

Quality criteria for programs

Criteria are required for a systematic program quality assessment. The criteria that are presented in this document have been developed for intervention programs in health promotion and prevention but can be applied to other programs. Extensive explanations of the criteria and indicators as well as a glossary of the most important terms are available on the site www.quint-essenz.ch.

Objectives

- To systematically reflect and evaluate intervention programs during their different phases.
- To identify strengths and potential for improvement.
- To determine priority areas where improvement in the program is necessary.
- To set goals for quality and to define measures for improvement.

Instructions

Check relevance of criteria and indicators

For a systematic reflection of a program an initial assessment is needed to determine which criteria and indicators are the most relevant for a program at a specific point in time. A point of reference is the attribution of indicators to specific program phases:

Program Design (PD), Implementation (IM), Valorization (VA).

Carry out assessments

It is possible to assess each phase-specific indicator on a scale from -- to ++. An average value or the most commonly found value can then be determined for the criteria. Ideally, several people should carry out the assessment independently; agreement and differences in the valuation will then be discussed.

Compile an assessment profile and describe strengths and potential for improvement

At the end of the document, you will find a concise synoptical table useful for the compilation of an assessment profile; the blank page can be used to formulate strengths and potential for improvement.

Define quality goals for priority areas and plan measures

The list of criteria is long and challenging. Generally, it is not possible to exploit the full potential for improvement all at the same time. It is advisable to define quality goals and to plan improvements for those areas that are particularly important for the success of the program.

1. Basics of health promotion

					_	+	+-
Health equity is a guiding principle for the choice of the program's target group(s)							
Indicators	PD	IM	VA		_	+	+-
 Plausible explanations are given regarding the consideration of gender aspects. 	Х						
 Plausible explanations are given regarding the consideration of if social status. 	Х						
 Adequate consideration is given to possible issues of ethnicity and/or cultural and linguistic diversity. 	х						
 The program reaches the individuals and groups that are indeed in need of intervention. 		Х	Х				
1.2 Resource-orientation (Salutogenic approach) and empowerment (En	mpowe	ermen	t)				
Criterion					-	+	+
The program aims at reinforcing individual and social resources.							
Indicators	DP	IM	VA		_	+	+
 The program aims at empowering individuals and groups to take responsibility for their own health and for the conditions that are conducive to a health pro- moting lifestyle. 	х						
 The program aims to strengthen the 'sense of coherence' (meaningfulness, manageability, comprehensibility). 	х	Х					
 It is explicit which resources are to be strengthened for which kind of individuals or groups. 	х	Х					
1.3 Setting-based interventions (Setting approach) Criterion] [+	+
The program aims at individual and structural changes in particular settings.							C
	PD	IM	VA		_	+	+
Indicators	х						
 The choice of the settings undergoing intervention is justified. Explanations and reasons are given, on which of the five levels of intervention effects/results are to be generated (individual, group, organization, social envi- 	х			_			
·	x	x					
 The choice of the settings undergoing intervention is justified. Explanations and reasons are given, on which of the five levels of intervention effects/results are to be generated (individual, group, organization, social environment and policy/society). The program considers several of these levels of intervention. 		х					[
 The choice of the settings undergoing intervention is justified. Explanations and reasons are given, on which of the five levels of intervention effects/results are to be generated (individual, group, organization, social environment and policy/society). 		х			_	+	+

Indicators	PD	IM	VA	 -	+	++
• It is explained which actors in the settings are involved and when and how they are involved in the planning and the implementation.	х	Х				
The potential for participation has been utilized.			х			

gram.

2. Assessment

2.1 Demonstration of the need for the program (Need – normative)

Criterion					-	+	++
The need for the program has been demonstrated.							
Indicators	DD	184	1/4				
 The specialist literature on the subject and other possible sources has been 	PD	IM	VA			+	++
researched in order to justify the program.	х						
 The need for the planned changes is substantiated and documented (theoreti- cally/empirically). 	x						
2.2 Needs of stakeholders and target groups (Needs – felt/expressed)							
Criterion					_	+	++
The needs of the target group(s) of the intervention and other stakeholders in the setting are acquately considered. Indicators PD IM							
Indicators	PD	IM	VA		_	+	++
 An assessment of advantages and disadvantages for the stakeholders in the 			• • • • • • • • • • • • • • • • • • • •				
setting has been carried out.	Х					ш	u
The needs of the various stakeholders and target groups have been researched and documented.	х						
The needs of the various stakeholders and target groups are adequately considered.		x	x				
2.3 Embedding of the program in more comprehensive strategies	(Emb	eddin	g)			+	++
Criterion	(Emb	eddin	g)	 D	<u>-</u>	+	++
	(Emb	eddin	g)		-	+	++
Criterion	(Emb	eddin	g) VA	 	- -		-
Criterion The program is part of a broader programme or is set within a public health policy. Indicators The program is part of a more comprehensive programme, a strategy or a poli-				 	- - -		
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Criterion The program is part of a broader programme or is set within a public health policy. Indicators The program is part of a more comprehensive programme, a strategy or a policy. If this is not the case, another justification is given. The program is in line with the strategy of the responsible institution. 2.4 Contextual conditions and program environment (Contextual con Criterion	PD x x	IM s)	VA		- -	+	++
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Criterion The program is part of a broader programme or is set within a public health policy. Indicators The program is part of a more comprehensive programme, a strategy or a policy. If this is not the case, another justification is given. The program is in line with the strategy of the responsible institution. 2.4 Contextual conditions and program environment (Contextual con Criterion The social, political and legal conditions that are relevant for the program are sufficions consideration. Indicators There is awareness for social, political and legal contextual conditions which	PD x x dition	IM s)	VA	 	- - - -	+ + - + +	++

				 -	+	+-
Positive and negative experiences from other programs are taken into account and	utilize	ed.				
Indicators	PD	IM	VA	 _	+	+
 Research has been carried out in order to locate programs with similar content or similar approach. 	х					
 Strengths and potential for improvement have been identified in these programs and are taken into consideration in the actual program planning. 	х					C
 Experiences from other programs are considered in the management and evaluation of the program. 		Х	х			C
3.1 Definition of program objectives (Definition of objectives) Criterion Desired effects are clearly stated in the program's objectives and are verifiable.				 _ _	+	+
besined effects are clearly stated in the program's objectives and are vermasic.						_
Indicators	PD	IM	VA	 _	+	+
 The program envisions long-term changes to be effected for particular settings and target groups. 	х					
The program's objectives are derived from the program's justification.	х					C
 The program's objectives state clearly the desired effect on the various target groups. 	х					
 The objectives (if applicable, with indicators and desired target values) are 'smart' i.e. specific, measurable/verifiable, achievable and challenging, time- limited). 	х				۵	
3.2 Justification for proposed procedures (Procedures)						
Criterion				 _	+	+
The procedures (strategies, measures) are convincingly justified and based on refer correlation of cause and effect.	ences	to the	2			
Indicators	PD	IM	VA	 _	+	+
 Assumptions about the the correlation of cause and effect are underpinned by impact models. 	х					
The procedures are adequate for each target group.	х	Х				
· · · · · · · · · · · · · · · · · · ·	х					C
The methodology has been successful in other programs.		х				C
 The methodology has been successful in other programs. If the circumstances of the program should change, the methodology and procedures are reviewed and/or revised, if necessary. 		^				_
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 If the circumstances of the program should change, the methodology and procedures are reviewed and/or revised, if necessary. 		^		 _	+	+
 If the circumstances of the program should change, the methodology and procedures are reviewed and/or revised, if necessary. 3.3 Time schedule (Milestones) 		^		 - -	+	+

Indicators	PD	IM	VA	 -	+	++
The program's time planning is mindful of the context in which the program takes place and considers the chosen settings' own timing.	х					
• The milestones are set at intervals that allow for sufficient time to reflect periodically on the program's progress.	х	х				

3.4 Availability of necessary resources (Resources)

Criterion	 _	+	++
The necessary resources in terms of professional expertise, personnel and finances are assured.			

Indicators	PD	IM	VA	 -	+	++
 All the resources needed for the planning, the realization and the evaluation of the program are in the budget. 	х					
The institution's own resources in terms of personnel and financial contributions to the program have been determined.	х					
• The institution responsible for the program has clearly determined the use of its infrastructures and other resources for all program collaborators.	х					
The necessary external financing has been assured.	х					

4. Program organization

4.1 Adequate program structure (Program structure)

Criterion	 -	+	++
The program's structure is adequate and comprehensible for all concerned.			

Indicators	PD	IM	VA	 _	+	++
The way in which individuals, groups and institutions are involved in the program is transparent for all.	х					
• The role, duties and responsibilities of all concerned are regulated in a clear and binding way.	х	х	х			
There is a certain working methods of those involved in the program are compatible.	х	х	х			
 Each actor involved in the program disposes of some room for manoeuvre commensurate with the role he has in the program. 	х	х				
■ The structure of the program is regularly checked and, if necessary, improved.		х				

4.2 Qualifications and requirements (Qualifications)

Criterion	 _	+	++
The program leaders and all others involved in the program are adequately qualified to accomplish their tasks.			

Indicators	PD	IM	VA	 _	+	++
 A profile of the skills required by the program leaders and the members of the team has been drawn up. 	х					
 The program leaders are sufficiently qualified in the areas of health promotion/prevention, program management and quality development. 	х	х				
• The team members and all others involved in the program are sufficiently qualified for their specific tasks.	х	х				۵
 Requirements for expert advice and program guidance as well as supervision have been determined and available offers for such services are taken up. 	х	х				

4.3 Goal-oriented networking (Networking)

Criterion		 -	+	++		
The program is making the most of possible networking opportunities in order to a jectives.						
Indicators	PD	IM	VA	 _	+	++
 Possibilities of collaboration and synergies, as well as eventual obstacles, have been examined on every relevant level (from local to international). 	х					
 Important players (key personalities) are identified and contact has been established. 	х	х				

•	The nature (form and content) of collaborations has been defined and is subject to a binding agreement.	х	х	x	
•	Networking activities are goal-oriented, sustainable and profitable.	х	х	х	

5. Program management

5.1 Program controlling (Controlling)

Criterion

Criterion					-	+	++
The program is managed by periodical target-performance comparisons.							
Indicators	PD	IM	VA		-	+	++
Intermediate objectives have been stated for each 'milestone'.	Х	х					
 Intermediate objectives aim at effects and are verifiable. 	Х	х					
• The attainment of intermediate objectives is systematically evaluated and documented.		х					

5.2 Formative and conclusive evaluation (Evaluation)

Revenues and expenses are corresponding to the budget.

Citation							1
The evaluation contributes to the best possible management of the program and a sive assessment of the program.	llows	a con	clu-				
	I				1	I	
Indicators	PD	IM	VA		-	+	++
 It is explained which evaluation methods will be the most appropriate in order to manage the program in the best possible way (formative evaluation). 	х						
It is explained which evaluation methods will be the most appropriate in order to assess the program's impact in a conclusive way (summative evaluation).	х						
 Methods, timing and responsibilities for the formative and the summative evaluation have been determined. 		х					
Unexpected (secondary) effects of the program are also evaluated.		х	х				
 The results of the evaluation process contribute to the management of the program. 			х				

__ _ + ++

5.3 Program documentation (Documentation)

Criterion		 -	+	++
All the important aspects of the program have been documented in a comprehensible manner	•			
		1	I	
Indicators PD IM	VΔ	 _	+	+

Indicators	PD	IM	VA	 - -	+	++
 There are engaging rules about documenting the program (what, how and who) and the way the documentation is administered. 	х					
The program's results and its impact are documented.		х	х			
Positive and negative experiences are also documented.		х	х			

5.4 Communication within the program structure (Communication)

Criterion	 -	+	++
The communication processes within the program structure are adequate.			

Indicators	PD	IM	VA	 -	+	++
 Communication about the program is active and contributes to achieving the defined objectives. 	х	х	х			
 Information is timely and sufficient for all involved. 		х	х			
Communication is efficient and satisfactory for all involved in the program.		Х				

5.5 Motivation and satisfaction of personnel (Motivation)

Criterion		-	+	++
The program management and the team are motivated to work in the best possible way.				

Indicators	PD	IM	VA	 -	+	++
The program management has an appreciative and motivating approach to the work of its team members.	х	х		۵		
 Differences of opinion and conflicts are actively handled. 	х	х				
 Successes and partial successes are adequately praised and celebrated. 	Х	Х	х			

6. Effects

6.1 Program's goal attainment (Goal attainment)

Criterion	 _	+	++
The program's objectives have been reviewed and they have been attained.			

Indicator	PD	IM	VA	 -	+	++
The attainment of each objective is evaluated individually.			х			
All program objectives have been achieved.			х			
There is justification for any program objective that has not been achieved.			х			

6.2 Sustainability of effects (Sustainability)

Criterion

Criterion		 -	+	++		
The program aims at long-term changes.						
Indicators	PD	IM	VA	 -	+	++
 The planned interventions have initiated and advanced a process of development within the targeted individuals/groups/settings. 	х	х	х	۵		
 The program has modified structures and processes within the setting. 		х	х			

6.3 Transfer and diffusion of results (Diffusion of results)

manner.						
Indicators	PD	IM	VA	 _	+	++
It is clearly stated, which aspects of the program will be communicated by whom, to whom, when and how.	х	х				
The potential for a multiplication of the program is investigated.		х	х			
 Learning-processes in terms of know-how and other experiences are made available to others. 		х	х			

Results and experiences from the program are disseminated and made available in a purposeful

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Evaluation profile

Program phase: ☐ Program Design ☐ Implementation ☐ Valorization

- 9.						
		Pertinence	Assessment			
		Not pertinent at this point in time		_	+	++
1.	Basics of health promotion					
1.1	Health equity (Health equity)					
1.2	Resource-orientation (Salutogenic approach) and empowerment (Empowerment)					
1.3	Setting-based interventions (Setting approach)					
1.4	Participation of principal actors in the settings (Participation)					
2.	Assessment					
2.1	Demonstration of the need for the program (Need-normative)					
2.2	Needs of stakeholders and target groups (Needs-felt/expressed)					
2.3	Embedding of the program in comprehensive strategies (Embedd.)					
2.4	Contextual conditions and program environment (Contextual conditions)					
2.5	Learning from past programs (Lessons learnt)					
3.	Program planning					
3.1	Definition of program objectives (Definition of objectives)					
3.2	Justification for proposed procedures (Procedures)					
3.3	Time schedule (Milestones)					
3.4	Availability of necessary resources (Resources)					
4.	Program organization					
4.1	Adequate program structure (Program structure)					
4.2	Qualifications and requirements (Qualifications)					
4.3	Goal-oriented networking (Networking)					
5.	Program management					
5.1	Program controlling (Controlling)					
5.2	Formative and conclusive evaluation (Evaluation)					
5.3	Program documentation (Documentation)					
5.4	Communication within program structure (Communication)					
5.5	Motivation and satisfaction of personnel (Motivation)					
6.	Effects					
6.1	Program's goal attainment (<i>Goal attainment</i>)					
6.2	Sustainability of effects (Sustainability)					
6.3	Transfer and diffusion of results (Diffusion of results)					
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Evaluation profile (Continuation)
Strengths:
Potential for improvement:
Quality objectives and measures to be taken: