



First Steps – Applying RBA™

A practical overview and Q&A about RBA

Community Research Webinar

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Our learning today

- **Brief RBA refresher**
- **Starter application:**
 - the art of 'Mapping and Gapping'
- **Some tips and techniques for taking your first steps with RBA**

Learn about key RBA concepts

2 key types of accountability and language discipline:

- Population accountability - results / outcomes and indicators
 - “the Forest”
- Performance accountability - performance measures
 - “the Trees”

3 types of performance measures:

- How much did we do?
- How well did we do it?
- Is anyone better off?

7 questions from ends to means:

- **baselines and turning the curve – to make life better for our families / whānau, children / tamariki, and communities.**

Mapping & Gapping

Key message: use your existing data first

Programme Performance Measures

	Quantity	Quality
Effort	How much did we do?	How well did we do it?
Effect	Is anyone better off?	
	#	%

Types of performance measures found in each quadrant

Your new “best mate” slide

<p><u>How much did we do?</u></p> <p># Clients/customers served</p> <p># Activities (by type of activity) →</p>	<p><u>How well did we do it?</u></p> <p>% Standard measures</p> <p>% Activity-specific measures</p>
<p><u>Is anyone better off?</u></p> <p># →</p> <p>#</p> <p>#</p> <p>#</p>	
<p>% Skills / Knowledge (e.g. parenting skills)</p> <p>% Attitude / Opinion (e.g. toward drugs)</p> <p>% Behavior (e.g. school attendance)</p> <p>% Circumstance (e.g. working, in stable housing)</p>	

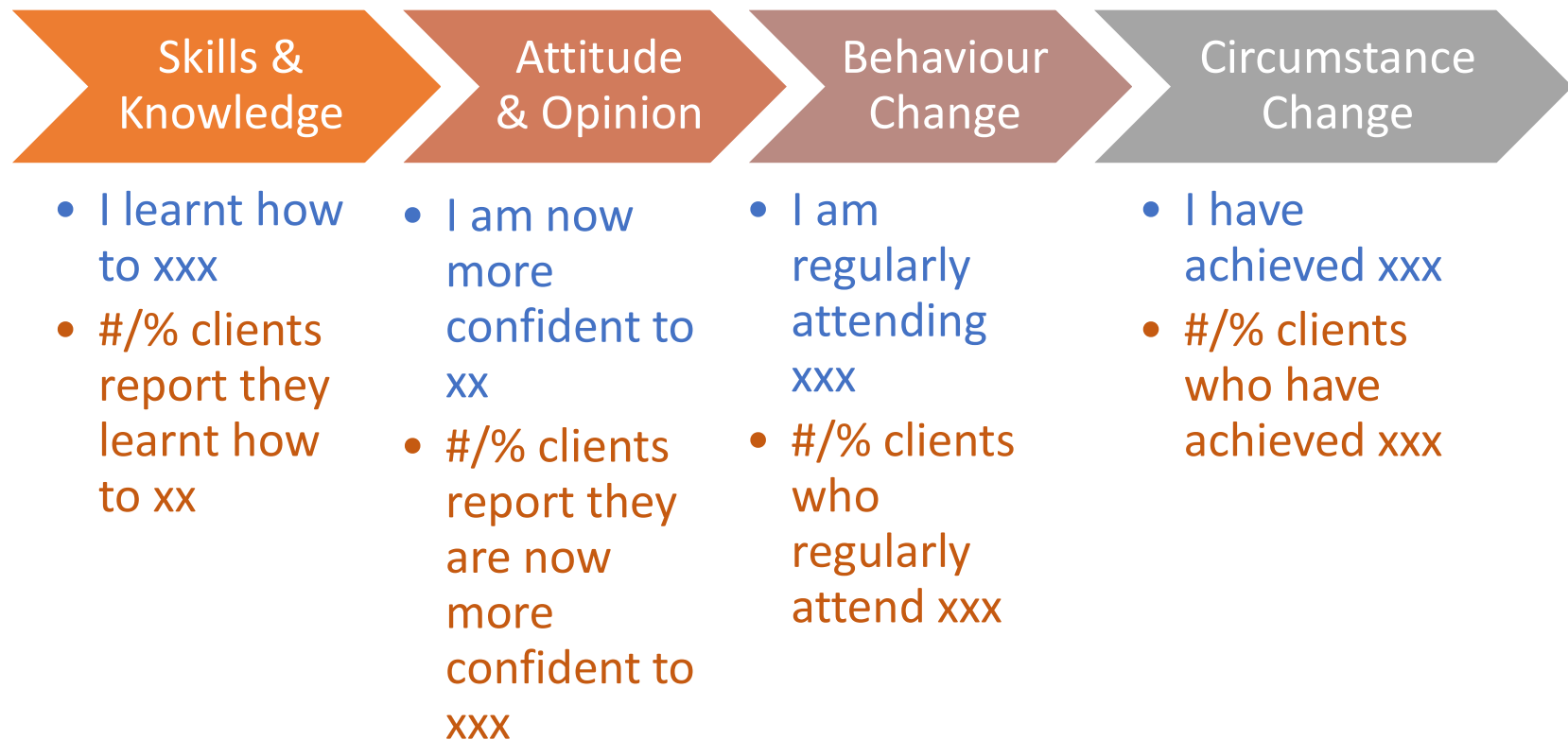
Standard measures e.g. client staff ratio, workload ratio, staff, turnover rate, staff morale, % staff fully trained, % clients seen in their own language, worker safety, unit cost, % client satisfaction

Activity-specific measures e.g. % timely, % clients completing activity, % correct and complete, % meeting standard

Type of Data Codes:
Subjective vs. Objective

Better Off Codes:
SK = Skills & Knowledge Change
AO = Attitude & Opinion Change
BC = Behaviour Change
CC = Circumstance Change

Designing outcomes that speak to the client's journey through your services



Key: Blue font = narrative description of outcome
Orange font = data based on narrative

The Map & Gap Process

1. **Gather your existing performance measure data.**
2. **Categorise that data according to whether or not you think it is a How Much, How Well or Better Off measure (i.e. map the data to the quadrants using your 'new best mate slide' as a guide).**
 - Don't forget to code your Better Off data (SABC, S or O) to double-check it is data that represents a client outcome.
3. **Identify any data gaps**
 - For example, you may have lots of How Much data and only some or even no Better Off data.
4. **Design for gaps only.**

Practical exercise: what's the gap?

- # of students
- #/% clients who passed NCEA (SK, S)
- # lessons attended
- # of clients
- # of activities
- % client satisfaction
- % staff vetted
- % diabetic patients who attended their appointments
- #/% diabetic patients with HbA1c of less than or equal to 53 mmol/mol (CC, O)

Answers:

- How well data
- How much data
- Better off data

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