

Evaluation Tool to Assess the Impact of CHWs: a Community-based Doula Model

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BirthMatters

Presentation Overview

- Community-based doulas (CBD)
 - Role
 - Impact
 - Needs
- Evaluation tool for CBDs – Doula Data
- BirthMatters and Doula Data
- Lessons Learned

CBD Role

- What is a doula?
- What is a community-based doula (CBD)?
 - Trusted member of the community she serves
 - Employed to establish supportive relationships with mothers and their families
 - Early in pregnancy, at labor & birth, and into postpartum

CBD Impact

- The Doula Project (Altfeld, 2002)
 - 3 sites in Chicago, 252 participants
 - Participants less likely to:
 - Receive inadequate prenatal care
 - Have low birth weight babies
 - Have preterm births
 - Doula presence at participant birth associated with lower rate of Cesarean sections
- 40 community agencies around the country implementing CBD model today

CBD Needs

- Resources for:
 - Valuing CBD work
 - Lengthen duration of services
- **Increase evaluation**
- **Build evidence base**

Doula Data

HealthConnect One
Engage. Train. Change.

Doula Data:
A Data Collection System for Community-Based Doulas

Sign In

User Name:

Password:

[Forgot your account name or password?](#)

[About Doula Data](#)

[Don't have an account yet?](#)

Your workspace

Your preferences

Contact us

Sign in

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Doula Data

- Online monitoring and evaluation tool
- Topic based
- 419 variables
- Four types of user accounts
- Piloted in August 2009
- 10 CBD sites implementing

Key Functions for Doulas

- Enter data on:
 - Client history
 - Prenatal and postpartum contacts
 - Labor and birth
- Access data on:
 - Current service utilization
 - Previous client outcomes
- Track CEUs

Key Functions for Doulas

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Your Workspace Diana Doula

Welcome to Doula Data, Diana. Here are your current participants. [Your Contributions...](#)

Click on the column headings below to sort your list of participants by due date or by last name.

To see and fill out all the forms for a participant, click on the participant's name to go to her Case Page, or use the shortcut links on the right side of the table.

To make notes about each case for discussion with your supervisor, go to the View Case Page or the [Doula Tools](#) area.

Participant/View Case	EDD/Birth date	Add New Contact	History	Labor/Birth
Mary Multiples	EDD:	<input type="button" value="New Prenatal"/>	<input type="button" value="Edit"/>	
Nancy Newbie Closed--completed	DOB: 12/15/10	<input type="button" value="New Postpartum"/>	<input type="button" value="Edit"/>	<input type="button" value="Edit"/>
Client Name	EDD: 1/1/11	<input type="button" value="New Prenatal"/>	<input type="button" value="Edit"/>	<input type="button" value="Edit"/>
Kendra	EDD: 5/10/11	<input type="button" value="New Prenatal"/>	<input type="button" value="View"/>	<input type="button" value="Edit"/>
Bella Baby	EDD: 5/15/11	<input type="button" value="New Prenatal"/>	<input type="button" value="View"/>	<input type="button" value="Edit"/>

[Your completed & submitted cases](#)

Data forms for your previous program participants are shown in Your Completed & Submitted Cases. (Forms for participants you are still visiting are in that participant's View Case area.)

[Doula tools](#)

Use these tools to plan your visits and prepare for meetings with your supervisor.

[See your outcome statistics](#)

Go over your personal statistics. Numbers on the Statistics page reflect the participants whose care you have completed so far (but not participants you are still visiting).

[CEU Tracker](#)

Keep track of the CEUs/contact hours you earn for doula certification, recertification, or other purposes.

Key Functions for Supervisors

- Add a doula or a participant
- Assign or reassign a participant to a doula
- Access descriptive information about the doulas at your site
- Track meetings with doulas
- Access custom statistics on your doulas' clients
- Review cases

Key Functions for Supervisors

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Doula Data:
A Data Collection System for Community-Based Doulas

Your Workspace Sarah Supervisor

Welcome to Doula Data, Sarah. Here are your participants.

Notes from Doulas:

- [From Diana Doula re Mary Multiples](#)
- [From Diana Doula re Nancy Newbie](#)
- [From Diana Doula re Client Name](#)
- [From Diana Doula re Bella Baby](#)
- [From Beth Pellettieri re Carmen C](#)
- [From Beth Pellettieri re Abby B](#)
- [From Beth Pellettieri re Beth](#)

Doula's Name	# of Cases	Last Meeting	Doula Info	Alerts
Diana Doula (View cases)	5	Last meeting: 10/15/10 Add new meeting View list of meetings	Statistics Contact info	No meeting in last 2 weeks Late on contact forms
Beth Pellettieri (View cases)	7	Last meeting: 1/6/11 Add new meeting View list of meetings	Statistics Contact info	No meeting in last 2 weeks Late on contact forms

Supervisor Features:

- [Add a new participant](#)
- [Meeting tracker](#)
Keep track of supervisory meetings with your doulas. Record your latest meeting date and add any notes you will find helpful.
- [Doula summary](#)
See aggregate descriptive information about all the doulas under your supervision.
- [Your doulas' statistics](#)
See the combined statistics for all the doulas under your supervision
- [Inactive doulas](#)
This shows all the doulas you have supervised who are currently inactive or deactivated. They may have left the program or they may not be working temporarily. The list allows you to access any case records that still belong to those doulas.
- [Account administration](#)
See account information for the user accounts that are relevant to you.

Key Functions for Site Directors

- Add a supervisor, doula or data enterer
- Assign or reassign a doula to a supervisor
- Access descriptive information about the doulas at your site
- Access custom statistics about your site
- Export de-identified data for your site

Key Functions for Site Directors

The screenshot shows a web browser window with the URL <http://demo.douladata.org/>. The page header includes the HealthConnect One logo with the tagline "Engage. Train. Change." and the text "Doula Data: A Data Collection System for Community-Based Doulas". The user is identified as "Greta Iste".

A left-hand navigation menu lists the following options: "Your workspace", "Statistics for your site", "Export data for your site", "Doula summary", "Supervisors", "Data-entry positions", "Accounts", "Your preferences", "Contact us", and "Exit the system".

The main content area, titled "Your Workspace", contains the following sections:

- Welcome to Doula Data, Greta.**
 - [Statistics for your site](#): View outcome and utilization statistics for your program site as a whole, for any time period you choose.
 - [Export](#): Export data for your program site.
 - [Doula summary](#): See aggregate descriptive information about all doulas at your site.
 - [Inactive doulas](#): This shows all the doulas at your site who are currently inactive or deactivated. They may have left the program or they may not be working temporarily. The list allows you to access any case records that still belong to those doulas.
 - [Supervisors](#): Add, edit, move or delete supervisors at your site. View their contact information and statistics for the doulas they supervise.
 - [Data-entry positions](#): Add, update, move, or delete data-entry positions at your site.
 - [Account administration](#): See account information for the user accounts that are relevant to you.
 - [Sign Out](#)

An information icon (i) is located below the navigation menu.

A "More information" box in the bottom right corner contains the following links:

- [Contact the Support Team](#)
- [How to Use Doula Data \(director instructions\)](#)
- [About Doula Data](#)

At the bottom of the page, the copyright notice reads: ©2010 HealthConnect One. All rights reserved. douladata_support@healthconnectone.org

Benefits of Doula Data

- User-friendly
- Safe and secure
- Workforce development
- Online – anywhere!
 - iPads at BirthMatters

Lessons Learned

- Topics vs. Answers – maintaining trust
- Data system to guide service provision
- CHWs and data can work – don't make it mundane!
- CHW also as data enterer increases quality

Questions?

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Reference

Ounce of Prevention Found. (2002). *The Chicago Doula Project Evaluation*. Chicago, IL: Susan Altfeld, PhD.