

CHAPTER 3

Evaluation

Introduction

This study was an evaluation research that focussed on process of implementation in accordance with the model for DM prevention and control in Yasothon Province. The researcher evaluated this study on the basic of research goal and objectives. Furthermore, in this chapter evaluated the factors to make it work or not, namely input (boss support, funding, time, policy and respondent cooperation), research methodology (studied areas, sample sizes, research instruments and data analysis) and research problems. Next, the researcher evaluated this study was successful or unsuccessful. To evaluate this research was benefit to improve the research methodology in the future.

Purpose

- To improve evaluation research

Objectives

1. To evaluate research efficiency.
2. To evaluate research effectiveness.
3. To summarizes research problems.

Evaluation Design

This study was summative evaluation.

Evaluation Questions

1. Was the DM service system process of screening and treatment assessed?
2. Was the support system process of medical and medical equipment support, development of health personnel and VHVs' potential, development of the information system and supervision assessed?
3. Were the implementation problems and obstacles identified?
4. Did the boss support this research; if he did, how?
5. How much funding was used in this research, was it efficiently used?
6. How was the time used for research management; was it efficient?
7. Did the organization have a policy to support this research; if so, what is it?
8. Did the respondents cooperate in data collection; if they did, how?
9. How did the researcher's position affect the cooperation of the respondents?
10. Was the research methodology (namely, studied areas, sample sizes, research instrument and data analysis) suitable?
11. What were the research problems?
12. Did the research results achieve the expected outcomes, and how were these achieved?

Table 4 : Criteria of Evaluation

Evaluation Question	Criteria	Evidences
1. Was the DM service system process of screening and treatment assessed?	-The assessed results of the DM service system of screening and treatment system.	- The DM service system conclusion
2. Was the DM service system process of screening and treatment assessed?	-The assessed results of the DM service system of screening and treatment system.	- The DM service system conclusion
3. Was the support system process of medical and medical equipment support, development of health personnel and VHVs' potential, development of the information system and supervision assessed?	-There were assessed results of the support system of medical and medical equipment support, development of health personnel and VHVs' potential, development of the information system and supervision.	- The support system conclusion
4. Were the implementation problems and obstacles identified?	-There was the identification of problems and obstacles to implementation.	- The problems and obstacles conclusion
5. Did the boss support this research; if he did, how?	- There was research support such as funding, time, and vehicle.	- The approval record of funding, time and vehicle
6. How much funding was used, was it efficiently used?	- Comparison of funding use with the plan.	- Plan for using funds

Evaluation Question	Criteria	Evidences
7. How was the time used for research management; was it efficient?	- Comparison of time use with the plan.	- Plan for time management
8. Did the organization have a policy to support this research, if so, what is it?	- There was a policy for DM prevention and control	- The policy for DM prevention and control
9. Did the respondents cooperate in data collection; if they did, how?	- There was respondent cooperation in collecting data such as giving the data themselves and the documents to analyze.	- Tape cassette recording and copies of documents
10. How did the researcher's position affect the cooperation of the respondents?	- The researcher's position was external evaluator.	- Jobs description of the researcher
11. Was the research methodology namely, studied areas, sample sizes, research instruments and data analysis suitable?	- Comparison of the methodology used with the plan.	- Plan for methodology
12. What were the research problems?	- The research problems were identified.	- The summarization of research problems
13. Did the research results achieve the expected outcomes, and how were these achieved?	- The research results were offered to the boss and improved the DM prevention and control model.	- The improved DM prevention and control model

Evaluation Question	Criteria	Evidences
	- Some problems could be solved.	- The problems that could be solved

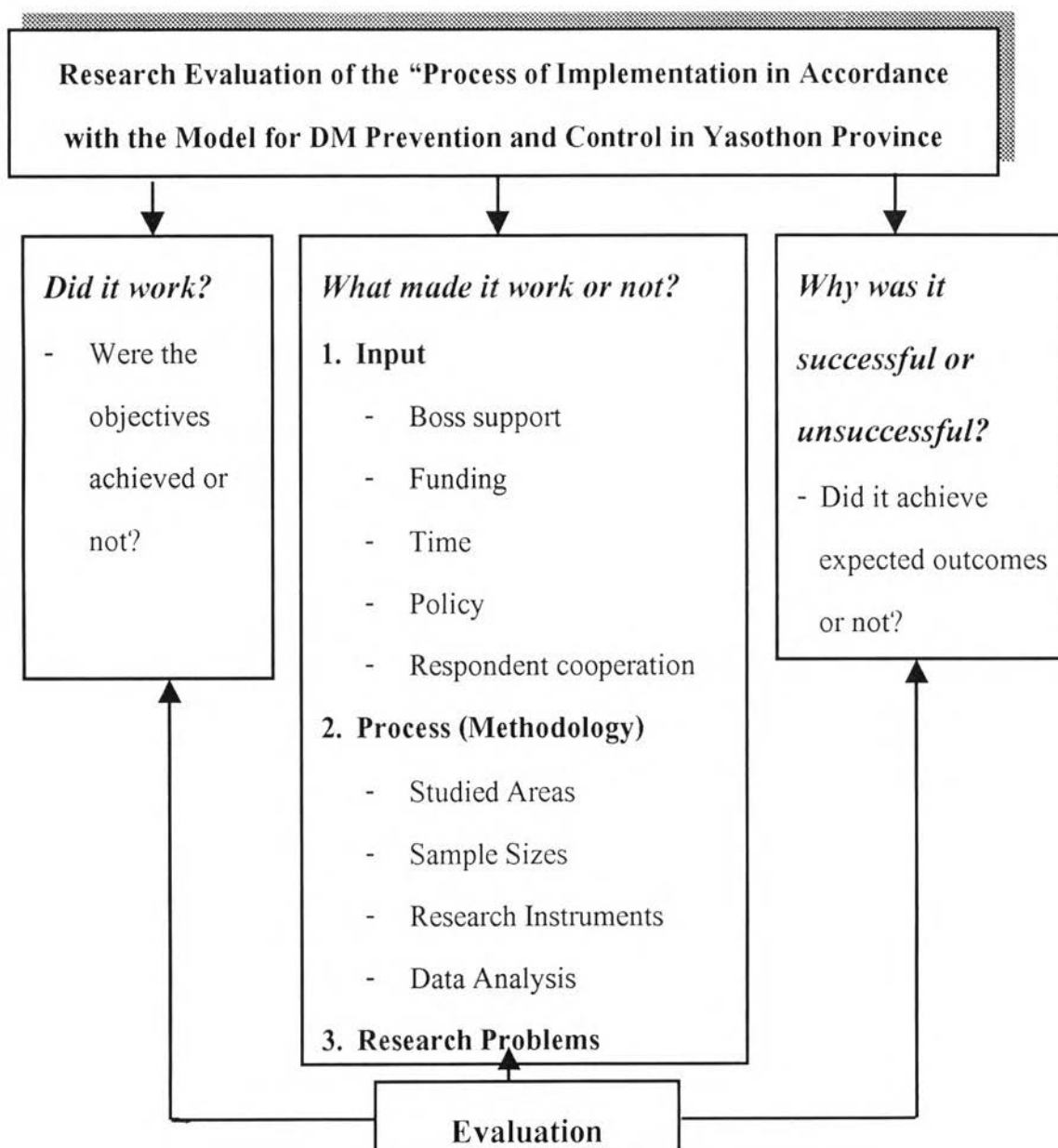


Figure 9 : Conceptual Framework of Research Evaluation

Data analysis and Results

Evaluation Methodology

- This study used a quantitative approach, based upon documentary analysis and it was respective evaluation.

Evaluation Question No.1 – 3

1. Was the DM service system process of screening and treatment assessed?
2. Was the support system process of medical and medical equipment support, development of health personnel and VHVs' potential, development of the information system and supervision assessed?
3. Were the implementation problems and obstacles identified?

Results

The researcher could assess every specific objective. There were assessed results of the DM service system of screening and treatment, and support system, and the problems and obstacles of implementation were identified (the detail is shown in Chapter 3). The data is shown in Table 5 :

Table 5 : The Comparison of Research Results with Research Objectives

Research Objectives	Research Results
1. To Evaluate the Processes of the:	
1.1 DM Service System	
1.1.1 Screening System	Assessed
1.1.2 Treatment System	Assessed

Table 5 : The Comparison of Research Results with Research Objectives
(Continuous)

Research Objectives	Research Results
1.2 Support system	
1.2.1 Medical and Medical Equipment Support	Assessed
1.2.2 Development of Health Personnel and VHVs	Assessed
1.2.3 Development of the Information System	Assessed
1.2.4 Supervision	Assessed
2. To identify the problems and obstacles to implementation	Identified

Evaluation Question No.4

4. Did the boss support this research, if he did, how?

Result

Yes, he supported many things for this research, namely:

4.1 authorizing use of the money from health care reform project in the amount 10,000 Baht

4.2 permitting the researcher to work on government time and

4.3 authorizing the vehicle and driver to collect data.

Evaluation Question No. 5 - 6

5. How much funding was used in this research, was it efficiently used?
6. How was the time used for research management; was it efficient?

Results

The researcher found the comparison of money and the time used for research with the plan budget and schedule proved the use of both money and time was efficient. That is to say, the money and time allocation were less than the plan budget and schedule. The data is shown in Table 6:

Table 6 : The Comparison of the Money and Time with the Plan Budget and Schedule

Resource Allocation	Plan budget and Schedules	Performance	Difference
- Money	19,800 Baht	10,858 Baht	- 8,942
- Time and period of implementation			
● Data Collection	6 Days	6 Days	None
● Data Analysis and summarization	2 Months	2 Months	None
● To submit the results of research to the top manager	Jul. 2000	Jul.2000	None
● To submit the results of research to medical specialists and conference the model	Jul. 2000	Jul.2000	None

Table 6 : The Comparison of the Money and Time with the Plan Budget and Schedule
(Continuous)

Resource Allocation	Plan budget and Schedules	Performance	Difference
● To submit the results of research to district managers and conference the model	Sep. 2000	Sep.2000	None
● To improve the model	Oct.2000	Oct.2000	None

Evaluation Question No. 7

7. Did the organization have a policy to support this research; if so, what is it?

Result

Yes, there was a policy to support this research. It was the policy for DM prevention and control that the PCMO strictly determined as its focus policy in 1997. (The detail was shown in p. 117 - 118)

Evaluation Question No. 8

8. Did the researcher's position affect the cooperation of the respondents; if it did, how?

Result

Yes, they cooperated collecting data. That is to say, they gave the data themselves and copied the documents that the researcher needed. Furthermore, they permitted the researcher to use a tape cassette for interviewing.

Evaluation Question No. 9

9. How did the researcher's position affect the cooperation of the respondents?

Result

Because the researcher was the chief of the mental health and non-communicable disease division in Yasothon Provincial Health Office, her major role was to evaluate the job responsibilities in her division and provide recommendations to the top manager of the province. So it might affect the cooperation of the respondents.

Evaluation Question No. 10

10. Was the research methodology (namely, sample areas, sample sizes, research instrument and data analysis) suitable?

Result

The comparison of the research methodology (namely areas, sample sizes, research instruments, and data analysis) with the plan schedules was suitable. The research methodology was relevant to the plan schedules, except the sample sizes were

less than the plan specified because some health personnel must perform many tasks.

The data is shown in Table 7 :

Table 7 : The Comparison of the Research Methodology with the Plan Schedules

Methodology	Plan Schedules	Performance	Difference
- Areas			
* Hospitals	3 Places	3 Places	None
* District Health Office	3 Places	3 Places	None
* Health Centers	6 Places	6 Places	None
* Villages	6 Places	6 Places	None
- Sample Sizes			
* Health Personnel	27 Persons	25 Persons	-2
* VHVs	6 Groups	6 Groups	None
- Research Instruments			
* In - Depth Interview Forms	Apply	Apply	None
* Focus Group Discussion Forms	Apply	Apply	None
* Documents			
- DM/OPD Card	Apply	Apply	None
- NCD. Form	Apply	Apply	None
- Referral Form	Apply	Apply	None
- Referral Record	Apply	Apply	None

Table 7 : The Comparison of the Research Methodology with the Plan Schedules
(Continuous)

Methodology	Plan Schedules	Performance	Difference
- Research Instruments (Continuous)			
- DM Central Registry Program	Apply	Apply	None
- Drug Form Request	Apply	Apply	None
- Supervise Record	Apply	Apply	None
- Lab Record	Apply	Apply	None
- Data Analysis			
* In - Depth Interview	Content Analysis	Content Analysis	None
* Focus Group Discussion	Content Analysis	Content Analysis	None
* Documents	Content Analysis	Content Analysis	None

Evaluation Question No. 11

11. What were the research problems?

Result

1. This research was qualitative research. The researcher used the in – depth interview and focus group discussion technique to collect data. In – depth interviews were about 30 minutes to one hour and thirty minutes and focus group discussions were about 45 minutes to two hours each. As these were a long periods, some of sample sizes were tired and bored with the questions.

2. There were many documents, namely DM/OPD cards, the researcher could not bring out of hospital to xerox. The researcher employed the hospital staff to copy these and lost time.

3. Some of health personnel just arrived to work at the research areas, so they did not know everything.

Evaluation Question No. 12

12. Did the research results achieve the expected outcomes, how were these achieved?

Result

The expected outcomes of this research were:

1) to obtain the results of the study and offer them to the top administrator for considering the direction of this model to determine the appropriate policy and performance, and

2) to solve the problems and obstacles and improve performance strategies for higher quality services.

This research was achieved expected outcomes because after the research was completed, the researcher submitted the results of this study to the assistant of PCMO of Yasothon Provincial Health Office. Then the researcher consulted the medical specialist for improving the screening and treatment model and performance (20th July 2000). Next, the researcher invited the district health officers and hospital directors to a conference about the new model and adjusted it again (on 19th September 2000). Then the research invited the health personnel responsible for DM prevention

and control in hospitals and district health offices in Yasothon province to listen to the new model (on 7th November 2000). The new model is shown in Figure 10 - 13

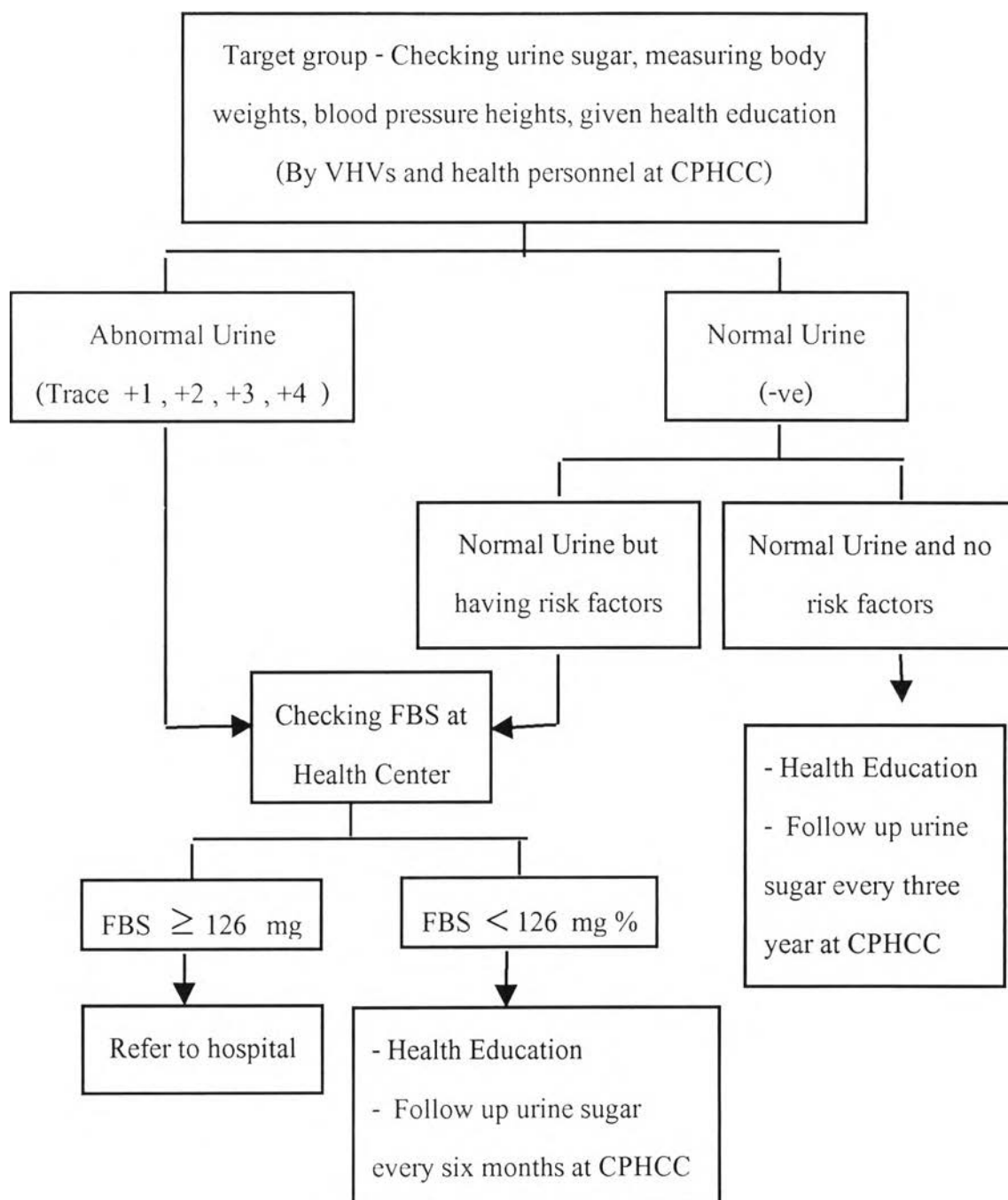


Figure 10 : DM Screening at the CPHCC (New Model)

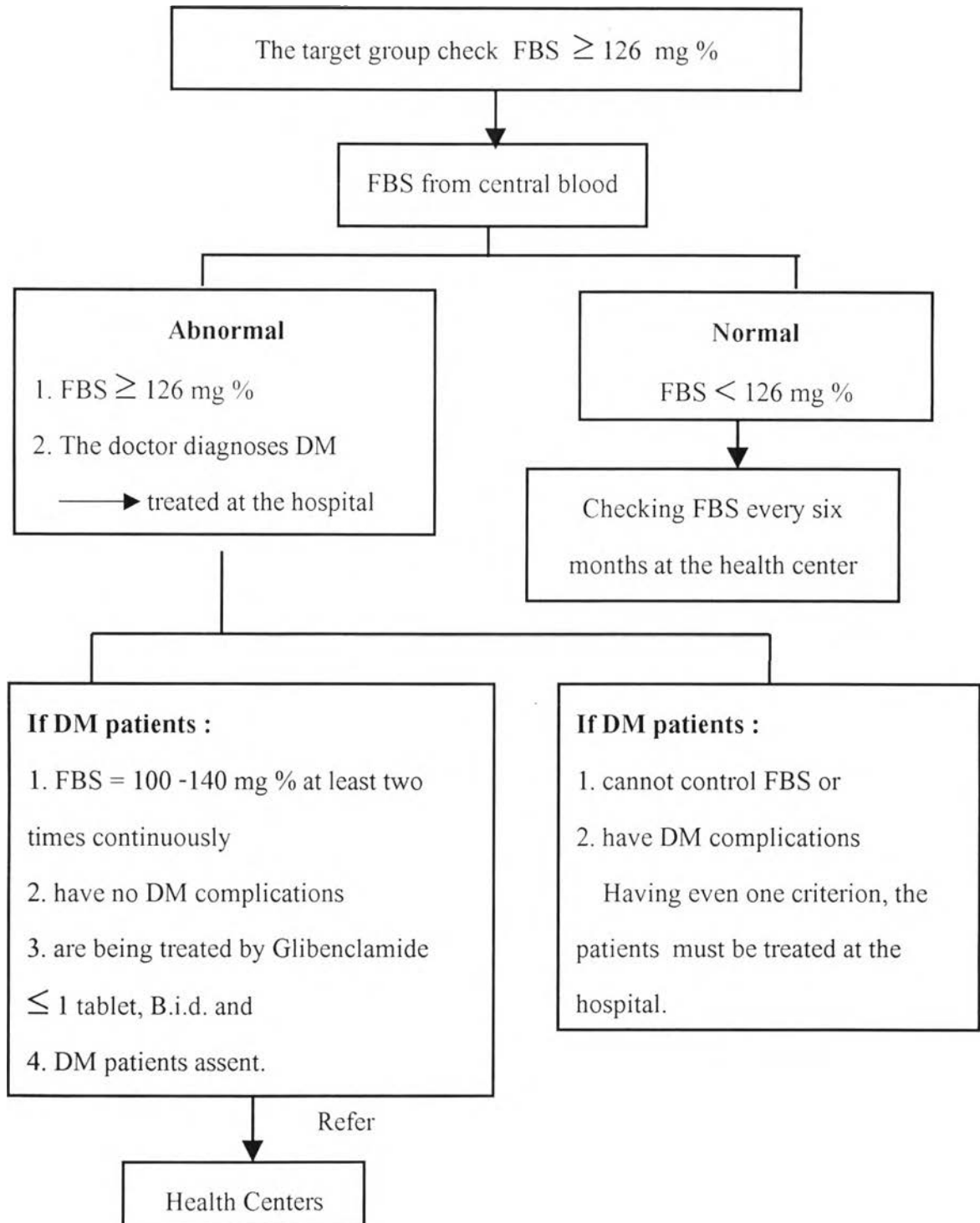


Figure 11 : DM Treatment System at the Hospitals (New Model)

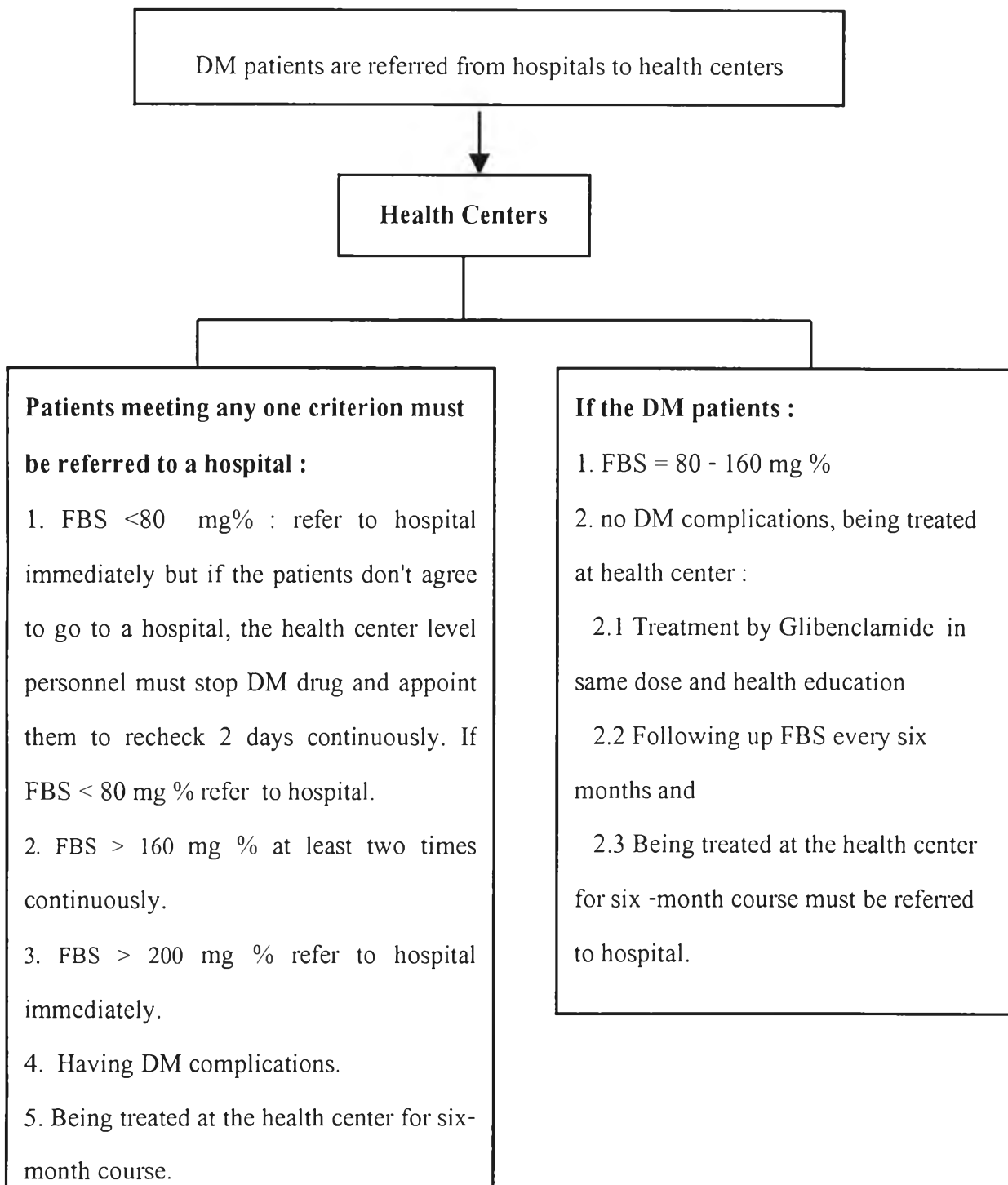


Figure 12 : DM Treatment System at the Health Centers (New Model)

Summarizing the Direction to Care for DM Patients in Yasothon

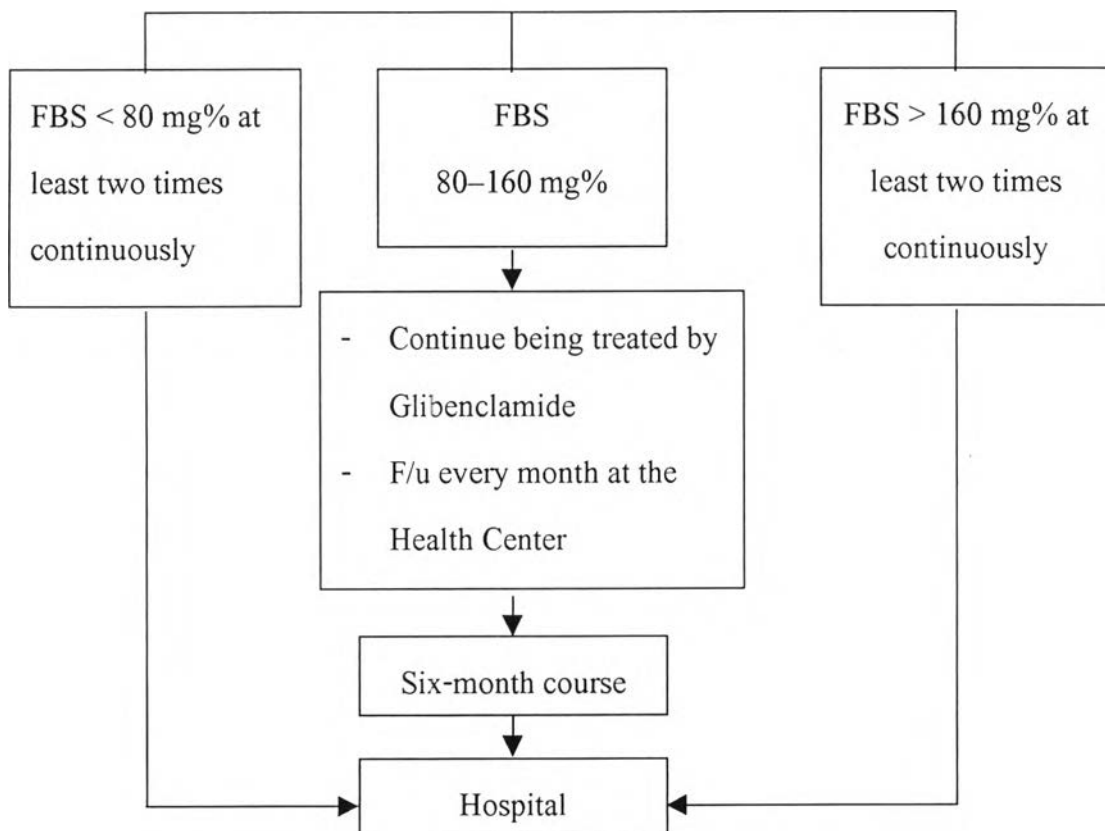
Screening test : Urine sugar is +ve (trace, +1, +2, +3, +4)

Referring to recheck FBS at the health center and hospital

Beginning to be treated at the hospital

- Glibenclamide \leq 1 tablet, B.i.d
- FBS. = 100 – 140 mg% at least two times continuously

Referring to Health Centers



FBS < 80 mg% (if the patients assent) or > 200 mg% referred to hospital immediately

Figure 13 : Direction to Care for DM Patients in Yasothon Province (New Model)

The researcher helped to solve problems by :

1. Requesting to the PCMO for funds to buy urine strips and supports health centers in screening target groups
2. Explaining to health personnel their responsibilities in hospitals, district health offices and health centers relating to the target group. Now they quite understand it
3. Approving the DM prevention and control model and explaining it to the responsible personnel and
4. In some hospitals the DM patients were not crowded after they used the new model.