National Evaluation of the Sharing Health Care Initiative
Final Technical Report
June 2005
4 Results for the Non-Indigenous Demonstration Projects .............................................. 70

4.1 Sample characteristics and analysis ................................................................. 71
   4.1.1 Number of respondents ................................................................. 71
   4.1.2 Sample for analysis purposes .......................................................... 71
   4.1.3 Repeated measures design ............................................................... 72
   4.1.4 Rationale for the selection of variables used in the analysis ................ 72
   4.1.5 Change in the demographic profile due to loss to follow-up .............. 73

4.2 Description of the sample ............................................................................... 75
   4.2.1 Demographic characteristics ............................................................. 75
   4.2.2 Health-related circumstances .............................................................. 76

4.3 Process evaluation results – what processes were undertaken during Demonstration
   Project implementation and how they changed over time ............................ 78
   4.3.1 Process maps of the non-Indigenous self-management Demonstration Projects in the SHCI 78
   4.3.2 Project Reports ..................................................................................... 103

4.4 Impact and outcome evaluation results ......................................................... 109
   4.4.1 Satisfaction, perceptions and experiences of the DP self-management program 109
   4.4.2 Change in health over time for the whole group .................................. 121
   4.4.3 Health outcomes compared with population norms ............................ 142

4.5 Influences on impact and outcome ............................................................... 145
   4.5.1 Models of service delivery re-visited .................................................... 145
   4.5.2 Change in health over time by Intervention Model .............................. 149
   4.5.3 Demographic characteristics .............................................................. 176
   4.5.4 Multivariate analysis ........................................................................... 177
   4.5.5 Predicting who benefits most .............................................................. 185

4.6 Sustainability ................................................................................................. 192
   4.6.1 Organisational processes ................................................................... 192
   4.6.2 Community capacity and DP self-management program sustainability 199
   4.6.3 Major facilitators and barriers to sustainability .................................... 207

5 Results for the Indigenous Demonstration Projects ........................................... 210

5.1 Results for the Indigenous Demonstration Projects ......................................... 211

5.2 Sample Characteristics and analysis .............................................................. 211
   5.2.1 Number of respondents ................................................................. 211
   5.2.2 Rationale for selection of variables used in analysis ......................... 212
   5.2.3 Changes in the demographic profile due to loss to follow-up .............. 214

5.3 Description of the sample ............................................................................. 216
   5.3.1 Demographic characteristics ............................................................. 216
   5.3.2 Health-related circumstances .............................................................. 217

5.4 Process evaluation results – what processes were undertaken during Demonstration
   Project implementation and how they changed over time ............................ 219
   5.4.1 Process maps of the Indigenous self-management Demonstration Projects in the SHCI 219
   5.4.2 Project Reports ..................................................................................... 238

5.5 Impact and outcome evaluation results ......................................................... 239
5.5.1 Satisfaction, perceptions and experiences of participants, carers, HSPs and communities in the DPs

5.6 Outcome Evaluation Results

5.6.1 Relationship between demographic variables, health behaviour and health status at baseline

5.6.2 Correlations between health variables at baseline

5.6.3 Significant changes from baseline to middle

5.6.4 Change in reported pain from baseline to middle

5.6.5 Change in reported things that you eat and drink from baseline to middle

5.6.6 Significant changes from baseline to last

5.6.7 Change in reported tiredness from baseline to middle

5.6.8 Change in reported impact of financial situation from middle to last

5.7 Sustainability

5.7.1 Organisational processes

5.7.2 Community capacity and DP self-management program sustainability

5.7.3 Main facilitators and barriers to sustainability

6 Discussion

6.1 Introduction

6.2 National Evaluation Framework

6.3 Methods

6.4 Key learnings

6.5 Client

6.5.1 Non-Indigenous Demonstration Projects

6.5.2 Indigenous Demonstration Projects

6.6 Carer/family/ significant other

6.6.1 Non-Indigenous Demonstration Projects

6.6.2 Indigenous Demonstration Projects

6.7 Community

6.7.1 Non Indigenous Demonstration Projects

6.7.2 Indigenous Demonstration Projects

6.8 Health Service Providers

6.8.1 Non-Indigenous Demonstration Projects

6.8.2 Indigenous Demonstration Projects

6.9 Health Service System

6.9.1 Non-Indigenous Demonstration Projects

6.9.2 Indigenous Demonstration Projects

6.10 Future implications for chronic disease self-management

6.10.1 Client

6.10.2 Carer / family / significant other

6.10.3 Health Service Providers

6.10.4 Community

6.10.5 Health Service System

6.11 Strengths of the National Evaluation
6.12 Limitations of the evaluation
List of Tables, Figures and Boxes

Table 1 ACT timeline ________________________________________________________________________________ 21
Table 2 NSW timeline _________________________________________________________________________________ 22
Table 3 NT timeline __________________________________________________________________________________ 23
Table 4 QLD timeline __________________________________________________________________________________ 24
Table 5 SA timeline ____________________________________________________________________________________ 25
Table 6 TAS timeline __________________________________________________________________________________ 27
Table 7 VIC timeline __________________________________________________________________________________ 28
Table 8 WA timeline ____________________________________________________________________________________ 29
Table 9 Final Report Roadmap ____________________________________________________________________________ 30
Table 10 Hypotheses ____________________________________________________________________________________ 38
Table 11 Evaluation Questions ____________________________________________________________________________ 38
Table 12 The conceptual framework ______________________________________________________________________ 40
Table 13 Process mapping framework schematic ____________________________________________________________ 47
Table 14 CIQ indicators __________________________________________________________________________________ 59
Table 15 Client Health Questionnaire _____________________________________________________________________ 60
Table 16 Client Service Use Questionnaire ________________________________________________________________ 60
Table 17 Questionnaire data collection timetable ____________________________________________________________ 61
Table 18 Timing of follow-up ____________________________________________________________________________ 62
Table 19 Indigenous Client Information Questionnaire ________________________________________________________ 64
Table 20 Indigenous Client Health Questionnaire ______________________________________________________________ 65
Table 21 Indigenous Client Service Use Questionnaire ________________________________________________________ 65
Table 22 Questionnaire data collection timetable ____________________________________________________________ 66
Table 23 Intervention Model Groupings __________________________________________________________________ 69
Table 24 Number of respondents per measurement point _____________________________________________________ 71
Table 25 Demographic differences from baseline to middle due to lost to follow-up ______________________________ 73
Table 26 Demographic differences from middle to last due to lost to follow-up ________________________________ 74
Table 27 Demographic characteristics of participants in the non-Indigenous DPs at baseline and last measurement points 76
Table 28 Health related circumstances of participants in non-Indigenous DPs at baseline and last measurement points 77
Table 29 Description of process mapping processes ________________________________________________________ 78
Table 30 Impact and outcome evaluation data sources ______________________________________________________ 109
Table 31 Number of focus group participants nationally, by domain and measurement point ___________________ 110
Table 32 Summary of non-Indigenous focus group impacts and barriers ________________________________________ 120
Table 33 General Health: Raw Data ________________________________________________________________________ 123
Table 34 General Health: Analysis of Covariance ______________________________________________________________ 124
Table 35 General Health: Post-hoc Pairwise Comparisons from Analysis of Covariance ________________________ 125
Table 36 Psychological Distress: Raw data __________________________________________________________________ 125
Table 37 Psychological Distress: Analysis of Covariance ____________________________________________________ 126
Table 38 Psychological Distress: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 39 Satisfaction with Life: Raw Data

Table 40 Satisfaction with Life: Results of Analysis of Covariance

Table 41 Satisfaction with Life: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 42 Health Distress: Raw data

Table 43 Health Distress: Analysis of Covariance

Table 44 Health Distress: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 45 Table of Raw Data

Table 46 Coping with Symptoms: Analysis of Covariance

Table 47 Coping with Symptoms: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 48 Social Functioning: Raw Data

Table 49 Social Functioning: Results of Analysis of Covariance

Table 50 Social Functioning: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 51 Self Efficacy: Raw Data

Table 52 Self Efficacy: Analysis of Covariance

Table 53 Self Efficacy: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 54 Visits to GP: Raw Data

Table 55 Visits to GP: Analysis of Covariance

Table 56 Visits to GP: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 57 Times in Hospital: Raw Data (n=844 with data for all three measurement points)

Table 58 Times in Hospital: Analysis of Covariance

Table 59 Times in Hospital: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 60 SHCI participant General Health compared with national data

Table 61 SHCI participant Psychological Distress compared with national data

Table 62 Intervention descriptions

Table 63 Comparison of Intervention Models with Process Models

Table 64 Intervention Model summary

Table 65 General Health by Intervention Model: Raw Data

Table 66 General Health: Results of Analysis of Covariance

Table 67 Psychological Distress: Table of Raw Data

Table 68 Psychological Distress: Results of Analysis of Covariance

Table 69 Satisfaction with Life: Raw Data

Table 70 Satisfaction with Life: Results of Analysis of Covariance

Table 71 Health Distress: Raw Data

Table 72 Health Distress: Results of Analysis of Covariance

Table 73 Coping with Symptoms: Raw Data

Table 74 Coping with Symptoms: Results of Analysis of Covariance

Table 75 Social Functioning: Raw Data

Table 76 Social Functioning: Results of Analysis of Covariance

Table 77 Self Efficacy: Raw Data

Table 78 Self Efficacy: Results of Analysis of Covariance

Table 79 Visits to GP

Table 80 Visits to GP: Analysis of Covariance

Table 81 Visits to GP: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 82 Times in Hospital: Raw Data

Table 83 Times in Hospital: Analysis of Covariance

Table 84 Times in Hospital: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 85 SHCI participant General Health compared with national data

Table 86 SHCI participant Psychological Distress compared with national data

Table 87 Intervention descriptions

Table 88 Comparison of Intervention Models with Process Models

Table 89 Intervention Model summary

Table 90 General Health by Intervention Model: Raw Data

Table 91 General Health: Results of Analysis of Covariance

Table 92 Psychological Distress: Table of Raw Data

Table 93 Psychological Distress: Results of Analysis of Covariance

Table 94 Satisfaction with Life: Raw Data

Table 95 Satisfaction with Life: Results of Analysis of Covariance

Table 96 Health Distress: Raw Data

Table 97 Health Distress: Results of Analysis of Covariance

Table 98 Coping with Symptoms: Raw Data

Table 99 Coping with Symptoms: Results of Analysis of Covariance

Table 100 Social Functioning: Raw Data

Table 101 Social Functioning: Results of Analysis of Covariance

Table 102 Self Efficacy: Raw Data

Table 103 Self Efficacy: Results of Analysis of Covariance

Table 104 Visits to GP

Table 105 Visits to GP: Analysis of Covariance

Table 106 Visits to GP: Post-hoc Pairwise Comparisons from Analysis of Covariance

Table 107 Times in Hospital: Raw Data

Table 108 Times in Hospital: Analysis of Covariance

Table 109 Times in Hospital: Post-hoc Pairwise Comparisons from Analysis of Covariance
Table 120 Median ratings for key informants from Indigenous DPs over time .......................... 271
Table 121 Facilitators and barriers to sustainability for the Indigenous DPs .......................... 272
Table 122 Hypotheses and Evaluation Questions ................................................................. 275
Table 123 Demographic and health-related characteristics of the non-Indigenous DPs’ clients ........ 280
Table 124 Range of self-management activities undertaken by the Demonstration Projects for clients ................................................................. 281
Table 125 Summary of who participated by Intervention Model .............................................. 282
Table 126 Change in health behaviour, outcome and utilisation variables ............................. 286
Table 127 Comparison with Lorig, Sobel et al (2001) at 12 months ........................................ 289
Table 128 Demographic and health-related characteristics of the Indigenous DPs’ clients ........ 290

Figure 1 Overview of the SHCI Conceptual Framework .......................................................... 37
Figure 2 Evaluation components and associated data sources ............................................... 45
Figure 3 Data collection timing for process mapping .............................................................. 48
Figure 4 Inter-relationship between process mapping and key informant interviews ................ 50
Figure 5 Methods of aggregating and analysing focus group data ......................................... 54
Figure 6 Key components of the key informant interview framework ...................................... 55
Figure 7 Number of clients who provided data at each measurement point ............................ 72
Figure 8 Non-Indigenous overview process map for the client domain at baseline ................. 81
Figure 9 Non-Indigenous overview process map for the client domain at the middle measurement point ................................................................. 83
Figure 10 Non-Indigenous overview process map for the client domain at the last measurement point ................................................................. 88
Figure 11 Non-Indigenous processes of community involvement at baseline ....................... 92
Figure 12 Non-Indigenous overview process map for the community domain at the middle measurement point ................................................................. 93
Figure 13 Non-Indigenous overview process map for the community domain at the last measurement point ................................................................. 95
Figure 14 Non-Indigenous overview process map for the HSP domain at baseline ............... 97
Figure 15 Non-Indigenous overview process map for the HSP domain at the middle measurement point ................................................................. 99
Figure 16 Non-Indigenous overview process map for the HSP domain at the last measurement point ................................................................. 101
Figure 17 General Health: Raw Data .................................................................................... 124
Figure 18 Psychological Distress: Raw data .......................................................................... 126
Figure 19 Satisfaction with Life: Raw Data ........................................................................... 128
Figure 20 Health distress: Raw Data ..................................................................................... 130
Figure 21 Coping with Symptoms: Raw Data ...................................................................... 132
Figure 22 Social Functioning: Raw Data .............................................................................. 134
Figure 23 Self Efficacy: Raw Data ......................................................................................... 136
Figure 24 Visits to GP: Raw Data ......................................................................................... 138
Figure 25 Times in Hospital: Raw Data ................................................................................ 140
Figure 26 Client domain: ‘Last’ overview process map .......................................................... 145
Figure 27 General Health by Model: Raw Data .................................................................... 150
Figure 28 Health by Intervention Model: Unadjusted Data .................................................. 151
Figure 29 General Health by Intervention Model: Raw Data ................................................ 152
Figure 30 General Health: Adjusted Data ............................................................................ 153
Figure 31 Psychological Distress: Raw Data ........................................................................ 155
## List of Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHS</td>
<td>Area Health Service</td>
</tr>
<tr>
<td>AHW</td>
<td>Aboriginal Health Worker</td>
</tr>
<tr>
<td>ANCOVA</td>
<td>Analysis of Covariance</td>
</tr>
<tr>
<td>CALD</td>
<td>Culturally and Linguistically Diverse</td>
</tr>
<tr>
<td>CCI</td>
<td>Community Capacity Index</td>
</tr>
<tr>
<td>CCSM</td>
<td>Chronic Condition Self-Management</td>
</tr>
<tr>
<td>CDSM</td>
<td>Chronic Disease Self-Management</td>
</tr>
<tr>
<td>CHQ</td>
<td>Client Health Questionnaire</td>
</tr>
<tr>
<td>CIQ</td>
<td>Client Information Questionnaire</td>
</tr>
<tr>
<td>CSUQ</td>
<td>Client Service Use Questionnaire</td>
</tr>
<tr>
<td>CSW</td>
<td>Community Support Worker</td>
</tr>
<tr>
<td>DoHA</td>
<td>The Australian Government Department of Health and Ageing</td>
</tr>
<tr>
<td>DP</td>
<td>Sharing Health Care Demonstration Project</td>
</tr>
<tr>
<td>EPC</td>
<td>Enhanced Primary Care</td>
</tr>
<tr>
<td>GP</td>
<td>General Practitioner</td>
</tr>
<tr>
<td>HSP</td>
<td>Health Service Provider</td>
</tr>
<tr>
<td>IM</td>
<td>Information Management</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>MBS</td>
<td>Medicare Benefits Scheme</td>
</tr>
<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>NEF</td>
<td>National Evaluation Framework</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-Government Organisation</td>
</tr>
<tr>
<td>NSW</td>
<td>New South Wales</td>
</tr>
<tr>
<td>NT</td>
<td>Northern Territory</td>
</tr>
<tr>
<td>PIH</td>
<td>Partners in Health</td>
</tr>
<tr>
<td>PwC</td>
<td>PricewaterhouseCoopers</td>
</tr>
<tr>
<td>QLD</td>
<td>Queensland</td>
</tr>
<tr>
<td>RACGP</td>
<td>Royal Australian College of General Practitioners</td>
</tr>
<tr>
<td>SA</td>
<td>South Australia</td>
</tr>
<tr>
<td>SHCI</td>
<td>Sharing Health Care Initiative</td>
</tr>
<tr>
<td>SMI</td>
<td>Self-Management Intervention</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>SPSS</td>
<td>Statistical Package for the Social Sciences</td>
</tr>
<tr>
<td>TAS</td>
<td>Tasmania</td>
</tr>
<tr>
<td>VIC</td>
<td>Victoria</td>
</tr>
<tr>
<td>WA</td>
<td>Western Australia</td>
</tr>
</tbody>
</table>