

PERFORMANCE MEASURES FOR CHW PROGRAMS

Capacity Measures

Capacity Measures look at the ability of a system to carry out a service. These measures consider the system's infrastructure, or available resources, to conduct an activity.

Examples

- # staff trained in core competencies
- # staff receiving certification
- # trainings held
- # of partnering sites where CDSM is held
- # CBOs with CHWs engaged

Process Measures

Process measures focus on the actual work being done. They look at the actions and activities performed that will likely influence the overall outcome.

Examples

- # of clients who receive education
- # of program activities consumers engage in (consumer behavior)
- # of CHWs involved in communities
- # of referrals made by CHWs
- # of education programs facilitated by CHWs
- # of people screened/tests performed

Outcome Measures

Outcome measures tell if a program and/or initiative did what it was intended to do. They are used to evaluate the ultimate effectiveness of public health programs.

Examples

- Health outcomes
- Healthcare utilization
- # newly diagnosed patients
- Self-reported health
- Self-reported self-efficacy
- Consumer satisfaction
- Improvements in knowledge about or awareness of health issues
- Cost savings