VIP EVALUATION INFORMATION PACK 2022

VIP evaluation provides Te Whatu Ora – Health NZ data to inform improving competence in family violence service delivery as well as measure progress over time. Evaluation processes are guided by a philosophy of supporting programme leaders in building a culture of improvement. The evaluation project is approved by the Health and Disability Ethics Committee (AKY/03/09/218/AM07) and funded by Te Whatu Ora – Health NZ.

This 2022 calendar year's evaluation activity is measuring VIP system infrastructure using the Delphi tool. This information pack will guide you in the process of completing the tool.

We encourage you to take a Plan-Do-Study-Act (PDSA) approach to the Delphi evaluation activity. This includes planning the evaluation (Plan), conducting it (Do), analysing (Study) the results and acting (Act) on the findings. Ideally the planning will be in collaboration with the VIP team (e.g., FVI coordinators, child protection coordinators, portfolio manager, steering or governance group, Quality & Risk, and local iwi and community). See Appendix A for a PDSA guide.

The 2022 process for Districts is
1. To complete and submit the Delphi Tool (self-audit)
2. To participate in an external site evaluation. The purpose of the site evaluation is to (a) review the Delphi Tool scoring and collated evidence, and (b) understand District context and support programme maintenance and improvement.

What is the aim of the Delphi audit tool?

The Delphi tool was introduced to measure health system infrastructure, supporting the development of a consistent and quality response to family violence.

The Delphi provides a standardised measurement tool enabling organisations to benchmark themselves against each other and over time.

The tool was revised in 2017 to reflect a systems approach integrating intimate partner violence and child abuse and neglect responsiveness, aligned to the 2016 Family Violence Assessment and Intervention Guideline: Child Abuse and Intimate Partner Violence (2nd ed). The tool is aspirational, highlighting areas for development and improvement. To reduce burden, the tool includes a selection of items indicative of an ideal programme, rather than being all inclusive.

Who completes the Delphi tool self-audit?

Two domains and some further items are to be completed by the most Senior Manager responsible for the VIP. This is because the items concern senior management support and leadership for the VIP, and they are likely to have access to the relevant evidence required. The domains to be completed by the Senior Manager responsible for VIP are:
- Domain 1 - Organisational Leadership (all items)
- Domain 3 - Resource Funding (all items)
- Domain 6 - Quality Improvement (items 1, 8)
- Domain 8 - Collaboration (items 2, 4.1)

The remaining domains and items are to be completed by the VIP team. This may include FVIC, CPC and administrative staff.

How to complete the Delphi?

To complete the tool, we suggest you first **watch the video** 'How to use the Delphi Tool' available on the Evaluation web-page or https://www.youtube.com/watch?v=YQZajuyL3UI. You can then open the tool, have a read of the tool, and make a timeline plan for collating the evidence and entering the data.

The Delphi tool (2022) is an excel macro enabled worksheet. It is accessible on the Health System Violence Intervention Programme Evaluation webpage (www.aut.ac.nz/vipevaluation).

If you want to just 'update' your most recent Delphi, you may do so. If you are 'starting from scratch' we suggest you use the latest version (Delphi Tool 2022). The 2022 version reflects language aligned to the new health structures and updates the location of resources (to VIP drop box). The indicators themselves are equivalent across the 2017 and 2022 versions.

The following may help you in managing the file:
- You will need access to Microsoft Excel.
- When you open the file, you will need to 'enable macros' to make the tool interactive (your ability to enter responses and see your scores). There are instructions on the 'Instructions & Help' page to walk you through the 'enable macros' should you have an older version of Excel.
- We suggest you **rename and save** the file for your work (e.g., Delphi2022_District name). It is ideal to save it to a shared folder so VIP team members have access.
- 'Links to resources' are provided for some items. If you have trouble accessing VIP drop box links, contact Kaleen@healthnetworks.co.nz.
- When entering your responses, please double check that all items have been answered.

Most of the items are scored 'Yes' or 'No'. On some items, you may be unsure of how to score, or that you are 'almost there'. In this situation, you should select 'No' remembering that the tool is aspirational and the 'No' rating serves to highlight areas needing further resources and enhancements.

What evidence is required for the Delphi audit?
- As you read through the tool items and measurement notes, you will be able to identify what evidence is needed to 'achieve' an item. Examples of required evidence are provided in Appendix B.
- The measurement notes appear in the tool when you hover your mouse over the small red triangle in the upper right-hand corner of the item (see figure to the right). There is also a 'Measurement Notes' sheet at the back of the workbook. This can be printed out to help you complete the tool.

Hover over the red triangles to view measurement note

- Enter the source and location of information in the 'Please provide evidence' column. For example, 'FV Policy, January 2022, page 12' or 'VIP Governance meeting notes 12 February 2022, agenda item 4'.
- Options for collating the evidence include: hard copy in a binder or URL link to evidence location written in the Delphi 'Please provide evidence' column. You are not able to embed a document file directly into the Delphi tool, however you may use the provided 'measurement notes' file that allows digital files to be inserted/embedded.
- The evidence should be available and accessible for external evaluation site visit.

What is the process for submitting?

1. We expect your Delphi audit to be submitted to the AUT evaluation team by the 31 January 2023. Please submit your completed VIP Delphi to vip-eval.ac.nz.
2. Timing of site visits with the AUT evaluation team will be negotiated with you. They may occur anytime between November 2022 and 31 March 2023.

What is involved in the site visit?

Site visits are conducted in the spirit of learning and support. One or two AUT VIP evaluation team members will conduct the audit over one day. The details will be provided once a date is set. In general, the agenda will include: (a) Welcome and introductions, (b) Purpose and process for the day, (c) Review of Delphi items and evidence and (d) summary of findings. VIP senior managers and team are expected to attend at the beginning and end of the day. The evaluators will spend the day with FVIC, CPC and where relevant, other team members to work through the programme indicators.

How will the evaluation data be reported?

1. District CEOs will receive an evaluation report following the District site visit.
2. District Delphi audit data will be shared with Te Whatu Ora Health NZ VIP Portfolio Leader and the national Te Whatu Ora VIP leadership team.
3. A national VIP evaluation report will be available in July 2023. Given the pressures of COVID-19 and health reforms on Districts, only aggregate anonymised data will be provided in the national report.

Where can I get help?

The AUT VIP evaluation team wants to hear from you if you get stuck, don't know how to answer an indicator, or want to schedule a site visit.

- You may send general email queries to Chris Cowley at vip-eval.ac.nz.
- Arlene Advani will be helping us with scheduling site visits. Arlene can be reached at arlene.advani@aut.ac.nz and (09) 921 9999 ext. 7153.
- For concerns regarding the process or conduct of the audit please contact Professor Jane Koziol-McLain (principal investigator) at jkoziolm@aut.ac.nz or (09) 921 9670 or the Ministry of Health contact person, Helen Fraser phone 021 687 549 or Helen.Fraser@health.govt.nz.

Appendix A. Evaluation PDSA

Planning for the audit (PLAN)

In creating a plan, you may find the table below helpful. Once you are clear on the process, engage with the audit team and sign off.

Questions to help you plan your audit	Notes:
Have you read through the information and requirements for the Delphi audit	
Do you have a timeline to conduct the audit and analyse the results?	
Who are the audit team members?	
Do you have adequate resources and support (such as Quality and Risk, Clinical Records, Māori Health, IT, administration support)?	
Who will complete each audit activity, and are they clear on the process to follow?	
When will the results be analysed and who will analyse them?	
How will you share audit findings and who will you share them with (including VIP Steering Group, MoH portfolio manager, AUT evaluation team)?	

Conducting the audit (DO)

- The first step in conducting the evaluation is to communicate the plan, responsibilities and timeline to your audit team members. Please note that the Delphi audit tool requires a senior manager responsible for VIP to complete some of the items.
- The second step is to gather the evidence supporting indicator achievement.
- Enter data for each item in the Delphi tool with reference to source and location of evidence.
- Ask for help as needed. For example, your IT team may be able to help you with technical difficulties or you can reach out to your Te Whatu Ora audit team, quality improvement manager, VIP manager or the AUT evaluation team.

Analysing your audit data (STUDY)

The benefit of the evaluation process is using the evidence gathered to identify the strengths and opportunities for enhancement and development with your violence intervention programme. The evaluation data can be used to prioritise actions to be taken in collaboration with the audit team members and VIP advisory group.

Acting on the findings (ACT)

Review the implemented follow-up actions of the audit process. Check for effectiveness of the plan and efficiency in making changes. If necessary, amend the evaluation process to help you prepare for the next evaluation process.

Appendix B. Types of Evidence that might be needed

Listed below is a range of documents that might be helpful to you in completing the Delphi tool. The list is not exhaustive, and you may not need everything on this list.

- Policies, protocols and procedures relevant to family violence (intimate partner violence & child abuse and neglect) and relevant department-specific policies and procedures regarding family violence e.g., security policy, interpreter policy.
- Documentation of your Te Whatu Ora VIP governance, advisory or steering group(s) including:
  - Roster of participating individuals, departments, and agencies
  - Terms of reference
  - Schedule of meeting dates
  - Meeting agendas, minutes, or notes

- Formal training plan, communications with the National VIP training, schedules of planned trainings for employees and attendance lists.
- District standardised forms or checklists (electronic or hard copy) used for family violence programmes including:
  - Domestic violence routine enquiry and Child Protection checklist
  - Assessment, intervention and referral forms for when IPV is disclosed
  - Consent to photograph forms for family violence cases
  - Child abuse and neglect Report of Concern
- Information on quality improvement activities (refer to VIP Quality Improvement Toolkit) such as:
  - Assessments of staff attitude and knowledge of family violence
  - IPV and CP clinical record audits
- VIP PDSA cycle documentation
- Documentation of any collaborations/links with community organisations and government agencies (e.g Memorandum of Understanding the Police and Oranga Tamariki) for the purposes of governance, training, programme development, or service delivery
- Information on financial resources that the District provides for the family violence programme, including funding specifically for Māori initiatives (Whānau Ora), training, etc.
- Information on support services (e.g., Employee Assistance Programme) for employees who are victims or perpetrators of domestic violence
- Copies of brochures, pamphlets, or referral cards for victims of family violence and the public in the hospital