



Australian Government

Cancer Australia

CanNET

Cancer Service Networks
National Demonstration Program
Linking regional and metropolitan
cancer services for better
cancer outcomes

CanNET – Evaluation Glossary

| Term | Definition |
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| CAPACITY BUILDING | Additional project develops skills and knowledge are developed in cancer care services and systems. |
| FORMATIVE EVALUATION | Formative evaluation strengthens or improves the object (program) by examining the delivery of the program or technology, the quality of its implementation and the assessment of the organizational context, personnel procedures and inputs. Evaluation for learning and continuous quality improvement. |
| GENERALISABILITY | The degree to which the project methods and findings can be applied elsewhere in the cancer control sector. |
| GOAL | An overarching statement about the desired outcome, not usually directly measurable. (Also see objective and strategy) |
| GOVERNANCE | The set of responsibilities and practices, policies and procedures, exercised by the project or program steering committee, to provide strategic direction, ensure objectives are achieved, manage risks and use resources responsibly and with accountability. |
| IMPACT ON, AND OUTCOMES FOR, CONSUMERS | Impact on, and outcomes for, clients/patients, families, friends, communities (e.g. health outcomes, quality of life etc). Measured at the person-level and the organisational level with the capacity to benchmark at the organisational level. |
| IMPACT ON, AND OUTCOMES FOR, PROVIDERS | Impact on, and outcomes for, professionals and organisations. Some measurement possible (e.g. workforce competency, availability, satisfaction, turn-over), but little or no systematic benchmarking. |

| Term | Definition |
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| IMPACT ON, AND OUTCOMES FOR, THE SYSTEM | Impact on, and outcomes for, structures and processes, networks and relationships (e.g. capacity building, generalisability, sustainability and dissemination). Some measurement possible (e.g. sustainability, generalisability), but benchmarking is not currently undertaken at this level (e.g. sustainable systems) |
| OBJECTIVE | A series of action statements derived from a stated goal that identifies what is going to be different. Evaluated to ascertain whether a program/project goal has been achieved, partially achieved or not achieved at all. |
| PROCESS MAPPING | Process mapping is a description of how an organisation works, for example, what happens to a client when they come for treatment, where they wait, who they see first, and so on. A process map will provide an exact picture of the way an organisation delivers its services and where improvements need to be made. Three sorts of processes can be mapped: organisational processes; core business processes; and support processes. Process maps give you a starting point (a baseline), against which you can measure the effects of the changes you make. It also provides a very useful tool for orienting new staff. |
| PROGRAM LOGIC MODEL | A systematic and visual way to present and share understanding about the relationships among the resources available to operate a program, the planned activities and processes, and the changes or results it hopes to achieve. Sometimes referred to as a program road map. Developing a program logic model is an important first step in any evaluation because it provides a thorough, detailed description of the program being evaluated. |
| SERVICE MAPPING | The process of identifying all the organisations available to the community to support a particular type of service provision, e.g. cancer services. This involves identifying where specialist and diagnostic and primary care services are used, as this will be important for continuity of care. It also involves working out how and when they can be accessed and linked to provide continuity of care. (Also see process mapping). |
| STANDARDISATION | The adoption of generally accepted uniform procedures, parts, dimensions, or materials that directly affect the design of a product, project or a service. |
| STRATEGY | The detail of actions required to achieve each program/project objective. |
| SUMMATIVE EVALUATION | Summative evaluation examines the effects or outcomes of programs, determining the overall impact |
| SUSTAINABILITY | The degree to which the project impacts will continue beyond the life of the program. |