

MOBILE CARE PARTNERSHIP ROADMAP

A guide to developing and implementing a mobile care program with multiple partners.

STEP 6: EVALUATE AND MONITOR

Visitor and Provider Experience Guide

Experience surveys and/or interviews can be used to gather a better understanding of how visitors and providers experience partner-led projects. Surveys and interviews consist of a set of structured questions designed to capture various aspects of the service. The Visitor and Provider Experience Guide provides sample project- and system-level questions to ask visitors, providers, and partners.

Developmental Evaluation

A developmental evaluation uses real-time data and fosters ongoing feedback loops, which helps healthcare professionals make informed decisions, optimize interventions, and enhance overall healthcare effectiveness. The template guides you through the developmental evaluation process with multiple partners, which aims to assess and improve the effectiveness of the mobile care partnership in complex and uncertain environments. This enables partner organizations to make data-driven improvements, enhance person-centered care, and create a more positive experience for visitors.

Data Dashboards

Data dashboards are visual representation of a project's key performance indicators. The information from the data collection form in Step 4 is used to develop data dashboards to share information at a high-level in a way that is easily understandable for various audiences. The tool can be used to report to leadership, advocacy efforts, and more.

