

Chapter Five

Illustrations

Rossi et. al. Evaluation

EXHIBIT 5-A

OUTCOME LEVEL, OUTCOME CHANGE, AND PROGRAM EFFECT

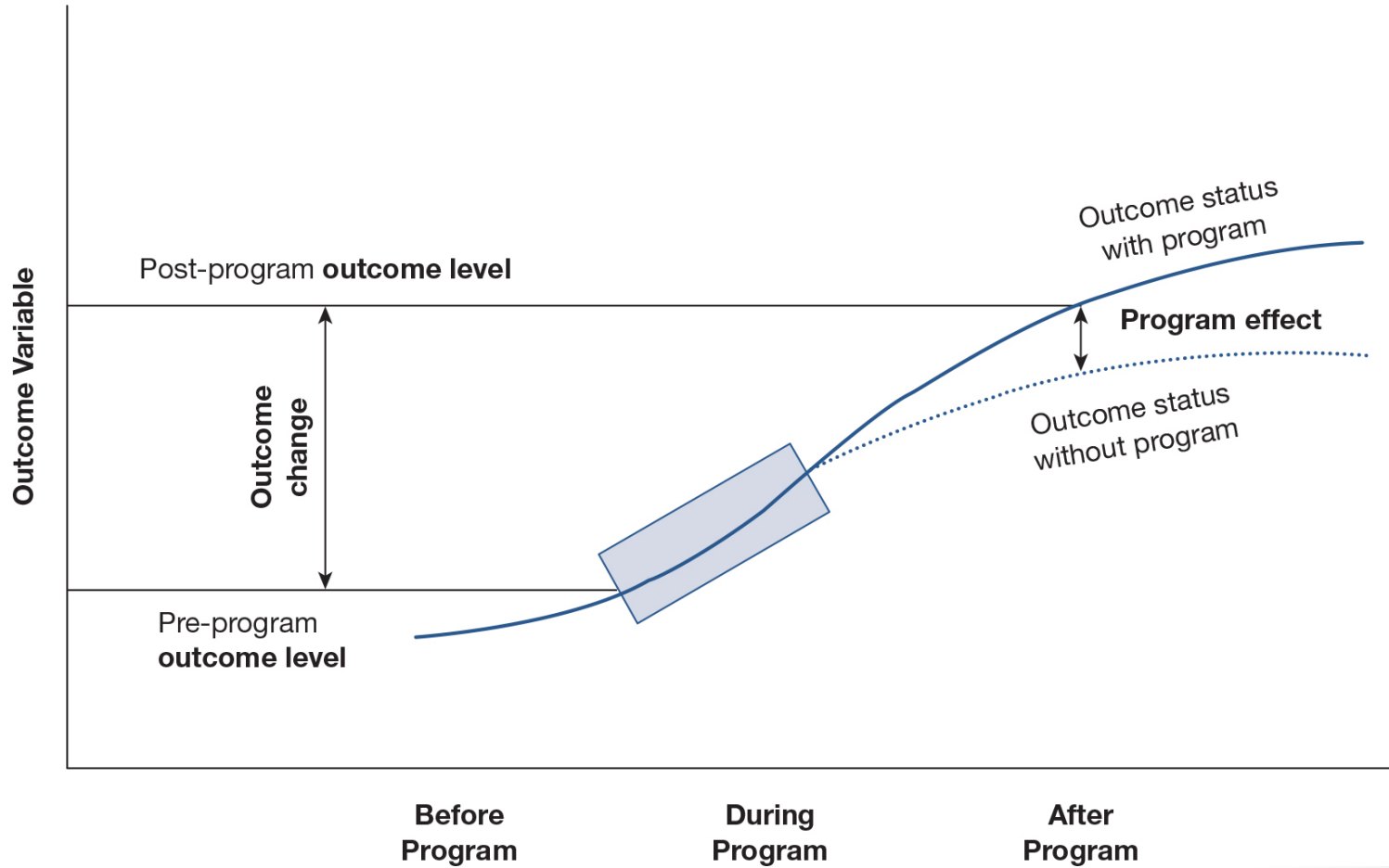
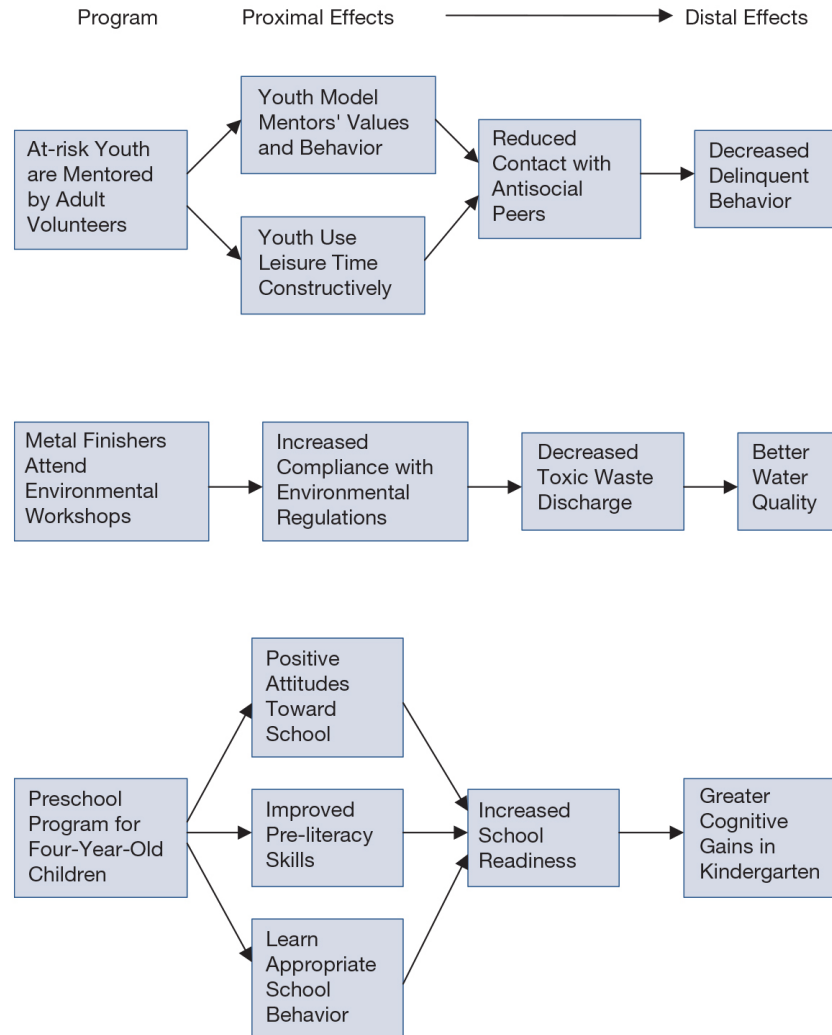


EXHIBIT 5-C

EXAMPLES OF PROGRAM IMPACT THEORIES SHOWING EXPECTED PROGRAM EFFECTS ON PROXIMAL AND DISTAL OUTCOMES



Satisfaction Ranking of 16 Aspects of Service

Ranking	Aspect	Percentage of Satisfied Respondents	Mean Satisfaction Score (Range = 1–5)
1	Maintenance of confidentiality	97	4.45
2	Knowledge of HCP	96	4.74
3	Overall satisfaction	95	4.46
4	Attitude of HCP	94	4.73
5	HCP understood clients' needs	94	4.68
6	Physical environment (waiting areas)	93	4.22
7	Suitable appointment time	91	4.29
8	Management of staff (waiting areas)	91	4.21
9	Location	91	4.27
10	Advice given during consultation	90	4.53
11	Included clients' decisions in treatment	89	4.56
12	Length of consultation time	84	4.45
13	Uninterrupted consultation	83	4.31
14	Availability of HCP	83	4.28
15	Benefited more than expected	79	4.15
16	Waiting time on arrival	34	2.74
Overall mean (excluding "Waiting time on arrival")		90	4.42
Overall mean (including "Waiting time on arrival")		86	4.32

Source: Adapted from Chow, Li, and Quine (2012).

Note: HCP = health care provider.