



**Research, Evaluation, and  
Quality Improvement (RE & QI)  
at  
Pressley Ridge**



# RE & QI Department Activities

- The department engages in three areas of support to the organization:
  - Program Evaluation
  - Research activities
  - Quality Improvement

# Overview of Program Evaluation

- What is Program Evaluation?
  - Looks at the impacts/benefits to individuals after participation in programs
  - involves analyzing data to assess program impact and effectiveness
- Why is it important?





# Program Evaluation: Reporting Procedure

- Program Health Monitoring Tool - Based on Kaplan & Norton's Balanced Scorecard methodology
  - Monitors 4 Perspectives:
    - Fiscal
    - Learning & Growth
    - Internal
    - Customer
- Reviewed Quarterly
  - Provided for the entire organization, by service line, and at the program level





# Program Evaluation: Outcomes Measured

- ***Demographic Information***

- Age, Gender, Race, Length of Stay, Clinical Diagnosis

- ***Improvements made:***

- Permanency/Stability

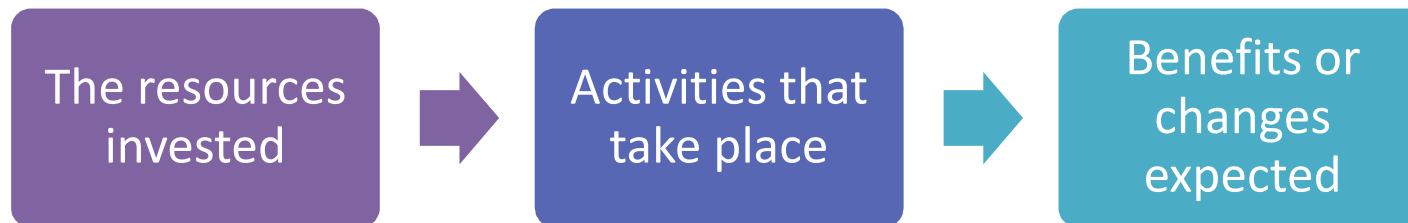
- Measured by the Restrictiveness of Living Environment Scale (ROLES)

- Functioning (Well-Being)

- Measured by program-specific standardized assessments

# Program Evaluation: The Use of Logic Models

- Overview of Logic Models:
  - Logic models are a **simplified drawing** of a program and its designed interventions that are a response to a given situation.
  - Logic models show the **logical relationships** among:





# Program Evaluation:

## The Purpose of Logic Models

- To aid in understanding the goals, expectations & outcomes
- To aid in evaluation by identifying objectives & indicators
- To focus evaluations through identification of key issues & questions
- To clarify the causal assumptions



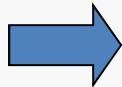
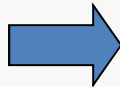
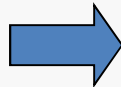
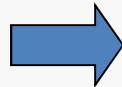
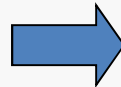
# Program Evaluation: Logic Model Terminology

- Logic Models consist of the following categories:
  - **Inputs**
    - Resources the program uses to operate
    - Constraints are limitations to its operation
  - **Activities**
    - Actions the program takes using the resources
  - **Outputs**
    - What the program did
  - **Outcomes:** impact the program made
    - 3 types of outcomes:
      - *Immediate*: changes in thoughts, feelings, or attitudes
      - *Intermediate*: changes in behavior
      - *Long-term*: changes in condition or status

# Program Evaluation: General Logic Model Format

Situation: \_\_\_\_\_

*the environment in which a problem or an issue exists from whence priorities are set to direct the programmatic response*

<b>Inputs</b>	<b>Activities</b>	<b>Outputs</b>	<b>Immediate Outcomes</b>	<b>Intermediate Outcomes</b>	<b>Long-term Outcomes</b>
					
<b>A program's resources and constraints</b>	<b>What a program does with its inputs to fulfill its mission.</b>	<b>Products of a program's activities.</b>	<b>Changes in a person's <u>knowledge, attitude, or skill.</u></b>	<b>Changes in a person's <u>behavior</u> that result from the new knowledge, attitude, or skill.</b>	<b>Changes in the <u>condition or status of a person.</u></b>



# Research Activities: Past, Present, & Future

- Past projects included:
  - Quality Improvement Enhancement study
  - Formative evaluation of the clinical supervision model
  - Treatment Foster Care disruption study
  - ROLES revision and algorithm development
  - Alliance formation and experiential education
  - Principles of Re-Education
- Present projects include:
  - Pressley Ridge-Treatment Foster Care Training Study
  - Age of Aging Study
- Future research proposal submissions may be sent to:  
[ResearchandEvaluation@pressleyridge.org](mailto:ResearchandEvaluation@pressleyridge.org)



# Quality Improvement Activities

- QI Committee quarterly meetings
- Customer Satisfaction
  - Youth, Adults, and Caregivers
- External Stakeholder Satisfaction
  - Probation Officers, School Principals, etc. who collaborate with Pressley Ridge staff
- Treatment Foster Care Foster Parent's Satisfaction
- Employee Satisfaction
- Quality Record Review
- Incident Review Quality Measures
  - restraints, allegations, and medication errors

# Quality Improvement Activities

- Ad hoc QI teams completing a root cause analysis occurs as needed
- The Plan-Do-Study-Act (PDSA) model developed by Dr. Walter Shewhart
  - Used for improving process issues
  - PDSA cycle is shorthand for testing a change by:
    - developing a plan (Plan),
    - carrying out the test or trying it (Do)
    - observing and learning from the consequences (Study)
    - and then acting on what is learned from those consequences (Act).

