



NEWSLETTER FOR THE NATIONAL EVALUATION OF EACHD

June 2007

Dear EACHD Service Provider,

Welcome to the National Evaluation Newsletter. The Newsletter is a periodic publication designed to ensure EACHD Service Providers are informed about and involved in the National Evaluation of EACHD. Information provided here is the responsibility of the National Evaluators and is not necessarily endorsed by the Australian Government.

The National Evaluators

The Australian Government Department of Health and Ageing has engaged the services of the LAMA Consortium to undertake the National Evaluation. The team members of the LAMA Consortium are:

- L** La Trobe University, Lincoln Centre for Research on Ageing - Dr Colleen Doyle (Project Leader), Vanessa White;
- A** Access Economics - Lynne Pezzullo (Director), Katie Yates
- M** The University of Melbourne, Centre for Health Policy, Programs and Economics - A/Prof David Dunt (Director), Susan Day, Dr Rasika Rampatige, Suzy Byers;
- A** Applied Aged Care Solutions - Dr Richard Rosewarne (Director), Janet Opie

The LAMA Consortium are evaluating seven Dementia Health Priority Initiative projects in depth: Dementia Collaborative Research Centres, Dementia Training Study Centres, Dementia Behaviour Management Advisory Services, EACHD, Dementia Caring Pilot, Dementia Essentials Training and National Dementia Support Program, as well as providing other evaluation activities.

Key Performance Indicators and Collaborative Approach to National Evaluation of EACHD

All projects funded in the Dementia Health Priority Initiative are being evaluated using the same broad framework of addressing questions around eight key performance indicators.

A collaborative approach is being used to involve stakeholders in the development of appropriate questions to address in the evaluation.

Evaluation Framework applied to EACHD

| Performance Indicator | Sample Question |
|---|--|
| Appropriateness (Is it what people want and need?) | To what extent do families need to 'top up' services provided through the EACHD package with extra services? How are EACHD clients different to EACH or CACP clients? |
| Effectiveness (Did it make a difference?) | Is there any effect of the EACHD package on key outcomes such as quality of life, carer burden, carer depression or admission to acute/residential care? |
| Efficiency (Was it worth it?) | What is the cost of delivering the package to clients in various diagnostic groups? How do these compare with the benefits in terms of delay of institutionalisation, quality of life gains, reduced family carer burden, and so on? |
| Quality (Was it any good?) | Have service providers put into place guidelines on best practice for delivery of the service? What systems are case managers using to ensure quality of service? |
| Accessibility (Could people use it?) | What was the average waiting time for the service? What is the geographical distribution of packages compared with estimated population spread of people with dementia and behaviours of concern? |
| Impact on collaboration (Did services work together or with consumers?) | To what extent have services collaborated on practice guidelines, information sharing or care coordination? |
| Sustainability (Did it make a longer term difference?) | To what extent have providers developed new services with EACHD funding? |
| Outcomes (What was the end result?) | What standards of practice are followed by service providers? What outcome indicators are used by case managers to monitor their own performance? |

Evaluation activities

Fieldwork for the national evaluation of EACHD will commence this year. Information about the EACHD program will be sought at three levels:

Please turn over



1. Program monitoring

After all packages are allocated, a mapping exercise in 2009 will show where packages were allocated across Australia, the number of packages per region, and service providers. Comparison with number of EACH packages, CACP packages available in the region, DBMAS support and other relevant supports will provide a broad picture of the overall community services available to clients by region. The number of people with dementia in each region will add to this picture.

Please note: The first allocations of EACHD are not intended to provide national and/or geographic equitable distribution. This is to allow the Department of Health and Ageing to consider the appropriateness and responsiveness of this service model to this high care needs group, including capacity to access support services, for example DBMAS.

2. Service provider information

With minimal data collection burden, services will be asked to describe the type of services available, number of packages provided, staff support and experience in dementia care. Some service providers will be invited to describe in more detail their approaches to providing packages and the types of clients they are supporting, using a qualitative case study approach.

3. Client and carer information

Clients will be invited to participate in data collection, following ethical standards for evaluation. At the individual client level, the evaluation will describe EACHD client characteristics using standardised data collection measures. We will collect information on cognitive functioning, activities of daily living, and behavioural and psychological symptoms of dementia.

Data collection and analysis from the evaluation of the DBMAS program will contribute to and expedite the evaluation of the EACHD program.

We will also invite a random sample of carers to participate in a telephone interview with psychologists, in order to supplement the information case managers provide.

Workshop

For EACHD service providers, a very successful evaluation workshop was held in November 2006, with participants attending from around Australia. Six EACHD providers presented papers on their services. Following on this success another workshop is planned for new Approved Providers in 2007.

Upcoming Evaluation Activities

- EACHD Standardised Client and Carer Survey – pending Human Ethics Committee approval
- Service provider survey
- EACHD Evaluation Workshop for new providers – date in 2007 to be advised
- Visiting speaker, Dr Jane Tilly, University of Washington - 2nd July 2007 seeking EACHD information

Exchanging Information

As we intend the Newsletter to be a means of sharing information amongst EACHD Service Providers, we are keen to receive contributions from Service Providers. If you would like to suggest an article or a topic to be included in the next newsletter, please email dementia@latrobe.edu.au.

For the next issue of the newsletter, we are seeking descriptions of EACHD services. Deadline for submissions is 30 November 2007

Useful Website

<http://www.ipa-online.net> - International Psychogeriatric Association has revised education modules on behavioural and psychological symptoms of dementia.

I hope you have found this newsletter informative. If you would like to contact any members of the LAMA Consortium national evaluators, please email details to dementia@latrobe.edu.au.

Best wishes,

Dr Colleen Doyle, Project Leader, LAMA Consortium

