

Effective Evaluations

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Nature and Design of Your Evaluation

- What are the goals?
- What type of evaluation are you planning to conduct?
- Will you use a snapshot, pre-post, or maybe a longitudinal design?
- Who is the evaluation “for”?
- How will you share the results?
- Are there any publication plans?

Evaluation results can be used for...

- ❖ Documenting the outcomes of support group participants
- ❖ Reporting on the process of the group
- ❖ Measuring participant satisfaction
- ❖ Quality improvement
- ❖ Identifying gaps in group activities
- ❖ Providing evidence to funding agencies
- ❖ Collecting data for research that can inform the field about the effectiveness of self-help and peer support

Turning Knowledge into Power for DBSA & its Members



Process Versus Outcome Evaluation

- **OUTCOME:** A status individuals achieve after receiving services & supports
 - hopefulness
 - knowledge
 - skills
- **PROCESS:** Information describing what goes on at the group, who attends, who leads
 - # group participants
 - average group attendance
 - # of years of experience of group leaders



Reasons to Evaluate Your Support Group

- Measure level of group member satisfaction
 - Would participants recommend your program to others?
- Document your group's outcomes
 - What % of your group members feel they are recovering from their mood disorder?
- Measure degree of change experienced by group members
 - Do group members feel more hopeful after participating for 6 months?
- Identifying gaps in group activities (needs assessment)
 - Do members want more info on specific topics, more advocacy involvement, different kinds of support?
- Evidence for funding agencies
 - Do participants change in positive ways over time? How many people are served?
- Research to inform the field
 - What aspects of peer support are critical?

Things to Consider in Designing Your Evaluation

- Who will complete the survey?
 - e.g., new group members, old ones, ex-members?
- How will you distribute it?
 - e.g., at group meetings, by mail, at conferences?
- How will you collect the completed surveys?
 - e.g., in person, return mail?
- How will you ensure confidentiality & privacy?
 - e.g., will you protect anonymity & voluntary nature?
- How will you analyze the survey data?
 - e.g., will you do it yourself, can others help, is some research assistance available?
- What will you do with the results?
 - e.g., who will you share them with and how?

DBSA Support Group Quality Survey

Why Choose It?

- Ready to use
- Administration guide is available
- Easy to link survey results to quality improvement activities you can engage in
- Can use it to compare 1 DBSA group with another, or groups in one region of the state with those in another region
- Collects information regarding logistics, reasons for attending, outcomes & process



DBSA Support Group Quality Survey – Suggestions for Use

- Add a question to measure exposure to the group (short vs. long-term members may differ in their satisfaction, needs, etc.)
- Consider rewording #5 (you don't "meet" a "reason") as...
Do you feel the group is meeting the needs you checked above?
- Reformat the answer choices in #6
Separate the response choices to be circled
- Add a phrase to #7
"...to improve your experience in the group?"
- Add questions if you like – but only if there is a good rationale
- Use the excellent Administration Guide-Using the DBSA Support Group Quality Survey

Other Support Group Evaluation Surveys You Can Use

- **Maton Support Group Assessment Scale measures**
 - Support group members receive from one another (Support Received), items 1-4
 - Support group members provide to another (Support Provided), are items 5-8
 - Personal relationships formed (Friendship Development), items 10-14
 - Whether different group members take on different roles, such as leader, information specialist, (Role Differentiation), items 15-19
 - Satisfaction with the group (Group Satisfaction), items 20-24
- **Attkisson Client Satisfaction Questionnaire (CSQ) measures**
 - global satisfaction with a service or support using a brief set of questions that allow comparison with more traditional services

Why Use the CSQ or the Maton Scales?

- They are valid and reliable instruments that have been rigorously tested
- They have been tested in mental health & non-MH support groups
- Published results allow you to compare your support group with other support groups
- Enhanced perception of evaluation “legitimacy”
- Enhanced ability to analyze data & publish results

A Word About Data Analysis

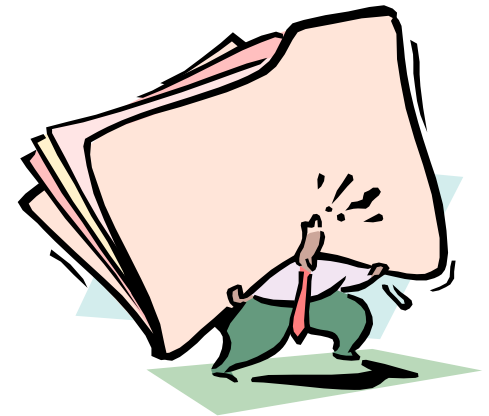


❖ Some Ways to Analyze Data

- Simple counts, proportions, or averages (total # served, % satisfied, average attendance)
- Scale scores computed according to instructions (What is the individual's level of support received versus level of support provided?)
- T-tests to compare individuals at different time points (Does a person's level of support received increase over time as he/she participates in the group?)
- Chi square to examine relationships between two variables (Are women more likely than men to feel supported?)

When Selecting Evaluation Instruments, Consider...

- Group members' background
- Your available resources
- What you want to measure
- Nature & design of your evaluation



Know Your Group Members

Important aspects to consider:

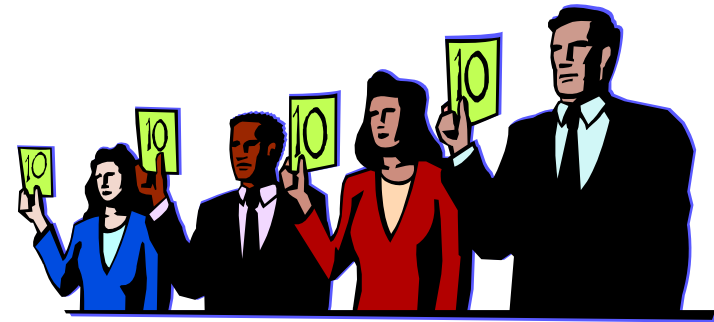
- ✓ reading level
- ✓ education level
- ✓ cultural background
- ✓ language spoken

Also keep in mind:

- ✓ subject burden (# and difficulty of questions)
- ✓ acceptability to respondents (what will they get out of this?)



Know what you are measuring



- Is it process, outcome, unmet needs?
- Is it a value, attitude, behavior, or something else?
- Can it be summarized numerically (e.g., # of friends made among group members)?
- Is it best measured with a measure using open-ended or forced-choice items?
- What group member changes do you want to capture?
- Which group members are you targeting (i.e., new, old, or former)?

Mental Health Research

Measures: Common Constructs

- Recovery
- Self-esteem
- Coping mastery
- Empowerment
- Hopefulness
- Quality of life
- Symptoms (depression, anxiety)
- Social support
- Stigma
- Knowledge about mood disorders & treatments
- Satisfaction with supports & services

Measures of Recovery

- Recovery Assessment Scale (Giffort et al., 1995)
- Recovery Self-Assessment Scale (O'Connell et al., 2005)



Measures of Coping Mastery/Self-Esteem

- Self-Esteem Scale (Rosenberg, 1965)
- Coping Mastery Scale (Pearlin et al., 1978)
- The Brief Cope (Carver, 1997)
- Collective Self-Esteem Scale (Luhtanen et al., 1992)

Measures of Empowerment

- Empowerment Decision-Making Scale (Rogers et al., 1997)
- The Personal Empowerment Scale (Segal, et al., 1995)
- The Mutual Empowerment Scale (Neese-Todd & Weinberg, 1992)

Measures of Hopefulness

- The Hope Scale (Snyder et al., 1991)
- The Hopelessness Scale (Beck et al., 1974)



Measures of Quality of Life

- The World Health Organization (WHO) Quality of Life assessment (Harper et al., 1998).
- The Quality of Life Scale (Lehman, 1983).



Psychiatric Symptom Measures

- Brief Symptom Inventory (Derogatis, 1993)
- Brief Psychiatric Rating Scale (Overall, 1962)
- Positive and Negative Symptom Scale (Kay et al., 1987)
- Hamilton Self-Rating Depression Scale (Hamilton, 1960)
- Hamilton Self-Rating Anxiety Scale (Hamilton, 1959)
- Centers for Epidemiologic Studies-Depression Scale (Radloff, 1977)

Measures of Social Support

- The Medical Outcomes Study Social Support Survey (Sherbourne & Stewart et al, 1991)
- The Arizona Social Support Interview Schedule (Bererra, 1980)
- The Norbeck Social Support Questionnaire (Norbeck, 1982)

Measures of Stigma

- Stigma Scale (Nuehring, 1979)
- Stigma Scale (Corrigan et al., 2004)



Measures of Support/Service Satisfaction

- Client Satisfaction Scale (Atkisson et al., 1982)
- Support Group Assessment Scale (Maton et al., 1989)
- Self-help Agency Satisfaction Scale (Segal et al., 2000)
- MHSIP Task Force on Mental Health Report Card Consumer Survey (Mental Health Statistics Improvement Program, 1996)

Tips for Getting Started with Your Evaluation

- Start small
- Keep it manageable
- Use DBSA-designed tools first
- Make sure there is a good reason for every question you ask
- Get everyone's buy-in before beginning
- Be sensitive to your group members' needs & feelings
- Congratulate yourself for taking this important step toward improving your group!

Useful Websites for Identifying Evaluation Measures

- Social-Personality Psychology Questionnaire Instrument Compendium (QIC)

<http://www.hs.ttu.edu/research/reifman/qic.htm>

- University of Texas at Austin, Tests and Assessments Research Guide

<http://www.lib.utexas.edu/subject/ss/psyc/test.html>

- Tests, Measures & Scales

<http://personalitypedagogy.arcadia.edu/pmwiki/pmwiki.php?n=Content.Tests>

- Research Design and Methodology Information

<http://www.socialresearchmethods.net/kb/index.php>

Questions? Comments?

