

## Provincial Evaluation of the Facility Engagement Initiative: Overview of 2020-21 Evaluation Plan

From 2016 to 2019, the [first provincial evaluation of the FEI \(1.0\)](#) sought to explore MSAs' capacity to develop infrastructures needed to participate in the FEI, and implement engagement activities and projects. Since the completion of the evaluation, FEI has implemented a number of recommendations based on feedback from MSA and health authority participants, including to develop a [FE Evaluation Toolkit](#) for MSAs to assess impact of local engagement activities, and to determine the most useful objectives for FEI Evaluation 2.0.

### Evaluation 2.0 Overview

The FEI will undergo a second province-wide evaluation over a two-year period effective March 2020 and ending December 2021.

**Why?** The objectives of Evaluation 2.0 include:

- **Accountability:** Determining and communicating the impacts of FEI to the SSC, Doctors of BC and Ministry of Health
- **Learning:** Supporting learning and identifying potential opportunities for continuous improvement of the FEI at the provincial and site levels

To review the high-level evaluation framework including the outcomes to be measured, click [here](#). For a detailed framework, click [here](#).

**Aggregate findings will be analyzed and shared with MSAs and health authorities.** Findings will be used for local, regional and provincial purposes, including to:

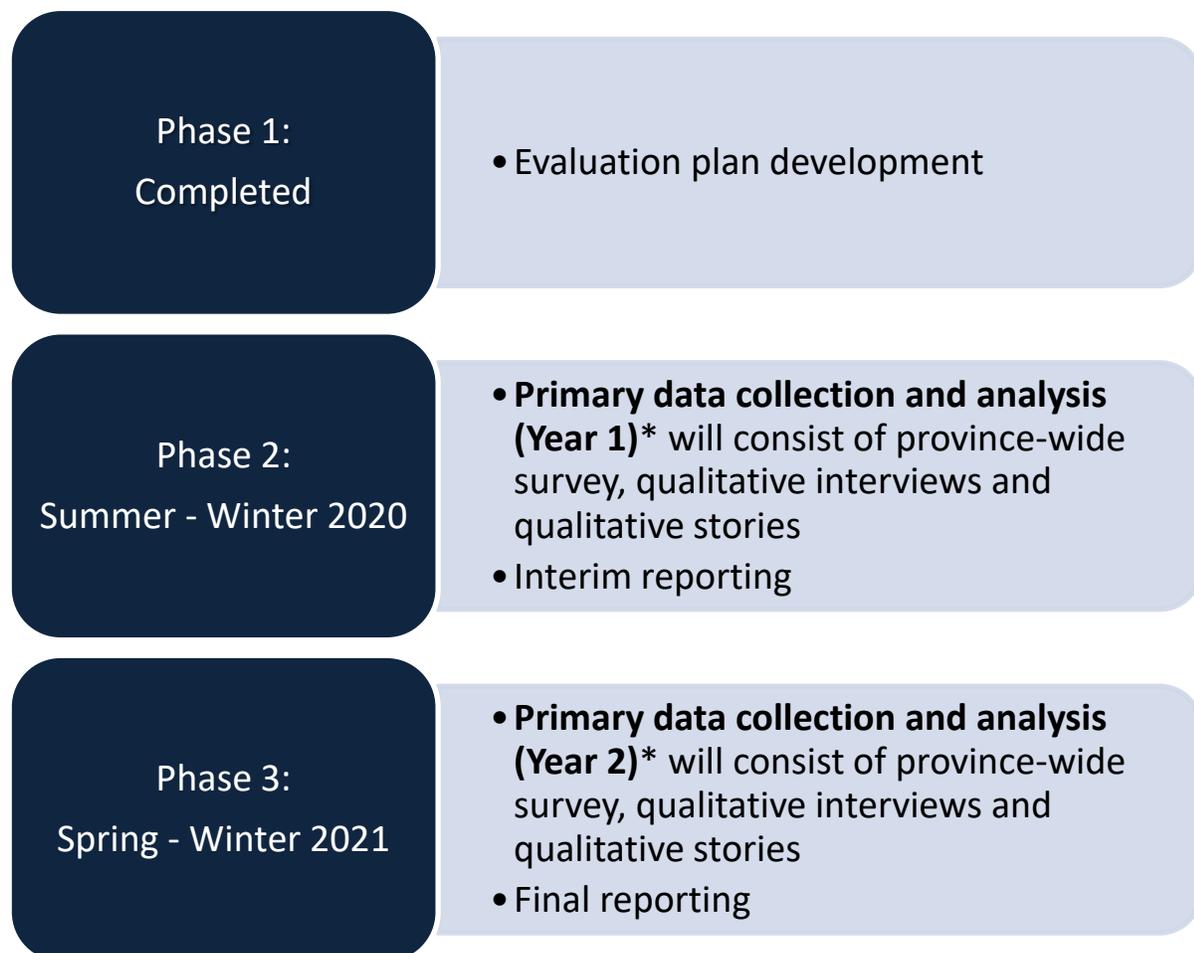
- Inform SSC's provincial program planning and ongoing implementation; and,
- Surface useful, real time learnings, challenges and themes that can help to strengthen the program, and inform MSAs and health authorities on best practices and common themes.

**FEI Evaluation 2.0 will rely on participation and input from MSAs and health authority participants from across BC, whose insights and experience are invaluable to support ongoing learning and FEI program improvements.**

## What is the plan for MSA, physician and health authority participation in FEI Evaluation 2.0? *Summer 2020 start*

An external evaluation consulting company [FERENCE & COMPANY](#) (FERENCE) was selected in February 2020 to conduct the provincial FEI Evaluation 2.0. FERENCE has been working with the FEI Evaluation Advisory Committee and SSC Facility Engagement Working Group to finalize the evaluation plan.

In the coming months, FERENCE will begin to collect primary data from key stakeholders. **Physicians and other medical staff, MSA project managers, and health authority leaders** will be invited to participate in one or more of the following data collection activities over the course of this evaluation:



\* In addition to the primary data collection, administrative/financial information review will be conducted.

## What action do MSAs and health authorities need to take to participate?

### 1. Participate in the province-wide survey of MSA members and health authority leaders

**A Province-wide survey** will be distributed via email during the week of July 20<sup>th</sup> to all MSA members registered in Facility Engagement Management System (FEMS) and Health Authority leaders who are key points of contact for the MSAs. Contact list will be shared with Ference to do this work on behalf of FEI. **This survey will be sent from <Facility Engagement Initiative <noreply@interceptum.com>> so please check your junk mail if you do not receive the survey in your inbox.** The deadline to complete the survey is August 31<sup>st</sup>, 2020.

We encourage MSA members and Health Authority leaders to widely share this survey with their colleagues and networks to capture broader perspectives including those who are not actively participating in MSA and/or physician engagement society activities. Survey invitations will include a public survey link that can be shared, and this link will also be accessible through [FE website](#). In addition to aggregate survey results, site-level survey results will be shared with facilities, depending on response rates.

This survey is separate from the annual Doctors of BC Health Authority Engagement Survey which will now occur in the Fall of 2020. While complimentary, the results from the Facility Engagement Survey will be used to specifically measure FEI's outcomes, and is largely targeted at the facility level.

### 2. Participate in qualitative interviews and qualitative stories

**Qualitative interviews and qualitative stories** will be conducted with the following stakeholder groups:

- Physicians
- MSA project managers
- Health Authority leaders
- Engagement Partners (formerly Facility Engagement Liaison/FEL) and other FE staff

An initial cross section of participants from across BC will be identified to participate in interviews based on distribution of physicians and health authorities across all health authorities and funding tier levels with consideration for rural and urban locations.

**During Summer and Fall 2020**, Ference will contact identified stakeholders via e-mail to discuss and schedule interviews during times that work best for physician's schedules. Contact information of stakeholders will be shared with Ference to do this work on behalf of FEI.

**If you are interested in participating in qualitative interviews and stories**, please contact your Engagement Partner (formerly Facility Engagement Liaison/FEL) or e-mail [engagement@doctorsofbc.ca](mailto:engagement@doctorsofbc.ca).

**Same process** will be followed for Year 2 data collection.

Thank you for participating in this important work to evaluate the Facility Engagement Initiative.

For questions and information, contact:

Cindy Myles, Director, Facility and Community Engagement at Doctors of BC  
[cmyles@doctorsofbc.ca](mailto:cmyles@doctorsofbc.ca)