

Mission: We are reclaiming a paradigm for health and healing so that all people can live well and thrive.

CEO: Amina Haji, MD

Team Members: Yolanda Moten – Director of Programs and Operations

Andrea Custode – Office Manager & Communications Support

Website: austinhealthcommons.org

Measuring What Matters Goal Statement:

1) Identify TRHT's program outcomes, 2) identify metrics and tool, 3) create a process for collecting the metrics, and 4) pilot the process.

Progress achieved to date:

Identified outcome categories that we want to measure.

Pre-circle and post-circle surveys were created and sent to August TRHT circle participants to complete and we have received responses.

What key lessons did your team learn throughout the Measuring What Matters series?

- There's value in multiple professional and personal perspectives.
- We learned how to define measurable outcomes rather than simply stating our goals.
- We were able to differentiate programmatic, emotional experience and intellectual experience responses as we developed questions.
- Reminded that it is important to know what programmatic goals are before you begin to create outcome goals.
- When you don't have access to tools you learn the process of developing an assessment.
- The value of team members experience in measurement processes from a public health perspective.

What challenges or roadblocks did your team encounter along the way? How were these addressed, or how do you plan to address them moving forward?

- We developed the assessment and questions from scratch without a template or pre-existing survey baseline to measurable outcomes for a relatively new program. Try; fail fast method. We developed the categories mentioned above (programmatic, emotional, intellectual experience).
- The TRHT participants do not always answer the surveys. We must determine a method that will prompt the participants to complete the surveys. This may include incorporating the survey in the registration or increase the time to complete the survey before the TRHT circle date.
- The survey consist of open-ended questions, which are challenging to measure. We must determine how to convert the responses into a measurable format.
- We will need access to relevant measurement tools.

Looking Ahead

Next steps toward achieving our evaluation and data goals:

- Determine presentation format for the responses and assess the data.
- Bring a board a public health intern to support further evaluation and data plans.
- Continue holding TRHT circles to gather more data and process improve from what we learn.
- Present the data in a way that engenders awareness, participation, support and funding for health and healing.
- Develop outcomes, metrics, assessments timeline for a healthy, healed community rooted in love with community partnership, culminates in 2021 symposium.

Austin Health Commons

Measuring What Matters

Healing through Connection,
Intention, Reflection &
Transformation.



Austin Health Commons

Mission

We are reclaiming a paradigm for health and healing so that all people can live well and thrive.

Team Members

Amina Haji, MD – Executive Director

Yolanda Moten, MA – Director of Programs and Operations

Andrea Custode – Office Manager; Communications Support

Rhonda Reynolds BSN, RN – Board of Directors

Undrae Fairley, MEd – Board of Directors; Truth, Racial Healing & Transformation Lead Facilitator

Michelle Morales, MPH-Candidate – Data Analysis Intern

Website

austinhealthcommons.org

Why Measuring What Matters?



Austin Health Commons goal in participation was to receive support in operationalizing our mission by developing the skills necessary to make data driven decisions.



This includes the ability to create metrics and formulate tools which help us determine our programmatic deliverables and allows us to evaluate their effectiveness.



Allowed us to define our objectives, re-align our program, and evaluate our outcomes in order to make our concepts understandable to stakeholders.

Measuring What Matters Goal Statement



Identify Truth, Racial
Healing & Transformation
circle's program outcomes



Identify metrics and tools



Create a process for
collecting the metrics



Pilot the process

Project Overview

Progress achieved to date:

- Identified outcome categories that we want to measure.
- Pre-circle and post-circle surveys were created more intentionally and sent to August TRHT circle participants to complete. We have received responses.
- In identifying our outcomes, we re-defined our program objectives and made changes accordingly.

Key Learnings

There is value in multiple professional and personal perspectives.

We learned how to define measurable outcomes rather than simply stating our goals.

We were able to differentiate programmatic, emotional experience and intellectual experience responses as we developed questions.

Reminded that it is important to know what programmatic goals are before you begin to create outcome goals.

When you do not have access to tools you learn the process of developing an assessment.

The value of team members experience in measurement processes from a public health perspective.

Challenges & Roadblocks



Developed the assessment tool from scratch.



Survey participation.



How to convert qualitative responses into a measurable format.



Need for relevant measurement tools.

Outcomes – Looking Ahead



Determine presentation format for stakeholders and present the data in a way that engenders awareness, participation, support and funding for racial & community healing.



Bring aboard a public health intern to support further evaluation and data plans.



Continue holding TRHT circles to gather more data and implement process improvement from what we learn.



Develop outcomes, metrics, assessments timeline for a healthy, healed community rooted in love with community partnership.