# How to Engage Stakeholders to Address Data Quality Issues in Outcome Monitoring

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# FACILITATOR'S AGENDA

## HIV Prevention Program [HPP] Outcome Monitoring Workshop

| | |
|---|---|
| 10:00am – 10:20am | **Introduction**<br>• **Welcome** - Introduce myself and state the purpose of the meeting<br>• **Icebreaker** - Participants draw on a blank card first thing they think of when they think of outcome monitoring; they introduce themselves and their drawing<br>• **Review agenda** for the day and answer any questions |
| 10:20am – 10:40am | **Review of Outcome Monitoring Purpose and Process**<br>• **Present** "Outcome Monitoring – A Brief Review" (PowerPoint) |
| 10:40am- 11:10am | **Set Expectations for Results**<br>• **Review** of Program HP goals<br>• **Small Group Exercise**<br>  ○ Agency staff write down on hand-outs/flipcharts their expected results<br>  ○ Show example on PowerPoint slides |
| 11:10am- 12:30 pm | **Review and Process Results**<br>• **Present** results and compare expected to actual<br>*[Note – the small groups set expectations only for some of the results; the results with chart numbers are the ones we can compare expected with actual]*<br>• **Refer** to expected results on flip charts during presentation<br>• **Discuss** their reactions to the results presented along the way, highlighting where most of the discrepancies emerge, and facilitating conversations on why they think those discrepancies are there between what the data shows compared to what they expected. |
| 12: 30pm- 1:15pm | **LUNCH** *[ based on a setting where lunch is provided in the meeting space]* |
| 1:15pm – 2:45pm | **Brainstorm Recommendations for Change**<br>• **Small Group Exercise**<br>  ○ Provide each organization with a handout containing their specific results and a set of questions to guide a discussion of the issues that arose in the results. Organize the handout by the main issues (e.g., recruitment, retention, data quality).<br>    ▪ *Issue 1: Recruitment* (population isn't quite those for whom the program was designed i.e. young, at high risk).<br>    Discussion questions: Who is being targeted? Where is the appropriate place to recruit? When should recruitment be done? What messages should be delivered during recruitment? How should the messages be delivered? Who is the most |

appropriate person to do the recruitment?

- *Issue 2: Retention* (few people completed 1-month follow-up). Discussion questions: Why might people not be showing up for follow-up? How does this impact the outcome monitoring evaluation process? What methods can be used to collect follow-up data to get better response rate and for providing incentives; develop list of incentives, what population it works for, what the positives/advantages and negatives/disadvantages of each are.

- *Issue 3: Data Quality* (missing data on questionnaires). Discussion questions: why are people not filling them out fully? What things can be done to change this? How can the questionnaires be modified? How can the message given before handing out questionnaires be modified?

  - After the small group work, the organizations present their ideas to the full group (20 minutes each topic and 15 minutes to present).

*The timing and content of this exercise can be adjusted based on the number and kinds of specific issues that arise in your particular setting. While this example speaks to recruitment, retention, data quality, yours could be different e.g. negative results.*

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| 2:45pm-<br>3:45pm | **Identify Next Steps** |
|---|---|

- **Explain** the purpose of the exercise and have the funder speak briefly about why they wanted to have this done

*[it is important for the funder to explain that the purpose is to identify how to improve how Outcome Monitoring is done so that implementers can have more ownership of the data and also see how they can look at and use the data they are collecting to make implementation improvements on an ongoing way]*

- **Large Group Exercise**
  - Outline on flip charts what are the key challenges/barriers they anticipate in being able to make the changes they identified and discussed in the earlier exercise.
  - Outline on flip charts what are the key supports needed from the funder to facilitate these changes.
  - Wrap-up from funder with information on next steps.

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| 3:45pm-<br>4pm | **Meeting Evaluation** |
|---|---|

# Introduction

# Ice breaker

# PARTICIPANT AGENDA

## HIV Prevention Program [HPP] Outcome Monitoring Workshop

| | |
|---|---|
| 10am – 10:20am | Introductions |
| 10:20am – 10:40am | Review of Outcome Monitoring Purpose and Process |
| 10:40am-11:10am | Set Expectations for Results |
| 11:10am – 12:30pm | Review and Process Results |
| 12:30pm-1:15pm | LUNCH |
| 1:15pm – 2:45pm | Brainstorm Recommendations for Change |
| 2:45pm-3:45pm | Identify Next Steps |
| 3:45pm-4pm | Meeting Evaluation |

Introduction

Review
Outcome Monitoring
Process and Purpose

# OUTCOME MONITORING
## A Short Review

The routine process of monitoring whether or not service recipients achieve outcomes consistent with established objectives for how much they will improve on particular measures

What

How

Why

When

Identify which components of a program are working and which are not

Help improve program effectiveness

Why

What

When

How

| | |
|---|---|
| 1.Knowledge | 3.Beliefs |
| 2.Attitudes | 4.Behaviors |

5.Intentions

What

How

Why

When

## What Do You Know About HIV and AIDS and other Sexually Transmitted Diseases?

*Please circle the best answer (either "True" or "False") to each statement below. If you do not know please take a guess.*

1. Condoms aren't needed as long as a sex partner looks healthy.
True        False

2. Vaseline is the best lubricant (lube) to use with a latex condom to prevent HIV.
True        False

3. Pulling out before you cum is as good at preventing HIV as using a condom.
True        False

4. In terms of risk for HIV, oral sex is less risky than anal sex.
True        False

**Pre:** Immediately before the intervention

**Post:** Immediately after the intervention

**Follow-up:** Several weeks/months after the intervention

# STEPS

1. Determine purpose and uses

2. Develop measurable outcome objectives

3. Collect/gather credible evidence

4. Analyze information & develop conclusions

5. Report findings

How

When

What

Why

Introduction

Review
Outcome Monitoring
Process and Purpose

Set Expectations for
Results

## Provide Context

Review program goals,
key activities, data collection
schedule and measures

## Small Group Exercise

# Instructions

1. Break into small groups by organization
2. Handout blank expected results charts

# Chart -1



% of Participants

AGE

- 50+
- 40-49
- 30-39
- 15-29

# Chart - 2

**% of Participants**

100
80
60
40
20
0

Has 1 Month
Follow-up

■ Yes   ■ No

# Chart - 3

**% of Participants** (y-axis: 0, 20, 40, 60, 80, 100)

**Intention to Practice Safe Sex in Future**
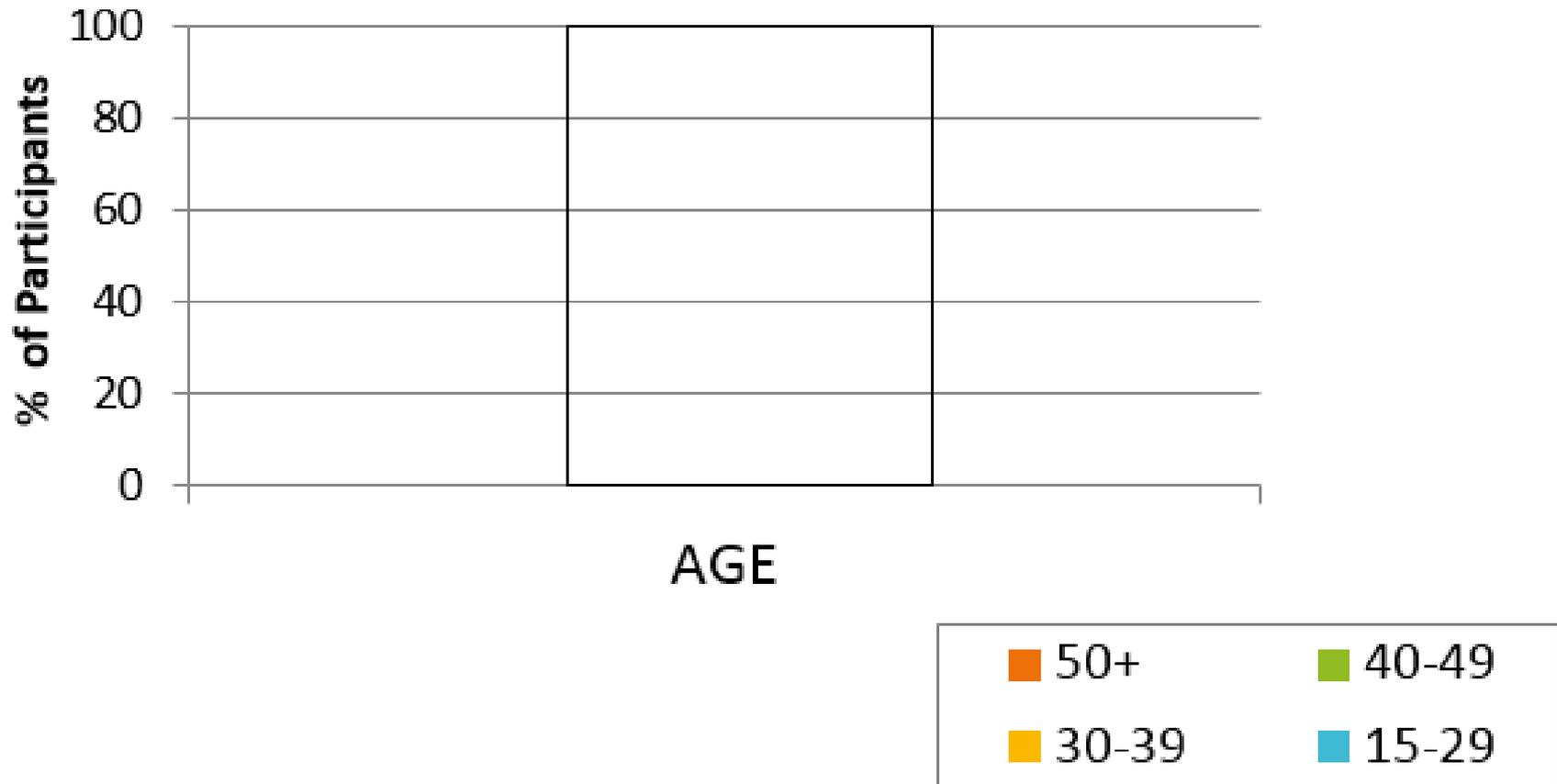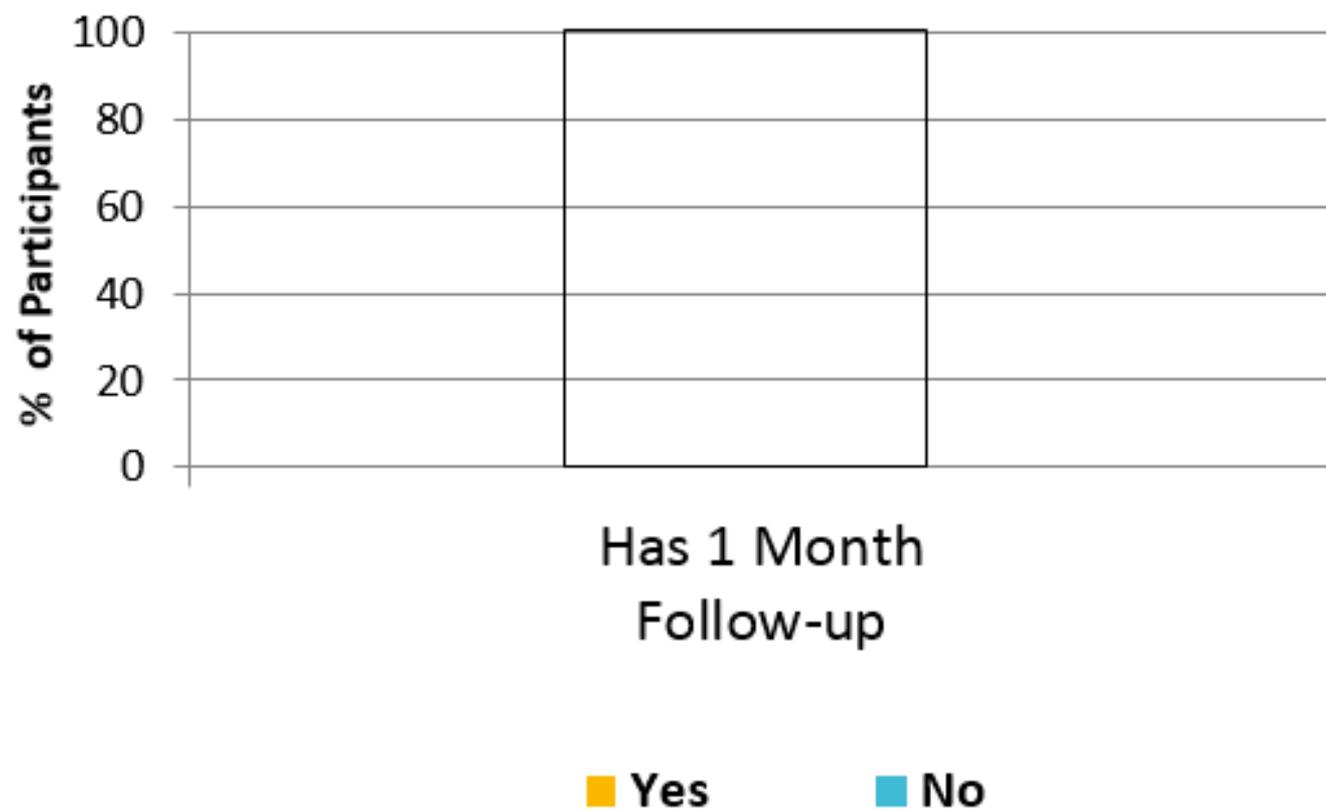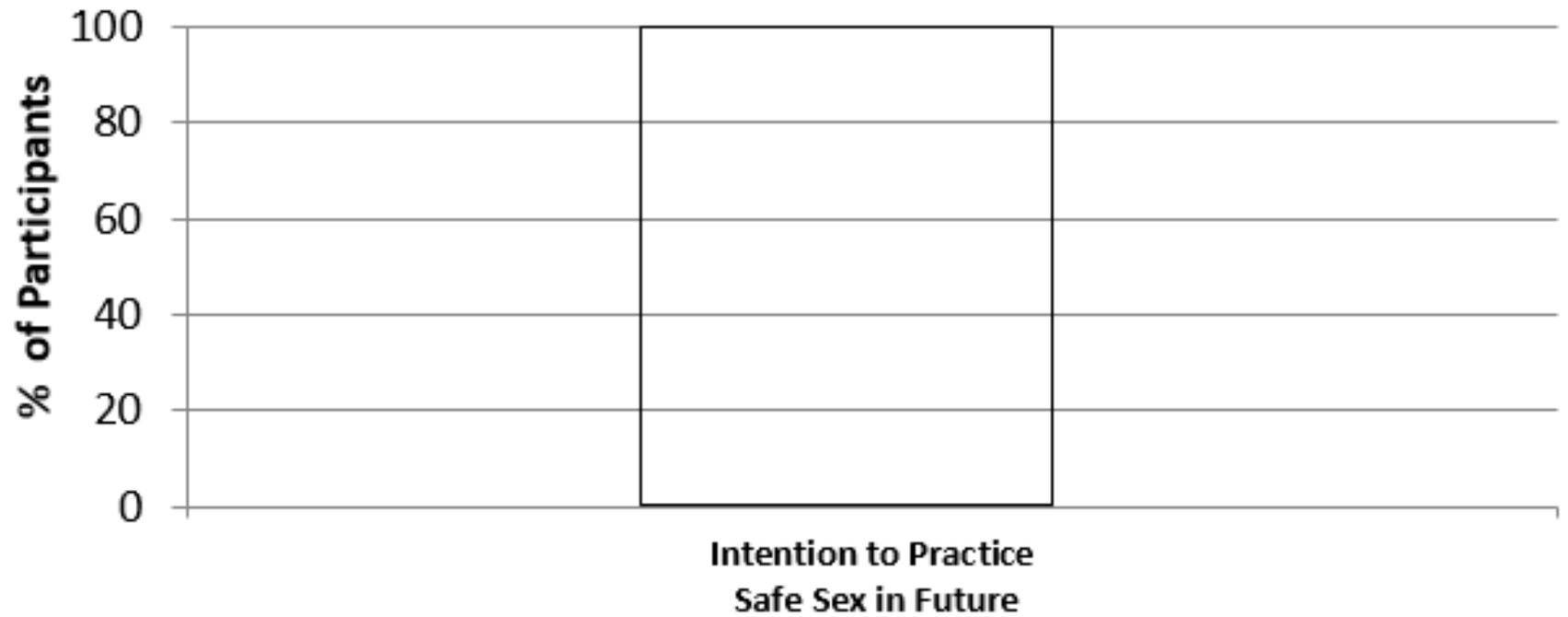
- ■ Missing
- ■ No Change
- ■ Negative Change
- ■ Positive Change

# Small Group Exercise

# Instructions

1. Break into small groups by organization
2. Handout blank expected results charts
3. Have individuals fill-in charts
4. Ask programs to come to consensus and put expected results on flip charts

Introduction

Review
Outcome Monitoring
Process and Purpose

Set Expectations for Results

Review and Process Results

# Who are the **HPP Participants?**

**Chart - 1**

## Age Distribution By Agency
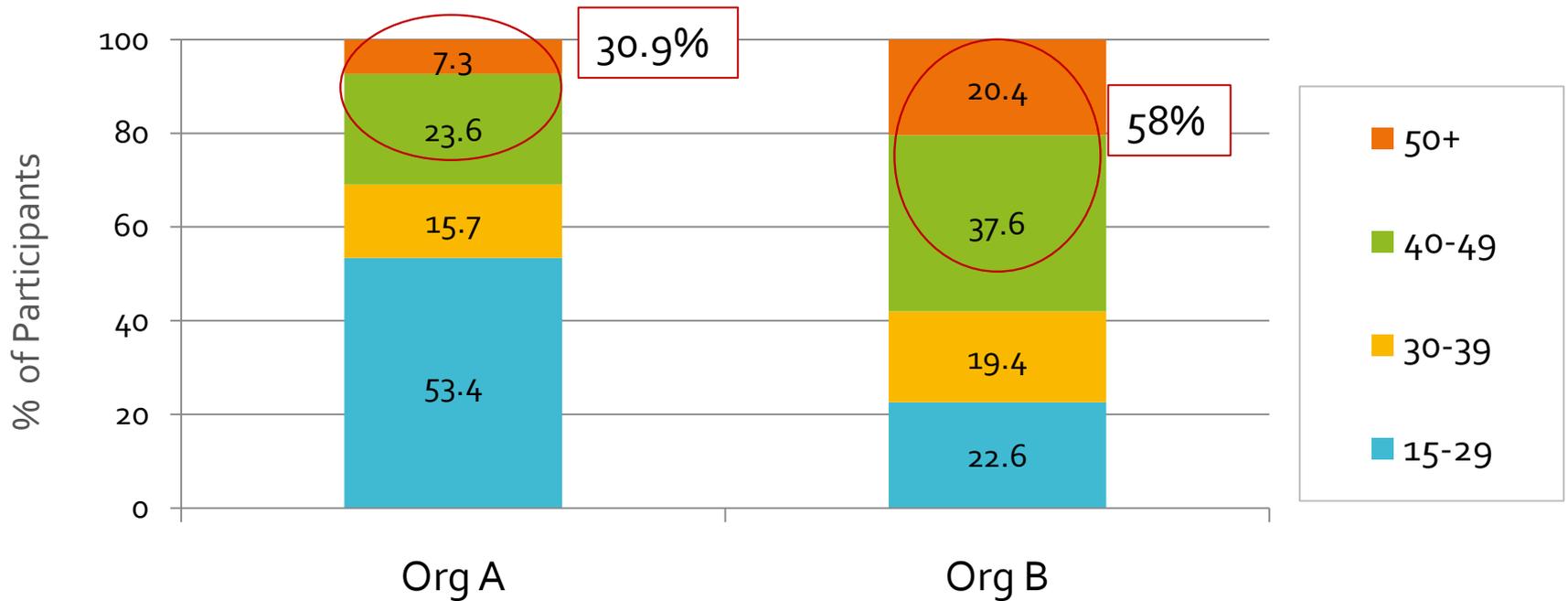
# 30-Day Follow-up
## Chart - 2



Organization A

| | |
| 100% | |
| 90% | |
| 80% | 47.3 % |
| 70% | |
| 60% | |
| 50% | |
| 40% | 52.7 % |
| 30% | |
| 20% | |
| 10% | |
| 0% | |

■ Yes Follow-up ■ No follow-up

Organization B

| | |
| 100% | |
| 90% | 25.7 % |
| 80% | |
| 70% | |
| 60% | 74.3 % |
| 50% | |
| 40% | |
| 30% | |
| 20% | |
| 10% | |
| 0% | |

■ Yes Follow-up ■ No follow-up
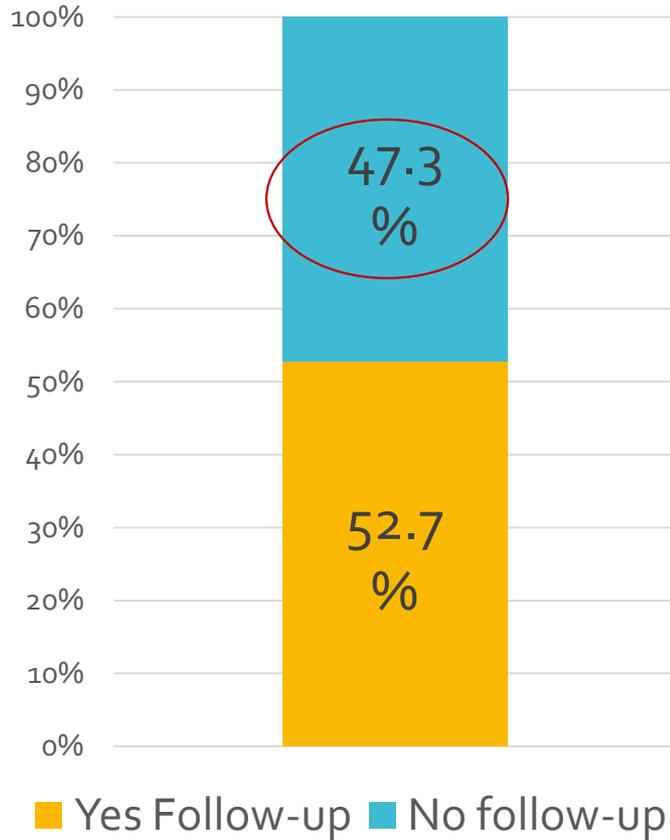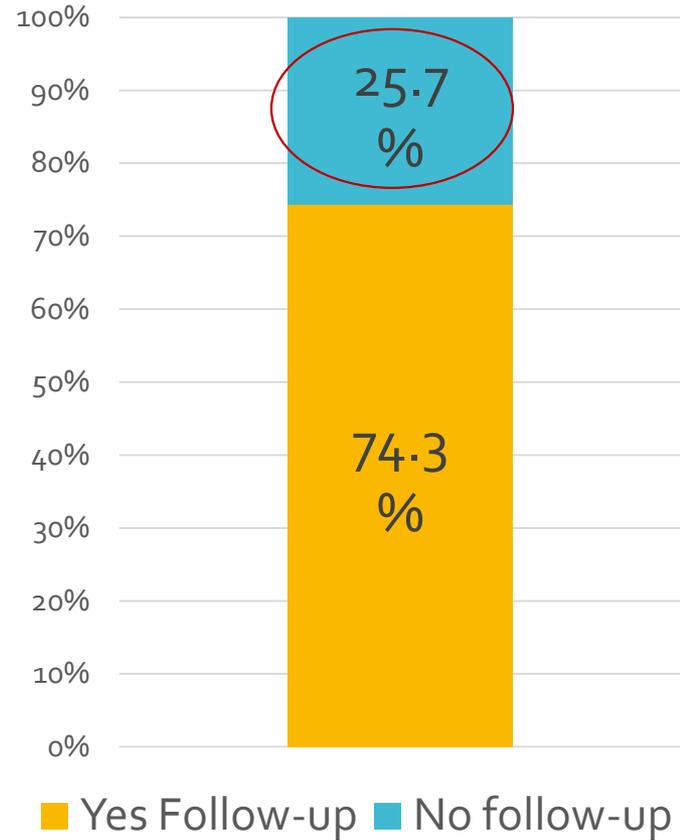
RETENTION

# INTENTION TO PRACTICE SAFE SEX IN THE FUTURE

## Chart - 3
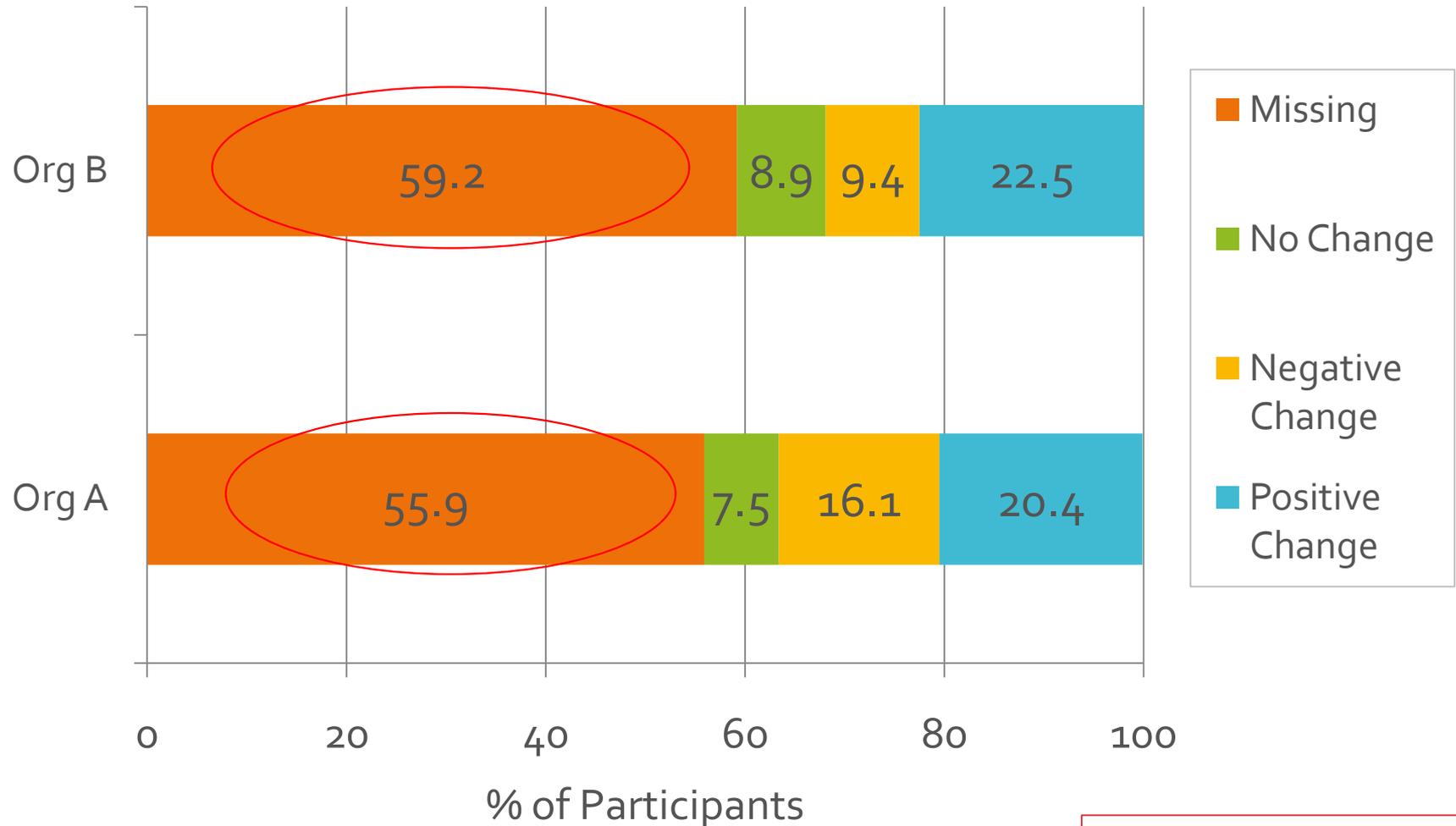


% of Participants
Org A: N=93 Org B: N=191

**DATA QUALITY**

Legend:
- Missing
- No Change
- Negative Change
- Positive Change

Org B: 59.2 | 8.9 | 9.4 | 22.5
Org A: 55.9 | 7.5 | 16.1 | 20.4

Introduction

Review
Outcome Monitoring
Process and Purpose

Set Expectations for Results

Review and Process Results

Brainstorm Recommendations for Change

# Small Group Exercise

## Instructions

1. Break into small groups by organization
2. Provide organization-specific handout, structured by main issues

**Small Group Exercise**

***EXAMPLE***

*Organization A*

*Issue 1: Recruitment*

Finding: 58% >40 years old

Discussion Questions: Who is being targeted? Where is the appropriate place to recruit? When should recruitment be done? What messages should be delivered during recruitment? How should the messages be delivered? Who is the most appropriate person to do recruitment

# Small Group Exercise

## Instructions

1. Break into small groups by organization
2. Provide organization-specific handout, structured by main issues
3. Organizations write recommendations on flip charts
4. Organizations present to larger group

Introduction

Review
Outcome Monitoring
Process and Purpose

Set Expectations for
Results

Review and Process
Results

Brainstorm
Recommendations
for Change

Identify Next Steps

# Large Group Exercise

## Instructions

1. List the key challenges/barriers to implementing recommendations
2. List key supports needed from the funder to facilitate action
3. Facilitate conversation about next steps

## Evaluation Form

1. What did you enjoy most about today?

2. What did you learn during today's sessions that you anticipate using in your work?

3. Was there anything you did not understand during today's sessions? Please provide specific examples.

4. What additional information, training and support should agencies be provided to be able to do outcome monitoring more effectively?

5. What other specific comments do you have?

# Benefits

- Provoke change instead of defensiveness

- Promote ownership

- Foster funder-implementer conversation

- Provide opportunity for reflection

# Contact Info

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