everyone to be flexible and accept change

Dialogue

- ▶ Collaborate with staff to gain a real understanding of the program
- ▶ Create a safe place
 - 1:1 meetings
 - Role-specific group meetings

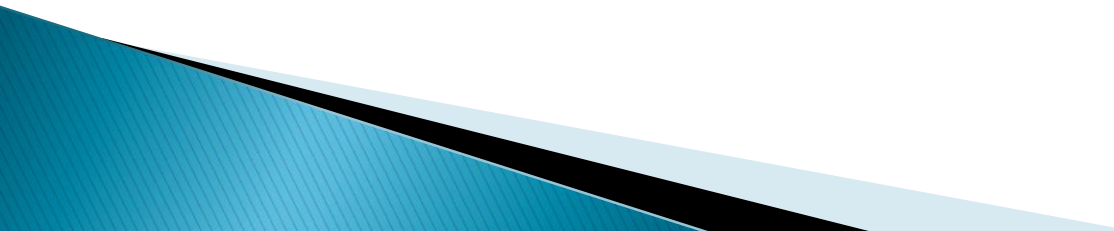


Training

- ▶ Customize training strategies
- ▶ Engage staff when developing a timeline for implementation and training



Develop Tools

- ▶ Technology
 - ▶ Address inconsistencies in the protocol
 - ▶ Bring the information to a collaborative group to come up with solutions
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Repeat

- ▶ To be successful this must be a continuous cycle
 - As we created new tools and solutions we were willing to adjust and make correction
- ▶ Create a feedback loop
 - Implement a system for them to provide feedback
 - Schedule time to check in

Outcomes: Girls Inc.®

▶ Improved data quality

- Decreased data entry errors with automated QA reports
- One point of data entry now that they can access records online while off site
- Eliminated duplicate client records

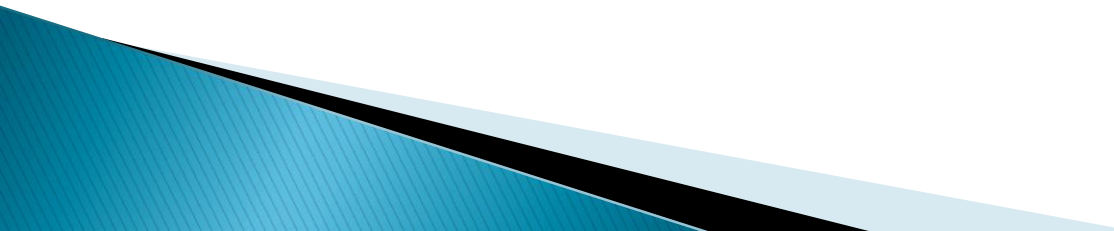
▶ Reporting

- Ability to build reports and run analysis for all data points in the study

Outcomes: HVC

- ▶ Increased quality of client care
 - Case files can be shared securely between providers working collaboratively on a case
 - Complete client record was available in a secure database
 - Able to reference previous case notes quickly to
 - Assess treatment strategies
- ▶ Reporting
 - Automated reports for multiple funding sources

Outcomes: General

- ▶ Streamlined program processes
 - ▶ Brought new voices into the program development process
 - ▶ Developed a dynamic/interactive feedback loop
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Limitations

- ▶ Cost of implementation
- ▶ Technology barriers
- ▶ Initial training was time intensive