

Dr Peter HARVEY and Dr Jeff FULLER

P. Harvey¹, J. Fuller², I. Gentle¹ & G. Misan¹ ¹Spencer Gulf Rural Health School, University of South Australia and University of Adelaide, ²Department of Public Health, University of Adelaide.

The Sharing Health Care SA Chronic Illness Self-Management Program – Local Evaluation Model And Early Impact.

Abstract

Aim

As part of the evaluation of the National Sharing Health Care chronic illness self-management initiative, a local qualitative impact component is being used to complement the more quantitative and over-arching data being collected across all programs by the National Evaluation Team. The purpose of this paper is to document the model used for the local evaluation and to report on some of the early outcomes of the application of the local evaluation model.

Method

Focus group and individual interview data are collected on six-month cycles over three periods. This paper reports on the first period. The local evaluators extracted themes and key elements to provide formative feedback to the program as a point of reference for ongoing program development and process refinement.

Outcomes

Some major impediments to the effective evolution of the SHC SA model were identified early in the process, and through the action research model this led to program improvements. Concerns were raised by providers that the Enhanced Primary Care (EPC) model did not include all parties equitably in the process. Important issues were identified around client disclosure and service provider duty of care as a result of the “Partners in Health” client goal setting process that is being used. Clients and carers were pleased with their involvement, but expressed concerns about the amount of information being collected through the evaluation. For some clients, this tended to have an adverse effect on their willingness to continue in the program.

Discussion

While there can be a tension between the evaluation process and the running of a demonstration program, this can create a framework for health service development. The local evaluation has informed the management and development of the program. It will be informative to see whether the external evaluation data is also able to plumb the depths of the program model and detail specific program outcomes that might inform further research into effective chronic illness self-management practice.

The **Proceedings** of the conference **Health Outcomes 2003: The Quest for Practice Improvement** are produced on CDROM. The **Proceedings** contain all abstracts and most of the papers presented at the conference, as well as all slide and poster presentations. If you would like to purchase the **Proceedings** please complete and return the [order form](#) or contact ahoc@uow.edu.au (Tel. 02 4221 4411).

The order form is at <http://www.uow.edu.au/commerce/ahoc/ConferenceProceedingsOrderForm.pdf>