



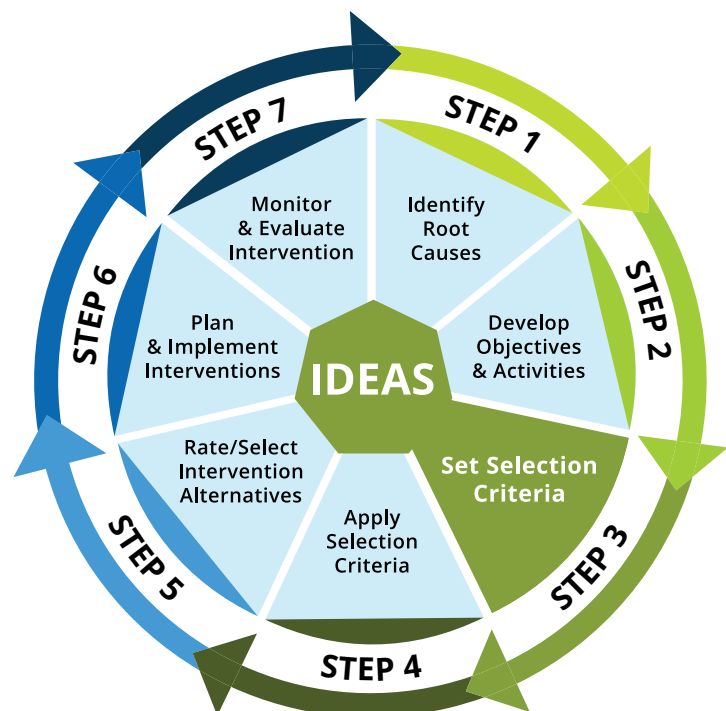
IDEAS STEP 3

Set Criteria for Selecting and Evaluating Interventions

DT Design Team Handouts

Handouts:

- Design Team Agenda
- Definitions
- IDEAS Step 3: Set Criteria for Selecting and Evaluating Interventions Sample
- IDEAS Step 3: Set Criteria for Selecting and Evaluating Interventions Worksheet
- To Do



IDEAS Step 3: Set Criteria for Selecting and Evaluating Interventions



Design Team Agenda

Meeting Intent:

To identify criteria to be used to select and evaluate intervention activities.

Desired Outcomes:

1. Understand the four categories of selection criteria for interventions, and how they will be used.
2. Initial list of specific selection criteria within each category.

When	What	Discussion Questions
0:00 (5 min)	Arrival / Check-in	Round-robin question.
0:05 (2 min)	Approve meeting minutes	
0:07 (2 min)	Review Meeting Plan	
0:09 (6 min)	1. Understanding selection criteria Handouts: Key Definitions Step 3 sample completed worksheet	What are intervention selection criteria? How will we use them in the IDEAS process?
0:15 (38 min)	2. Develop selection criteria for interventions Handout: Step 3 blank worksheet	Scope Who do you we want to reach? How many? Benefits/Effectiveness What positive outcomes are we trying to accomplish? Short term? Long term? Resource Considerations What resources are currently available within the organization? Do we need to acknowledge any constraints? Obstacles What could interfere with intervention success?
0:53 (5 min)	Next Steps	Who would like to attend a meeting with SC members to provide an update and get input on the selection criteria?
0:58 (2 min)	Check-out	1-2 words to describe how you are feeling as you leave this meeting

Definitions

Intervention: A set of solution activities designed to positively impact the objective identified in IDEAS Step 2. An intervention should ideally include a variety of activities that, when combined, will address the key root causes underlying the issue of concern. This is a Total Worker Health approach.

Selection Criteria: Key performance indicators (KPIs) set by the team to measure the effectiveness or success of the interventions. There are four categories:

1. **Scope:** The range of people (who and how many) that the intervention is intended to benefit. Scope can vary depending on the interventions you are considering. **Your scope can be: a single type of worker, a unit of workers, or the entire organization**
2. **Benefits/Effectiveness:** The impact of the intervention can include both short-term and long term outcomes of any kind.
 - **Short term outcomes** are what you would expect to see very soon after the intervention begins. **Examples:** increased knowledge, increased satisfaction, or positive changes in worker attitudes
 - **Long term outcomes** are the health and or organizational goals you hope to achieve over a longer period of time as a result of the intervention. **Examples:** cost savings (lower turnover, fewer sickness absences, reduced compensation claims), improved health, and fewer injuries

These criteria will form the basis for evaluating success later, so try to be as specific as possible when developing them.

3. Resource Considerations:

General aspects of the organization's financial context that will be relevant to the business case for any intervention. Be sure to consider:

- Internal resources to the organization (*e.g. time, money, personnel, etc.*)
- External resources (*e.g. partnerships with outside organizations that could be leveraged.*)
- Organizational situations (*e.g. a hiring freeze*) or practices (*e.g. stay within a certain percent of existing budget*).
- Note: Design Teams may propose interventions that exceed the currently available resources if the benefits justify the resources needed/costs. Resources available should not limit Design Team brainstorming.

4. Obstacles:

Anything that is likely to work against the intervention being considered. Examples:

- Possible resistance from employees/customers/clients, etc.
- Contracts with vendors that may limit options.
- Other organizational initiatives that require time and effort that might limit the ability of leaders and middle managers to implement an intervention.

Note: Do not list cost concerns here. Cost will be evaluated separately in the "Resources" criteria.

Step 3: Set Criteria for Selecting and Evaluating Interventions

Scope Who do you want to reach (e.g. one unit or the entire organization)? How many people should be affected? (If you plan a small pilot, describe # in pilot and in long term)	Benefits/Effectiveness What are the positive outcomes you want to achieve? (both short and long term) SHORT TERM	Resource Considerations What resources are currently available within the organization that should be considered? (e.g. time, money, personnel). Are there important parameters or context factors to consider?	Obstacles What potential barriers exist that may interfere with intervention success? Do not list cost as an obstacle here.
<p>All coffee servers at this franchise location should benefit from changes being made.</p> <p>It's desirable to make changes that could be adopted by other franchise locations too</p>	<p>Increased employee satisfaction and less stress</p> <p>Better employee comfort</p> <p>Higher customer satisfaction</p> <p>LONG TERM</p>	<p>Employees semi-annual training can be used to educate on spills</p> <p>Costs for supplies not to exceed 1% over existing budget for sustainability</p> <p>Any remodeling or new equipment installation should not stop service</p> <p>Require a one-time change</p> <p>Design Teams may propose interventions that exceed the resources currently available if the benefits justify the costs. Resources should not limit brainstorming.</p>	<p>Eco-conscious customers want recyclable cups/lids</p> <p>Employees may be resistant to changes in workspace design</p> <p>Implementing scheduling procedure changes may be difficult</p> <p>Fear of more workers compensation claims (due to increased awareness)</p>
	<p>Fewer burn injury reports</p> <p>Fewer reports of employee fatigue on annual employee survey</p>		
	<p>Short term examples: Increased knowledge, behavior change, participation, satisfaction Long term examples: Improved health, lower claims/costs, more productive</p>		

Developed by the Center for the Promotion of Health in the New England Workplace with support from NIOSH grant #U19-OH008857

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Notes:

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