

# Information Call

Tech-enabled Care Programme Evaluation

Invitation to Tender



# Welcome

The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK



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# Agenda

- Introduction to the Tech-enabled Care Programme
- Introduction to the evaluation
- Your questions
- How to apply/timeline

**Recording disclosure:** *No public access, for transcript and FAQs only*



Please keep your microphone on mute when you are not speaking.



Use the chat-box to ask questions and write comments as we go

# Tech-enabled Care programme

# Why this topic?



Many people want and prefer care to be as close to home as possible; the sector cannot afford to continue with approaches to care that not only offer people a poor experience, but that result in duplicated effort incurring additional costs.



The experience of those providing and receiving care often also falls short of expectations and is not 'defined by the warmth of human connection or practicalities of support needed' (Hilary Cottam).



Technology is a key enabler of change, with the potential to improve care for recipients, quality of work for staff and staff experience.

There is policy appetite to make the most of digital tools and technology to improve the quality of care and support independent living.

If we are to make the most of the opportunity for a more tech-enabled health and social care service, there is an exciting role for the Health Foundation to support new, tech-enabled approaches that have the potential to change the underlying system of care.

# Programme aims



**Programme aim:** to support teams through a structured innovation process, to demonstrate promising new approaches to technology-enabled, relational care at home / in the community that have potential for future spread and scale. Our ultimate goal is to improve outcomes and experiences for those delivering and receiving care.



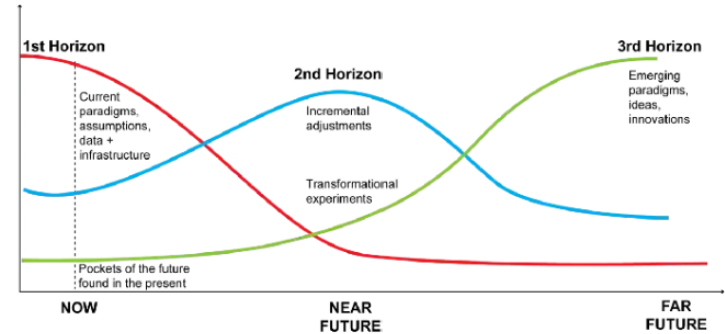
Our hypothesis – and vision for the programme – is that investing in teams **to refine and validate promising ideas and explore the opportunity of technology** will support the development of successful tech-enabled approaches to enhance care delivery at home / in the community which centre on the needs of those receiving care.



Further, we believe that **building the skills of programme teams** as they develop and test their concepts will set them up for success when they implement pilots in real system contexts, so they can effectively implement and evaluate their solutions, and provide an attractive and competitive offer for commissioners.

# Bringing tomorrow to today

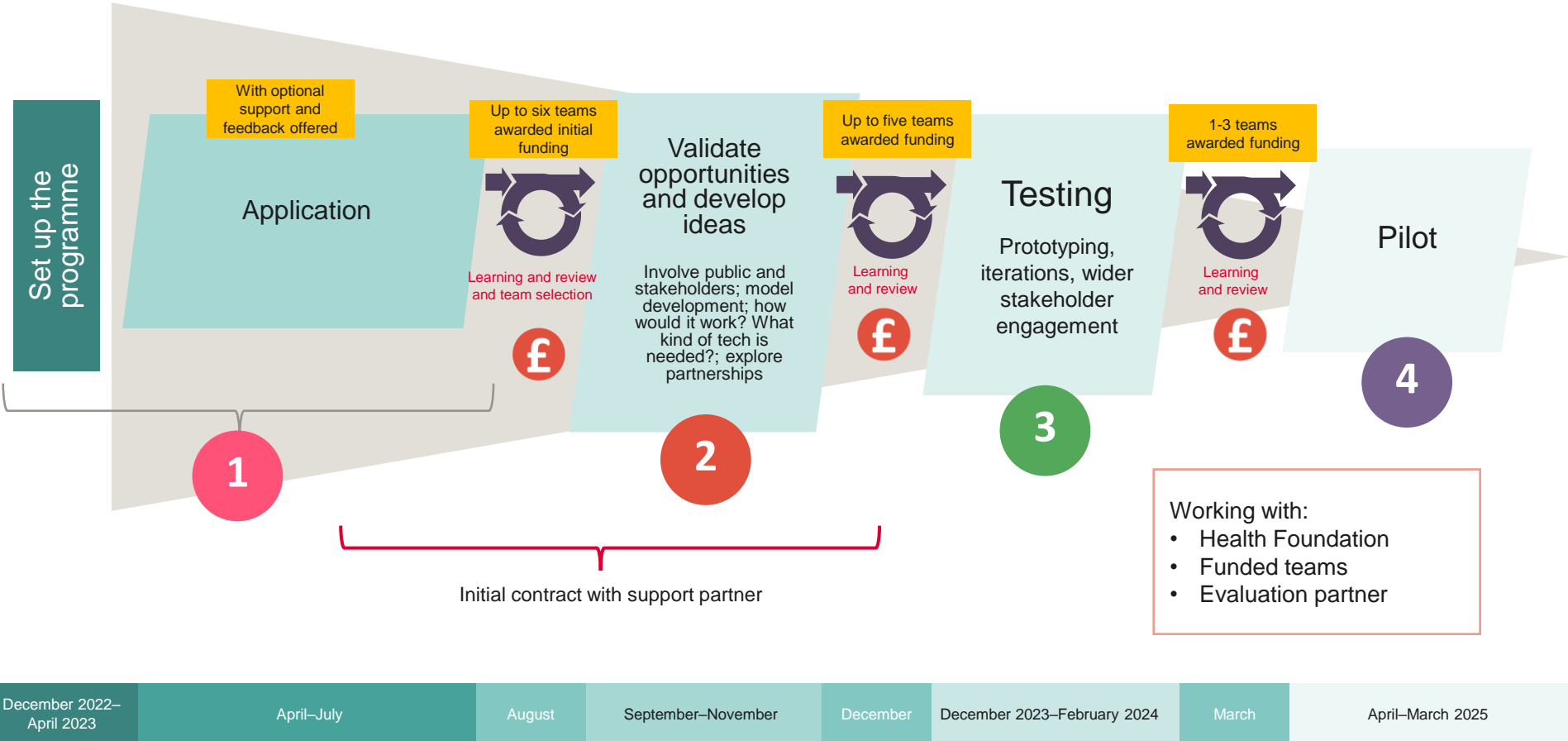
- We know there is work underway to reimagine care; rethinking the new approaches coupled with the potential of new technology that can fundamentally change the current, underlying system of care (3<sup>rd</sup> Horizon).
- The current system is struggling, and is failing to give people the level of care that people want or need (1<sup>st</sup> Horizon).
- We think this new programme can help bridge the gap between the 1<sup>st</sup> and 3<sup>rd</sup> Horizons: 2<sup>nd</sup> horizon ideas underpinned by 3<sup>rd</sup> horizon aspirations (International Futures Forum).
- There is an opportunity to support the 'pockets of the future found in the present', providing resource and support for the 'transformational experiments' needed that result in promising, innovative and scalable solutions that move the sector closer to the 3<sup>rd</sup> Horizon.



**The Three Horizons Framework**

Source: Sharpe, Hodgson et al (2016).

# Draft diagram of programme model





# Iterative approach

- We are open about the programme being experimental, and there is a risk that it won't lead to our intended impact.
- The programme has been designed such that risks can be managed by building in 'learning and review points' to pause, pivot or persevere.
- Decisions made at these points will be informed by learning from the programme teams, support partner, and the evaluation supplier.
- Rather than specify every aspect of the model upfront and stick to it regardless of performance, adapting as we learn allows the programme to be truly responsive to the needs of participants and teams, and increase the chances of impactful innovations being adopted by the system.



Pause = more time is needed in a current phase or stopping the programme if it isn't delivering as intended



Pivot = adapting the programme based on learning



Persevere = continue with the programme if all is running to plan

# Tech-enabled care programme evaluation

# Evaluation purpose and budget

Capture overall story of the programme

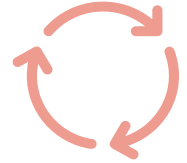
Provide independent feedback throughout programme to inform decision making

Support teams to develop evaluation capability

**£175,000 until spring 2024**  
(‘validate opportunities and develop ideas’ and ‘test’ phases)

**Potential extension until spring 2025**  
(pilot phase)

# Evaluation approach



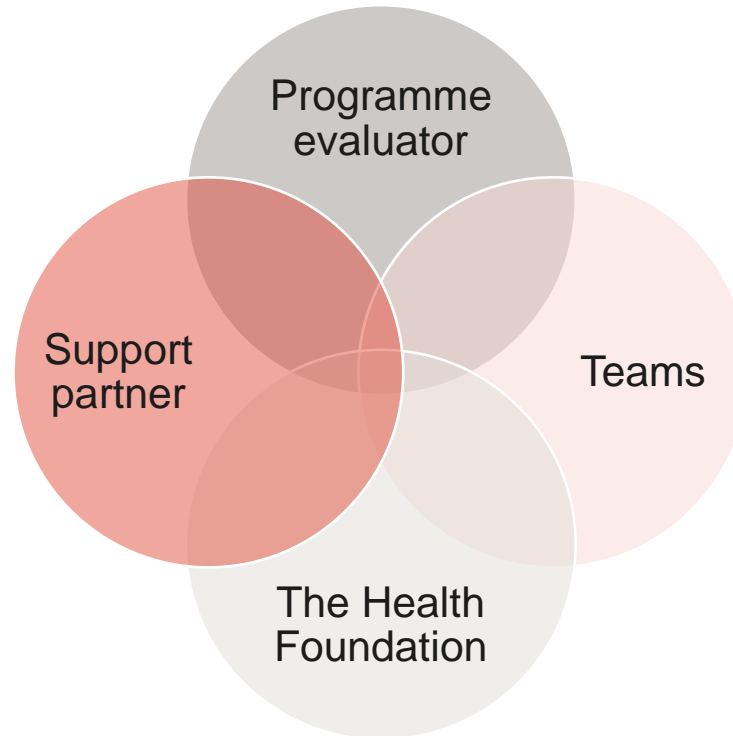
- Iterative programme approach = Agile evaluation approach
- Developmental in ‘validate opportunities and develop ideas’ and ‘test’ phases
  - surface learning to support rapid programme iterations, particularly during the learning and review points
- Potential pilot phase to explore feasibility of the approach(es) in real-world local system contexts.

# Draft evaluation questions

- To what extent has the programme model achieved its aims?
- What have we learned about how to support innovation throughout this programme?
- How well have the teams' skills developed throughout the programme?
- How far have the approaches been shaped by those who would benefit from them as well as deliver them?
- What are the factors that affect the success of the approaches that are developed?

# Ways of working

- Engagement will be vital to the success of the evaluation



# Selection Criteria

- suitability of the proposed evaluation approach, including ways of working with the teams, support partner and the Health Foundation
- expertise in evaluating complex interventions using a developmental approach and a range of research methods
- expertise in evaluating pilots that focus on supporting innovation in care and/or technology
- expertise in involving a range of stakeholders, including experts by experience throughout evaluations, and experience of evaluating co-production
- knowledge of health and social care, and awareness of the tech landscape within the sectors
- experience of building evaluation capability in time-stretched organisations
- ability to build effective relationships at pace
- demonstrable capacity to deliver the evaluation on time, within budget and to the required standard, with proven ability to flex resource capabilities and adapt to changing environments when required
- appropriate project management, risk management and quality assurance expertise for iterative programmes
- suitability of approach to environmental sustainability, diversity and inclusion, and safeguarding
- value for money

Your questions



# Questions: Programme

- Are the tech-enabled approaches likely to be at a similar (early) stage of development or potentially represent a range?
- Are the Health Foundation looking for a spread of systems to be involved and/or range of different tech-enabled approaches?
- To what extent will tech-enabled 'approaches' have had any testing for feasibility and efficacy prior to the involvement of evaluator in the validation and testing part of this programme?
- Will the selected teams have done any prior ethical review scoping?
- Are the Health Foundation able to share any current thinking or examples of priorities for tech-enabled approaches from their scoping work?

# Questions: Programme

- Has the support partner been identified? If not, when will they be appointed and start working with the teams?
- Do you have any info on criteria for selecting successful teams?
- Coproduction with experts by experience is a key element of this, are you able to share any guidance/criteria that successful teams will have in relation to this aspect of their bid?
- Does the 'structured innovation process' already include a feedback loop to determine whether feedback is sufficient to make a change and when it will be implemented? If so, will the Health Foundation and the support partner develop the process for sharing the output of decisions/changes with the evaluation supplier (or will this be co-designed/agreed as part of ways of working)?

# Questions: Programme evaluation

- Will the evaluation be at the programme level rather than an evaluation of individual teams?
- Initial funding for evaluation is August 2023 - spring 2024. It's a relatively short period of time, especially if teams are in early development of their approaches. Does this phase of evaluation only cover stages 2 and 3 (validate and test) of the Programme?
- On what basis will the potential extension to the contract be determined?
- Will there be an additional competitive process for extending evaluation into the pilot phase of the programme?
- When will a decision whether you want to extend be made?

# Questions: Programme evaluation

- Given the nature of multiple teams at differing stages of development, and potential geographical spread, does the Health Foundation have a view on the proportion of evaluation delivery that is face to face versus virtual?
- What is the expected level of public participation in the evaluation approach?
- Building evaluative capability within teams will depend on their needs. Are there specific requirements the Health Foundation is looking to achieve in this aspect of the programme?
- Is it envisaged that there will be one support partner and one evaluator? Or is there likely to be several providers?

# Application process and timeline

**Closing date for applications**                      **7 June 2023 (midday)**

Outcome sent/invites to interview                      w/c 3 July 2023

Interviews    **19 and 20 July 2023**

Interview outcome notification                                      **w/c 24 July 2023**

Inception meeting    w/c 31 July 2023

**Send any further questions to [research.mailbox@health.org.uk](mailto:research.mailbox@health.org.uk)**

Thank you

