

Evaluation matrix – Community Health Plan (CHP) evaluation

Evaluation question	Evaluation sub-domain / sub-question	Indicator	Data source	Analysis
What programs, services and initiatives were / are in place to address the health priorities outlined in the Community Health Plan (CHP)?	What programs, services and initiatives were / are in place to address the health priorities outlined in the Community Health Plan (CHP)?	List, inventory and description of relevant programs, services and initiatives	Document review Participatory observation / field visit	Qualitative analysis Validation of completeness and accuracy by managers of respective programs/services
What is the performance of these programs, services and initiatives, within the context of meeting individual and population health needs related to the CHP priorities?	Structural enablers and organizational resources: What structural enablers and organizational resources are in place to enable programs / services / initiatives to address individual and population health needs related to the CHP priorities?	Reported structural enablers and organizational resources, and their descriptions and assessments.	Document review Interviews and/or focus groups	Qualitative analysis
	Governance: What governance structures and mechanisms are in place for these respective programs / services / initiatives, and how do they perform?	Reported governance structures, processes and performance.	Document review Interviews and/or focus groups	Qualitative analysis
	Leadership and management: How do leadership and management impact the performance of the programs / services / initiatives?	Reported impact of leadership and management on performance.	Document review Interviews and/or focus groups	Qualitative analysis

	<p>Program / service delivery model (organization):</p> <p>How are the program and / or service delivery models organized?</p>	Reported descriptions of the organization of program and service delivery models.	<p>Document review</p> <p>Interviews and/or focus groups</p>	
	<p>Access:</p> <p>How do the programs and services enable access?</p> <p>What is the performance of these programs and services in relation to access?</p> <p>What challenges and barriers exist, in relation to access?</p>	Reported mechanisms for enabling access, performance, and related challenges/barriers.	<p>Document review</p> <p>Interviews and/or focus groups</p>	<p>Qualitative analysis</p> <p>Quantitative analysis (e.g. descriptive statistics), depending on data availability and data quality</p>
	<p>Teamwork:</p> <p>What is the composition and functions of the team(s), and how do they perform?</p>	Reported composition, functions and performance of the team(s).	<p>Document review</p> <p>Interviews and/or focus groups</p>	Qualitative analysis
	<p>Communication, collaboration and coordination:</p> <p>Who do programs and services mostly communicate, collaborate and coordinate with?</p> <p>What is the state of communication, collaboration and coordination?</p> <p>What are the main barriers and/or challenges to communication, collaboration and coordination?</p>	Reported dynamics, performance, barriers and/or challenges related to communication, collaboration and coordination.	<p>Document review</p> <p>Interviews and/or focus groups</p>	Qualitative analysis
	Community engagement:	Reported perceptions of community engagement, descriptions of	Document review	Qualitative analysis

	<p>How do the programs and services define and conduct community engagement?</p> <p>What are the challenges and/or barriers to community engagement?</p> <p>How can community engagement be improved?</p>	community engagement functions and activities, and perceptions of challenges, barriers and ideas for improvement.	Interviews and/or focus groups	
	<p>Client, family and caregiver experience: How do programs and services measure, assess and use client/family/caregiver experience data?</p> <p>What are the challenges and/or barriers to measuring these experiences?</p>	Reported mechanisms of experience data collection, analysis and use; reported challenges and/or barriers to measurement.	Document review Interviews and/or focus groups	Qualitative analysis
	<p>Evaluation, performance assessment and quality improvement (QI):</p> <p>What evaluation, performance assessment and QI functions and activities are conducted by the programs / services / initiatives?</p> <p>How are these functions and activities performed?</p> <p>Should these functions be improved, and how?</p>	Reported evaluation, performance assessment and QI functions and activities, how they are performed, and perceptions regarding if and how they can be improved.	Document review Interviews and/or focus groups	Qualitative analysis Quantitative analysis (e.g. descriptive statistics), depending on data availability and data quality
	<p>Data and information systems:</p> <p>What data and/or information systems do the programs / services / initiatives use?</p> <p>How do these data and/or information systems perform?</p>	Reported data and /or information systems presently used, perceptions regarding how they perform, and ideas for their improvement.	Document review Interviews and/or focus groups	Qualitative analysis

	How can these data and/or information systems be improved?			
	<p>Pandemic impact and response:</p> <p>What was / is the impact of the pandemic and pandemic response on services / programs / initiatives, and their respective teams?</p> <p>How did the program / service / initiative adapt to the pandemic and pandemic response?</p>	Reported impact of the pandemic and pandemic response on services / programs / initiatives and teams, and their respective adaptations.	<p>Document review</p> <p>Interviews and/or focus groups</p>	Qualitative analysis
	<p>Culture and language:</p> <p>How and to what extent are culture and language integrated into programs / services / initiatives?</p> <p>How can culture and language be further integrated into programming and service delivery?</p>	Reported mechanisms and extent to which culture and language are integrated, and ideas for further improvement.	<p>Document review</p> <p>Interviews and/or focus groups</p>	Qualitative analysis
What is the impact of the CHP on the health priorities and supporting areas?	<p>To what extent are staff aware of the content of the CHP?</p> <p>How useful is the CHP, and how is it used?</p> <p>What are the strengths, weaknesses and gaps of the CHP?</p> <p>How can a future CHP be improved?</p>	Reported levels of awareness of the CHP's content, its perceived utility, usefulness and use. Perceptions of the strengths, weaknesses and gaps of the CHP, and ideas for improvement.	<p>Document review</p> <p>Interviews and/or focus groups</p>	Qualitative analysis
	<p>Impact:</p> <p>What is the direct and/or indirect impact of the CHP on the health priorities and supporting areas?</p>	<p>Trends in health priority indicators.</p> <p>Reported perceptions of impact.</p>	<p>Document review</p> <p>Interviews and/or focus groups</p>	Qualitative analysis

		Programs, services and initiatives related to the CHP health priorities.		
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