FAQs for the Fraser Health Evaluation Community during the COVID-19 Pandemic Phase 3 | 2021 February

GENERAL OFFICE INFORAMTION

Is the Fraser Health Department of Evaluation and Research (DERS) still open?

DERS remains open during the COVID-19 pandemic, however, our operations are running with limited onsite personnel. Most of our team members are working virtually offsite to comply with public health orders for physical distancing. The best method to contact our team is through email at this time.

What evaluation services does DERS provide during COVID-19?

DERS offers free consulting services to support evaluation projects in Fraser Health. Our services include program evaluation planning, logic model development, report writing and dissemination, and survey development.

We also have a newly established Evaluation Shared Working Team that meets bi-weekly to share knowledge and coordinate evaluation activities during COVID-19. Our SharePoint site includes evaluation plans, data collection tools, and reports of COVID-19 related evaluations. For more information or to join this team contact samar.hejazi@fraserhealth.ca.

EVALUATION ACTIVITIES DURING PHASE 3 OF THE COVID-19 PANDEMIC

Note to evaluators:

DERS recommends that evaluators working on COVID-19 related projects get in touch with our team. We are currently conducting an organization-wide evaluation the COVID-19 response and working towards coordinating evaluation activities. Our team can be reached at samar.hejazi@fraserhealth.ca

Does my evaluation need a Privacy Impact Assessment (PIA)?

It is recommended that you run your project through Fraser Health Information Privacy to ensure it complies with privacy and security requirements. Information Privacy will determine whether your project requires a Privacy Impact Assessment. Depending on your project, you will be required to complete additional processes including:

Data Access Agreement (DAA)
• This process ensures the use of data in the evaluation project complies with FHA privacy guidelines.
• All evaluations using Personal Information need a DAA.
• Completed Data Access Agreements (DAA) can be sent to dean.simmons@fraserhealth.ca in Fraser Health Information Privacy for review

Surveys Review
• All surveys need to be reviewed by Fraser Health Information Privacy prior to the collection of information.
• If the survey involves Personal Information, then an informed consent will be required.

● See Privacy >Surveys for details on the survey review process and survey requirements.

Information Technology approval
● Additional approvals might be required if the project involves a technological piece such as the implementation of a software, data collection tool, etc. Contact your department's Health Informatics Customer Service Liaison to determine the needs of your project.

Do I need consent to contact for evaluation activities?
We do notify patients via a "Patient Notification Poster" that we may contact them for evaluation purposes. While the preferred method of contact is through a letter sent in the mail, we have access to other methods of contacting clients. When we contact clients, we need to be sensitive to clients' situations. When using technology, we also need to consider the lack of security and necessary validation requirements. Please ensure you document your contact plans when submitting your Survey Review. If you have any questions, you can contact privacy@fraserhealth.ca in order for a privacy expert to assist you in validation processes and privacy best practices.

VIRTUAL EVALUATION ACTIVITIES
Can I work on research projects from home?
Yes. All evaluation activities that can be conducted virtually must continue to do so. Online access to databases housed in Fraser Health servers and library materials will be maintained.

Virtual work must be conducted in compliance with Fraser Health Privacy Policy and Information Security Standards.

What information is required to conduct evaluation data collection and activities virtually?
Please review the Fraser Health Guidance for Researchers using Virtual Tools and Teleconferencing Options for extensive details on privacy, security, and informed consent requirements that also apply to evaluation activities.

RESOURCES FOR EVALUATORS
What other supports for evaluation are available in Fraser Health?
● The BC SUPPORT Unit Fraser Centre offers a number of free services to teams involved in patient-oriented research and evaluation. Their services include training and capacity building, patient engagement, and knowledge translation supports.
● Your department's Health Informatics Customer Service Liaisons can support you identify the right software and tools for your evaluation. They can also help you with the privacy and security processes involved in projects with a technological piece.
● The **Library Services** can help you launch your evaluation project by completing a literature search that can include evaluation frameworks and reports in the academic and grey literature.
● The Innovation, Planning and Transformation site has templates that can be useful for evaluation planning including stakeholder analysis, risk analysis and work plans.

Other considerations and resources:
● If your evaluation involves Indigenous participants or communities, you are advised to review this guidance for working with First Nations before finalizing your evaluation plan.

• To ensure that studies focus on patient-identified priorities, evaluators are encouraged to adopt a patient-oriented evaluation approach. Contact magdalena.newman@fraserhealth.ca at the BC SUPPORT Unit Fraser Centre to learn about the supports available for patient-oriented evaluations.

• To ensure all individuals are included and represented in a more equitable manner, you are advised to utilize the BCCDC Language Guide. This language guide aims to make COVID-19 content more inclusive and prevent stigmatization of individuals and groups who are often inadvertently excluded from health advice.