



## Program Evaluation

### Checklist for Taking Action at your Worksite

**Process Evaluation:** Focuses on what was implemented, employees participation, and participant satisfaction.

Process evaluation helps to answer the following questions:

- Were strategies implemented according to the worksite health plan?
- Were leaders supportive of the worksite health programs?
- Which strategies reached the highest number of employees?
- Were worksite health program goals and objectives met?
- Which strategies will be sustainable over the long-term?

**Outcomes Evaluation:** Measures short- and long-term changes in knowledge, skills, health behaviors, health risk status, chronic disease rates, health care, disability, and workers' compensation costs, productivity and absenteeism.

- Did the worksite health program change employee health status or overall health-care costs?
  - Were there changes in productivity or absenteeism as a result of the worksite health program?
  - Which strategies were most effective?
  - Were changes made in the organizational culture related to supporting employee health?
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- During the planning phase, determine the evaluation strategy for each objective or activity on the worksite health plan. Include the evaluation strategy on the worksite health plan. Examples: For a lunch and learn program, capture attendance and use a participant satisfaction survey. For a benefit change, use an end-of-year survey to capture awareness, use, and satisfaction with the benefit.
  - Conduct program-specific evaluations as they occur (example: lunch and learn satisfaction survey).
  - Annually, determine what worksite health initiatives were implemented. If not implemented, identify the root cause (lack of resources or time, lack of funds, etc.).
  - Conduct annual assessment to measure awareness, participation, and satisfaction with worksite health programs.
  - Analyze year-to-year changes and trends in health behaviors, health risks or health status, health-care use, workers' compensation and disability, absenteeism and turnover rate.
  - Use the above data to inform the annual worksite health planning process.
  - Communicate results of the worksite health program evaluation with leadership and employees.

**Resources:**

- Refer to the CDC Workplace Health Promotion pages for information on Program Evaluation.  
<http://www.cdc.gov/workplacehealthpromotion/evaluation/index.html>
  
- The CDC framework for program evaluation includes the following steps:
  - Engage stakeholders.
  - Describe the program.
  - Focus the evaluation design.
  - Gather credible evidence.
    - Determine baseline measures (from assessment findings).
    - Benchmark against national, state or industry specific data.
    - Determine process measures.
    - Determine outcome measures.
  - Justify conclusions.
  - Ensure use and share lessons learned.