

Evaluation of Collaborative Partnerships and Internal Committees, Clients, and Presentations

PH Standard 9.1.6 B: Implement a systematic process for assessing and improving customers' satisfaction with agency services

Results of all evaluations will be provided to program staff for their use in quality improvement efforts. The Quality Council will review aggregate agency data from the core questions at the end of the year to determine areas for staff training or agency-wide quality improvement work.

Overall Evaluation Assistance

Any of the Community Health Assessment, Planning, and Evaluation (CHAPE) staff can assist program staff in developing and implementing surveys. Samples are posted to the Intranet, but all require some level of customization to meet the needs of the requesting program.

A request form found at the end of this document should be filled out and emailed to:

assessmentcenter@spokanecounty.org

For questions, contact the CHAPE office at x 2853.

Presentations

General Expectation: Evaluations will be administered at all appropriate presentations.

Implementation Guidelines: The evaluation form can be tailored to fit the objectives for each presentation, but uses standard questions to measure the effectiveness of presenters as well as logistical information. It is designed for presentations lasting longer than 45 minutes, but under 4 hours. If the training is longer than 4 hours, staff should use a more comprehensive pre- and post-test to determine knowledge and attitude change. It is valuable to get feedback from one-time presentations, but repeat presentations **must** be evaluated for quality improvement. Situations that may not warrant an evaluation include: class size under 10; speaking on a panel with other agencies; or presenting on behalf of another agency.

A sample survey is posted to the Intranet. **Please contact CHAPE staff at least 24 hours prior to presentation.** See request form for required elements. Staff can make additional copies of original hard copy, if needed. After the presentation, send the completed forms to the CHAPE office for data entry and analysis.

Collaborative Partnerships and Internal Committees

General Expectation: All coalitions, committees, partnerships, advisory groups, etc. that are led by a SRHD employee will be evaluated. Select internal long-term committees will be evaluated.

Implementation Guidelines: For external collaborative partnerships, a web-based survey tool collects information about community involvement, perceived impact of the coalition on the community, and other logistical feedback. Specific information about a committee's activities can be added to the survey. A paper format can be used, if necessary. Staff can determine when to survey committee members, but usually once a year or at least every other year. Surveys are typically kept open for two to four weeks with one to two reminders sent to complete it. Staff can decide whether to send to all members or just those who attend regularly. A similar process and survey is available for internal standing committees who meet regularly over an

extended time period. A sample survey for external and internal use is posted to the Intranet. Staff must contact CHAPE staff for implementation of surveys. **Please allow at least 1 week notice.**

Customer Service Satisfaction

General Expectation: All programs within each division that provide direct client service, telephone reception, or serve internal customers will conduct annual customer service evaluations.

Implementation Guidelines: For external clients, the survey collects information assessing client satisfaction with the services your unit/staff provide to the public. Assessment methods may include paper or on-line surveys and/or focus groups. A core set of questions will be used by all customer service assessments, but staff can add additional questions, if desired. A sample survey is posted to the Intranet. For internal clients, the web-based survey tool assesses the services SRHD staff receive from other employees. Each unit can develop their own questions with assistance from the CHAPE staff. **Please allow at least 1 week notice.**

Staff can determine when and how long to survey clients. The survey could be given randomly or to all clients throughout the year, during one month, or other time period. Staff should ensure a sufficient number of responses are obtained.

Evaluation Tool Request Form

Please fill in the following information to help assist the CHAPE staff in meeting your needs:

Presentation Evaluation

- Title of Presentation: _____
- Date of Presentation: _____
- Presenter(s): _____

List up to 3 objectives for the presentation. Note the 4th objective on the template is standard and will remain on all SRHD presentation evaluations. Objectives should be SMART: Specific, Measurable, Achievable, Realistic, and Time bound. *After viewing this presentation, I am now able to (verb, e.g. identify, list, describe)(how many and to do what, e.g. 3 ways to . . .).*

After viewing this presentation, I am now able to:

- _____
 - _____
 - _____
 - Identify at least one new skill or piece of information that I can apply from today's presentation.
- Number of copies needed: _____
 - Date needed: _____

Customer Service Survey

CHAPE staff will contact you for your specific needs with this type of survey.

External Clients (paper survey)

Internal Clients (electronic survey)

- Name of service being provided: _____
- Date needed: _____

Collaborative Partnership Survey

This is a web-based survey. If needed a paper version can be created. Surveys require varying degrees of customization depending on the group. The posted version serves as a sample for categories and typical questions but can be tailored to meet the needs of your specific group, such as specific impacts, activities, and additional discussion questions. CHAPE staff will contact you for your specific needs with this survey.

Group Name: _____

Internal Committee Survey

This is a web-based survey. Internal committee surveys may require varying degrees of customization depending on the needs of the committee. The posted version serves as a sample for categories and typical questions, but can be tailored to meet the needs for your specific committee, such as specific impacts, and additional discussion questions. The CHAPE staff will contact you for your specific needs with this survey.

Committee Name: _____

Please e-mail the completed form to the CHAPE staff at assessmentcenter@spokanecounty.org.

Please feel free to call x2853 with any questions.