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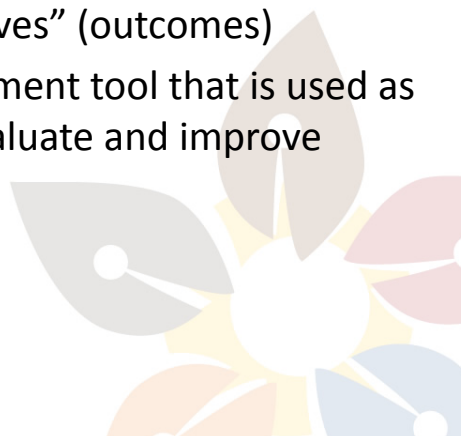
## Indicators & Reviewing Data

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## Performance Indicators

- Performance can be defined as something an “organization does” (processes) or something an “organization achieves” (outcomes)
- Indicator is a measurement tool that is used as a guide to monitor, evaluate and improve program services





## Performance Indicators (cont'd)

- Performance indicators are one tool in a very large evaluation toolkit that includes a variety of methods, techniques, measures and models.
- Performance measurement merely portrays trends and directions. Indicators tell us whether something is increasing, declining or staying the same.
- Evaluation and research take us deeper into asking why indicators are moving.



## Indicators

- Indicators are an approximation to reality, they *indicate* the state or situation of phenomena not directly observable
- It is the representation of a concept
- Example: Mortality rate (representation) can be an *indicator* of the level of health of a population (concept)



## Indicators (cont'd)

- Clear concept (concepts are constructed, concepts vary based on different points of views)
- Example: What is health for some may not be for others; or what is poverty for some may not be poverty for others
- Define well the concept (construct)



## Indicators (cont'd)

- Having a well defined and delimited concept, how to “observe” it must be determined
- This means to identify how to “observe” (measure) that concept (phenomenon)
- Identify data needed to construct that observation (indicator)



## Indicators (cont'd)

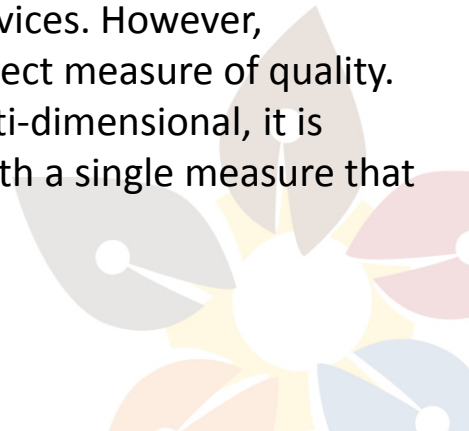
### Quality of Indicators


- Valid
- Reliable
- Appropriate
- Useful
- Ethical



## Performance Indicators



- Using indicators for performance measurement is one way of monitoring the quality of care and services. However, indicators are not a direct measure of quality. Because quality is multi-dimensional, it is difficult to come up with a single measure that encompasses quality.






## Indicators

- Quantitative indicators
- Qualitative indicators



## Quantitative Indicators

- Sentinel indicators
- Rate-based indicators
  - Structure indicators
  - Process indicators
  - Outcome indicators





## Quantitative Indicators (cont'd)

- Structure indicators (examples)

# of direct care providers in home care program

# of clients receiving home care service

# of long term care beds

total population



## Quantitative Indicators (cont'd)

- Process indicators (examples)

# of residents given regular foot care

# of residents with diabetes

# of clients assessed within 24 hours of referral

# of clients referred



## Quantitative Indicators (cont'd)

- Outcome indicators (examples)

# of indiv who achieve adequate pain control

# of individuals with pain symptoms

# of clients who resume social activ after 6 mths

# of client in the program



## Qualitative Indicators

Examples

- Reduction in risk or harm to mothers/babies
- Client receives information and education that will assist in building capacity for self-care
- Organizations have responded positively and effectively to consumer feedback

(More difficult to summarize)



## Framework for reviewing data

### *Description and analysis*

- Involves organizing raw data into a form that reveals basic patterns
- Evaluator presents in user-friendly fashion, the factual findings as revealed in actual data



	Country	Number of medals	Thousand people per medal	GDP US\$ - billion per medal
<b>Summer Olympics Medal Count</b>	Australia	31	591	10
	Cuba	15	729	0.93
	Hungary	12	859	4
	Belarus	12	869	5
	Bulgaria	8	1099	4
	Netherlands	12	1287	21
	Romania	15	1546	4
	France	31	1874	33
	Canada	14	2031	44
	Germany	40	2033	33
	Italy	25	2030	38
	Poland	14	2070	12
	Russia	39	3843	19
	United States	54	4122	99
	South Korea	11	4141	38
	Ukraine	12	4322	17
<i>Globe &amp; Mail Jul/31/96</i>	Britain	9	6477	108
	Japan	10	12550	254
	Brazil	8	20092	98
	China	32	37598	81



## Data analysis and presentation

Presentation 1: Raw results presented in the same order as items appeared in the survey

Expressed Needs of 478 Physically Disabled People	Great Need for This	Much Need	Some Need	Little Need
Transportation	35	36	13	16
Housing	33	38	19	10
Educational opportunities	42	28	9	21
Medical care	26	45	25	4
Employment opportunities	58	13	6	23
Public understanding	47	22	15	16
Architectural changes in buildings	33	38	10	19
Direct financial assistance	40	31	12	17
Changes in insurance regulations	29	39	16	15
Social opportunities	11	58	17	14

MQ Patton, 2012

17

## Data analysis and presentation

Presentation 2: Results combined into two categories; no priorities emerge

	Great or Much Need	Some or Little Need
Transportation	71	29
Housing	71	29
Educational opportunities	70	30
Medical care	71	29
Employment opportunities	71	29
Public understanding	69	31
Architectural changes in buildings	71	29
Direct financial assistance	71	29
Changes in insurance regulations	68	32
Social opportunities	69	31

MQ Patton, 2012

18

## Data analysis and presentation

Presentation 3: Utilization-focused results arranged in rank order by “great need” to highlight priorities

Rank order	Great Need for This
Employment opportunities	58
Public understanding	47
Educational opportunities	42
Direct financial assistance	40
Transportation	35
Architectural changes in buildings	33
Housing	33
Changes in insurance regulations	29
Medical care	26
Social opportunities	11

MQ Patton, 2012

19



## Framework for reviewing data (cont'd)

### *Interpretation*

- What do the results mean?
- What’s the significance of the findings?
- What are possible explanations of the results?
- Interpretations go beyond the data to add context, determine meaning, and tease out substantive significance based on deduction or inference



## Framework for reviewing data (cont'd)

### *Judgment*

- Values are added to analysis and interpretations
- Determining merit or worth means resolving to what extent and in what ways the results are positive or negative
- What is good or bad, desirable or undesirable, in the outcomes?
- Have standards of desirability been met?



## Framework for reviewing data (cont'd)

### *Recommendations (if agreed to be undertaken)*

- Adds action to analysis, interpretation, and judgment
- What should be done?
- What are the action implications of the findings?
- Only recommendations that follow from and are grounded in the data ought to be formulated

(Patton, 2012)

