

Organisational Commitment to Using Research Findings For Program Improvement and Development in the Camp Quality Family Research Project

A presentation from
ARTD Consultants & Camp Quality



Presentation Outline



1. Who is Camp Quality?
2. Why did Camp Quality undertake this research?
 - a) What did they want to find out
 - b) Initial communications
3. ARTD joins the journey
4. Snapshot of findings
5. How is Camp Quality using the Results
6. Reflections of the critical utilisation factors





Who is Camp Quality?

- NFP supporting children with cancer & their families
- Focus on bringing optimism, hope and happiness
- 4 main programs
 - Recreation
 - Hospital
 - Education
 - Family Support



Why did we begin this Journey?

- Develop a future strategic framework
- Consult , Listen & Learn from our 'clients'





What Steps did we take?

Commenced an Equality Project that was the start of the journey to provide greater equitable access to our services for ALL children living with cancer.

- Location Audit
- Safety Audit
- Revenue Review
- Learning and Development analysis
- Staff consultations



What we learnt from this process....

1. Our audits and reviews have provided us with a strong understanding of our strengths, weaknesses and opportunities.

From this, we acknowledged that there was some inequity in our access to our current services, lack of clarity around future programs

2. Our vision is to provide greater equitable access to our services for all children living with cancer and their families in Australia.
3. So what steps did we take

Our Strategy to Achieve This

Objective 1 Create One Resilient Team

Create one resilient team that lives our values, builds greater accountability, clarity and consistency Australia-wide so that we are role models of the CQ philosophy of fun therapy and learned optimism

Objective 2 Research

- Undertake research that creates a body of evidence of the benefits and value of the CQ philosophy in order to be recognised as an expert in this field
- Undertake research that builds a profound understanding of the psychosocial needs of children with cancer and their families to apply to our programs

Once 1 & 2 are complete we will be ready to use **one team and research findings** to increase our **VALUE** by improving our **program reach and delivery** to children and families

Recap on the journey

Internal Review
and evaluation

equality project
because everyone matters

One Team, Equity and
new Operating model

Family Research Project

What did we know from the research?



Importantly, the research would have a dual purpose

1. Develop a comprehensive understanding of the psychosocial needs of children with cancer and their families:
2. How Camp Quality's support and program philosophy positively impacts on these families



Our Communications

Once the Family Research project was approved, and ARTD appointed, it was vital to engage our stakeholders.

- CQ Board
- Staff via emails, staff forums, webinars
- Families/volunteers via e-newsletter, letters and emails from Area Managers
- Supporters, via letters & face to face meetings





ARTD Consultants joins the Journey

“TRUST”





**‘A concern for use [was]
the driving force in [this]
evaluation’**

**Ref: Michael Quinn Patton 1997
Utilisation-Focussed Evaluation. Sage
Publications, California**





‘How can we do this in a way that will provide useful information for Camp Quality for future program development?’



As evaluators we were
'actors of change' in
a change process





“OPENNESS”



Evaluation methods

- ☺ Mailed survey to all CQ families
- ☺ Focus groups at camps across Australia – children with cancer 5-18yrs, siblings, parents
- ☺ Online survey of health professionals working with children with cancer
- ☺ Online survey of CQ volunteers, including camp leaders
- ☺ Ethics applications in every state and territory





‘Meaningful, useful, defensible’





Key Findings

1. Camp Quality's support and programs have enormous positive benefits for families
2. There are unmet psychosocial needs for children with cancer and their families, but particularly for siblings and parents
3. Gaps in service delivery for children with disabilities, terminally ill, bereaved families, during early stages of the cancer journey





How is Camp Quality using the Results

- Initial response to the results and how we can improve
- Sharing our results



Communication plan



What next?



- Establishing the SPC
- Development of a strategic plan including programs and services as a direct result of the Family Research Project.





Reflections on the critical utilisation factors

- Concern for use the driving force
- Utilisation focus on going from the beginning
- Early identification of information users – Board, volunteers, CQ staff
- All users engaged in the journey
- Evaluation focussed on needs of stakeholders



Reflections on the critical utilisation factors (cont)



- Good communication with and high quality participation by stakeholders
- Identification of potential for multiple layers of impact
- Paying attention to contextual factors
- Working together to understand evaluation and how the results could be used





“Commitment”





Thank you for
listening
and
Q & A

