

Program Planning, Implementation, and Evaluation (PIE) for the Special Diabetes Program for Indians (SDPI)

This document provides an introduction to basic PIE concepts for SDPI grantees.

PIE Steps

1. **Planning**
 - a. **Identify:**
 - i. Needs in your community or clinic.
 - ii. Resources available to address these needs.
 - b. **Decide:**
 - i. What need(s) you will address.
 - ii. How you will address the need(s).
 - iii. Who your program will serve.
 - iv. How you will collect information (data).
2. **Implementation**
 - a. Provide services and/or activities according to your plan.
 - b. Collect data.
3. **Evaluation:** Use your data to determine if:
 - a. You have been able to do what you planned to do.
 - b. What you did resulted in improvement.
 - c. You need to make changes to your plan.

Program Planning, Implementation, and Evaluation – Importance

A carefully developed **plan** can help your program:

- Address needs that are a priority for your community.
- Make realistic decisions about what to do and with whom.
- Promote teamwork, engagement, and commitment.
- Collect important information about what you accomplish.
- Provide feedback for ongoing improvement.

Program Planning, Implementation, and Evaluation – Who Is Involved?

Getting the right people involved is essential for successful program planning and evaluation. Engage stakeholders in each step of the process and keep them informed about progress, challenges, and results. Stakeholders include:

- **Leadership** – Provides support and resources for your program's work. Includes both organization and community leaders.
- **Program Coordinator** – Oversees your program's activities, resources, and data collection. Facilitates communication with all stakeholders. Ensures that requirements are met.
- **Your team** – Carries out the work of your program.
- **Other stakeholders** – Community members, clinic patients, and others served by your program; partners; Area Diabetes Consultant; and more.

Planning – Decide what your program is going to do.

Planning is an **ongoing** process that starts at the beginning of every project and continues throughout. **For SDPI, the annual grant application is a planning tool that helps guide the work of your program.** The major steps in programming planning are:

Step 1 – Identify need(s). There are different ways to do this, including:

- a. Review the Diabetes Audit from the facility(ies) serving your community to find out what the needs are for people who have diabetes.
- b. Assess the needs of the broader community by getting input from Tribal leaders, community members, advisory groups, schools, and others.

Step 2 - Identify resources. These can include, but are not limited to:

- a. SDPI: funding, team members, supplies, and others.
- b. Other clinic and community resources: support from leadership and the community, local clinic staff, a community center with meeting rooms, etc.
- c. Partners: social services in your city, county or state, medical providers, community health workers, etc.

Step 3 - Decide what need(s) you will address and how.

- a. Select need(s) that are important to your community.
- b. How will you address the need(s)?
 - i. Implement activities/services that are realistic given the resources available.
 - ii. For your SDPI grant, select the Best Practice that is aligned with your need(s).

Step 4 - Decide who your program will serve.

- a. Be practical about how many people you can serve. If your community or diabetes population is large, consider selecting a smaller, specific sub-group.
- b. For your SDPI grant, the people you plan to serve are considered your Target Group.

Step 5 - Decide how you will collect information (data)

- a. You will need information about what you are doing and the results.
- b. Consider if you can use an existing system or whether you need something specific for your program.
- c. For your SDPI grant, data must be submitted into the SDPI Outcomes System (SOS).

Implementation – Put your plan into action.

The major steps in program implementation are:

Step 1 – Review your plan with the entire team before getting started. For your SDPI grant, locate and review the current year's Project Narrative at the beginning of the budget period.

Step 2 – Implement your activities/services. Follow your plan!

Step 3 – Collect data. Use an existing system or create one specifically for your program.

Step 4 – Review progress on a regular basis. Are you able to do the things you planned? Do your data show improvement?

Step 5 – Make adjustments to your plan to address challenges. If you are not seeing improvement in your results, work with your team to understand why and make changes in what you are doing.

Evaluation – Use data to assess progress and outcomes

When to review results:

1. **Before** implementing activities/services (baseline). It's the starting point.
2. **After** implementing activities/services (final). Is the ending point and can be compared to baseline to determine if there was improvement or not.
3. More often if it's helpful and realistic (monthly, bi-monthly, quarterly, etc.).

The major steps in program evaluation are:

Step 1 - Collect data. Data is simply information that is collected in a consistent and systematic way and stored in a place that your team members can find it (e.g., EMR, a spreadsheet, or the SOS). Collect reliable data using one or more of these approaches:

- a. Diabetes Audit: A process for assessing care and health outcomes for American Indians and Alaska Natives with diagnosed diabetes using tools provided in RPMS and the WebAudit.
- b. SDPI Outcomes System (SOS): A web-based data system for SDPI Community-Directed Grant programs.
- c. Resources developed by your program - e.g., MS Access databases, spreadsheets
- d. Electronic Medical Record systems (e.g., RPMS, NextGen)
- e. Local resources – Tribal office, schools
- f. Others – CDC, Census, County Health Rankings

Step 2 - Review your data and results regularly.

- a. Results are generally numbers, either counts (e.g., how many classes were offered or participants attended) or percentages (e.g., what percent of people with diabetes had a foot exam).
- b. Diabetes Audit and SOS reports include both counts and percentages for all outcomes.
- c. Consider:
 - i. Are activities and services being implemented as planned?
 - ii. What do the data show? Is there improvement?

Step 3 - Share the results with your team and stakeholders on a regular basis.

Common Challenges in Program Planning, Implementation, and Evaluation

Program planning and evaluation are common sense for the most part, but that doesn't mean they are always easy to do. Many programs encounter challenges, including:

1. **Competing priorities.** To help with this:
 - a. Plan ahead as much as possible.
 - b. Be aware of required activities and their due dates.
2. **Limited resources.** To help with this:
 - a. Be realistic about what your program can do, how many people you can serve, and what data you can collect.
 - b. Be creative about finding existing resources in your clinic or community.
 - c. Look for additional resources outside of your community, such as other grants and awards.
3. **Communication** - Team members and/or stakeholders not being aware of your plan, progress, data collection process, deadlines, what their role is, etc. To help with this:
 - a. Share program information, including your SDPI grant application Project Narrative and Audit Reports, with all team members.
 - b. Provide new team members with an orientation to your program.
 - c. Hold regular, brief, focused team meetings.

IHS Specific

- **IHS Division of Diabetes Treatment and Prevention (DDTP) website:** <https://www.ihs.gov/diabetes/>
 - Diabetes Standards of Care and Resources for Clinicians and Educators: <https://www.ihs.gov/diabetes/clinician-resources/soc/>
 - Clinical Training: <https://www.ihs.gov/diabetes/training/>
 - Diabetes Audit: <https://www.ihs.gov/diabetes/audit/>
 - Education Materials and Resources (Online Catalog): <https://www.ihs.gov/diabetes/education-materials-and-resources/>
- **Special Diabetes Program for Indians (SDPI) website:** <https://www.ihs.gov/sdpi/>
 - Application and Reporting Requirements: <https://www.ihs.gov/sdpi/sdpi-community-directed/application-reports/>
 - Best Practices: <https://www.ihs.gov/sdpi/sdpi-community-directed/diabetes-best-practices/>
 - Grantee Training: <https://www.ihs.gov/sdpi/sdpi-community-directed/sdpi-grant-training/>
- **Area Diabetes Consultants:** <https://www.ihs.gov/diabetes/about-us/area-diabetes-consultants-adc/>

Other

- Community Tool Box (University of Kansas): <http://ctb.ku.edu/en>