



COLLECTIVE ACTION WITH COMMUNITIES

Pae Ora - Our Future

Urgent and
Unplanned
Care

Proactive
Care

Routine and
Preventative
Care

COLLECTIVE ACTION FOR COMMUNITIES

Metrics that Matter

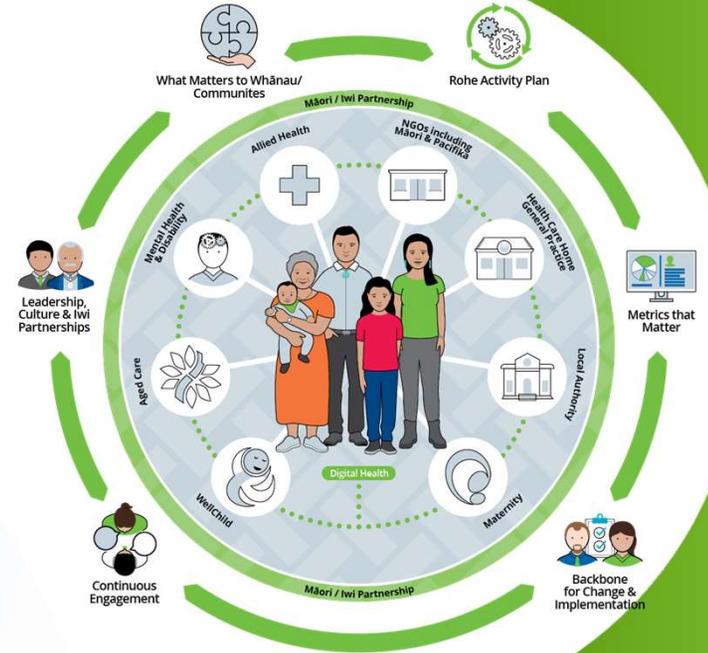
Polpoia

Kaitiakitanga

Whakapono

Oritetanga

Tino Rangatiratanga



Transforming
Healthcare
Outcomes,
Everyday

SECTION ONE

WHY MEASURE?

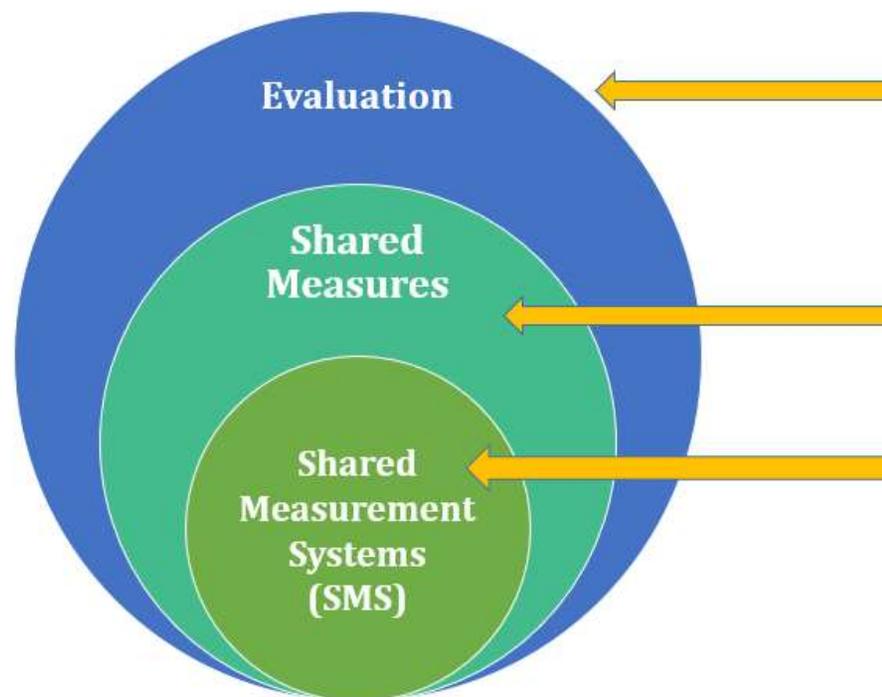
1. Benefits of measuring and evaluation / learning
2. Rohe considerations / characteristics

Benefits of tracking metrics

- Used to inform the development of a “what matters to whānau” – community aspirations
- Reflects key measures that capture critical outcomes
- Includes establishing systems for gathering and analysing measures
- Facilitates continuous improvement and ongoing learning through the creation of sense-making ” opportunities and reflection

Importance of evaluation

Evaluation = Learning + Shared Measurement



Evaluation refers to a range of activities that involve the planned, purposeful, and systematic collection of information about the activities, characteristics, and outcomes of a CI initiative

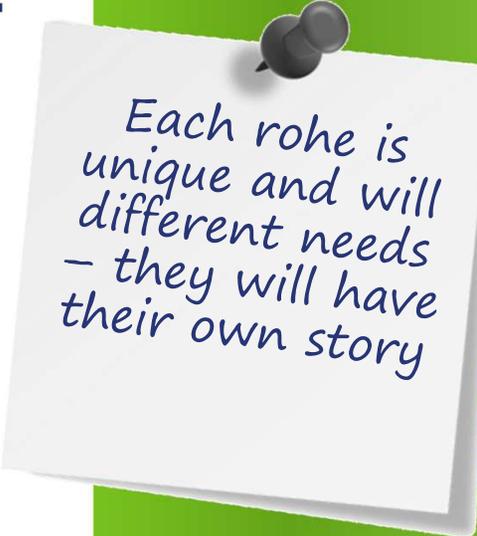
Shared Measures are the common indicators used to monitor the progress of a CI initiative

Shared measurement system (SMS) this is the agreed upon system for regularly monitoring and reporting on the CI Initiative's indicators, making sense of what they mean and tracking i progress toward goals

SMS can be both an input to evaluation (by providing data and/or shaping evaluation questions) and an object of evaluation

Rohe considerations & characteristics

- Locality / rohe networks may be defined by geography or population group.
- Capture the characteristics of your rohe / group population, understanding the demographics, health and social statistics
- Tell the story of your network in a way that makes sense to the whānau/community and those we are serving
- Consider what matters to whānau with equity front and centre



Each rohe is unique and will have different needs – they will have their own story

SECTION TWO

WHAT MEASURES DO I NEED?

1. What's relevant to our whānau – choosing the right outcome metrics and setting the baseline
2. Ensuring accountability and learning

Choosing metrics that matter

Laying a Foundation	<ul style="list-style-type: none">• Define and understand your community• Be patient—lay a strong foundation via the backbone and what matters to whānau
Long-Term Focus	<ul style="list-style-type: none">• Assess your capacity, be realistic and take time to build it. Set a baseline for the metrics that matter
Iterative Nature	<ul style="list-style-type: none">• Prioritise your actions—there is no “right” answer, but rather many different changes that are worth trying
Advancing Equity	<ul style="list-style-type: none">• Define the problem and include equity• Focus on action WHILE building capacity and representation
Consider your Rohe	<ul style="list-style-type: none">• Be context aware and intentional about the rohe you are serving - position the initiative in the broader environment—remember, it may be more effective to support than to lead

Accountability and Learning

Accountability



Learning



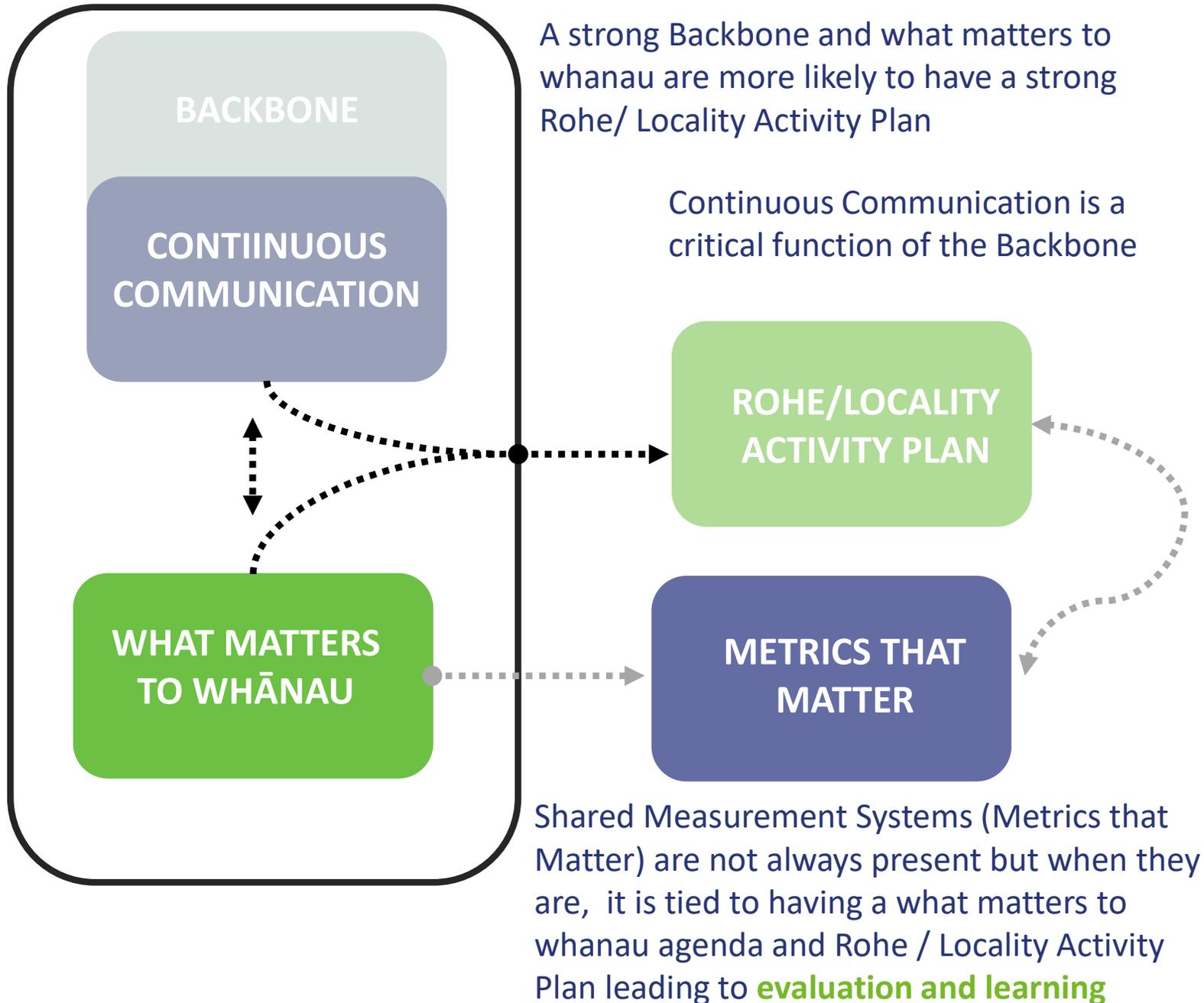
SECTION THREE

PUTTING IT INTO PRACTICE

1. Evaluation and learning is key
2. Tracking progress towards agreed aspirations and what matters to whānau
3. Reporting and Analytical Storytelling
4. Understanding challenges

Evaluation and Learning

FOUNDATIONAL ELEMENTS



Framework for tracking progress

PILLAR 4 – EVALUATION & IMPROVEMENT

	PHASE I <i>Assess Readiness</i>	PHASE II <i>Initiate Action</i>	PHASE III <i>Organize for Impact</i>	PHASE IV <i>Begin Implementation</i>	PHASE V <i>Sustain & Retain Impact</i>
Evaluation, Improvement & Learning	Determine if there is consensus/urgency to move forward collaboratively	Analyze baseline data to ID key issues and gaps	Develop high-level shared metrics and/or strategies at the SC level	Establish shared measures (indicators & approach)	Collect, track and report progress; establish processes to learn & improve
Focus of Pillar	<ul style="list-style-type: none"> Ensuring that our CI Initiative is tracking progress Ensuring we are making time to review and make sense of our data Adjusting and or making changes in our plan accordingly 				
Pillar Goal	<ul style="list-style-type: none"> To assess progress, outcomes and impact of our work To capture and share our learning 				
Key Questions	<ul style="list-style-type: none"> What is changing and what are we learning based upon our actions? What impact are we having and how can we sustain & grow it How are we changing policies, culture, norms & systems? 				
Success Indicators	<ul style="list-style-type: none"> Learning is captured and used to refine action Learning is documented and shared Evidence of our progress and impact is measured and communicated Unintended consequences (both positive & negative) are intentionally documented and shared 				

Reporting and benefits

- Clarity of Focus
- Tracking progress towards a shared goal
- Enabling co-ordination and collaboration
- Improved data quality
- Continuous learning and course correction
- Catalyst for action
- Fueling momentum

Analytical storytelling considerations

1. What is your data telling you.. **What's the story** that makes sense to whānau and community
2. How does the data show correlations between health and social outcomes within your locality network
3. Consider data walks to support – this allows sharing of metrics in an engaging way with whanau
4. Listening to the context experts, those with lived experience will provide rich insights to providing

Understanding measurement challenges



Difficulty in **coming to agreement** on common outcomes and indicators



Concerns about **relative performance / comparative measurement** across providers



Limited capacity (time and skill) for measurement and data analysis within participating organizations



Alignment among funders to ask for the common measures as part of their reporting requirements



Time and cost of developing and maintaining a system, both for human capital and technology