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EVALUATION OF THE SOCIAL IMPACT OF THE TRANSFORMATION OF LONG-TERM CARE IN THE EAST DISTRICT HEALTH CENTER OF CHIAYI CITY

TC Huang[1], YM Chang[2], KN Chiu[1 1 3], TK Lin[4] , Y Jeng[5]

1 National Sun Yat-Sen University, Kaohsiung, Taiwan
2 Taipei Medical University, Taipei, Taiwan
3 National Chengchi University, Taipei, Taiwan
4 East District Health Center of Chiayi City, Chiayi, Taiwan
5 National Sun Yat-Sen University, Kaohsiung, Taiwan

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INTRODUCTION

In September 2018, three key projects were launched, including the C Site of long-term care in alleys, Supporting services for family caregivers, and Building community health. To provide systematic courses and long-term care activities from a preventive medicine perspective to meet the physical and mental health needs of the community (the elderly).

In order to evaluate the results of three key programs in Chiayi Eastern District Health Center in stages, this study introduced the SROI method and quantified the value and social impact created by transforming long-term care by collecting feedback from stakeholders and conducting professional analysis.

AIM

(1) Quantitative results

Through the evaluation of SROI, we can understand the "input", "output" and "results" of stakeholders in detail, and present the digital evidence of the project's revenue and expenditure and compensation, which is more clear and convincing.

(2) Master resource allocation

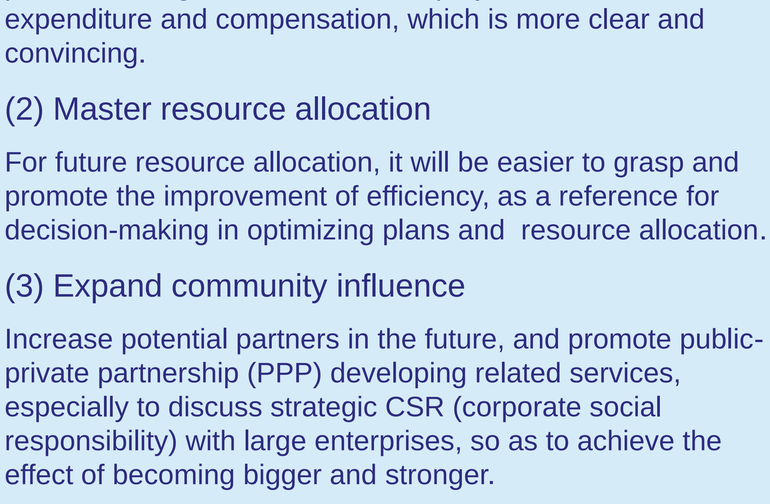
For future resource allocation, it will be easier to grasp and promote the improvement of efficiency, as a reference for decision-making in optimizing plans and resource allocation.

(3) Expand community influence

Increase potential partners in the future, and promote public-private partnership (PPP) developing related services, especially to discuss strategic CSR (corporate social responsibility) with large enterprises, so as to achieve the effect of becoming bigger and stronger.

METHOD

The Evaluation period of this report is from the beginning of 2019 to the end of 2020, a total of 2 years. It is the Evaluation SROI report.
SROI Framework for Measuring three key programs of Chiayi Eastern District Health Center :



RESULTS

The results of service users and service providers are as follows:

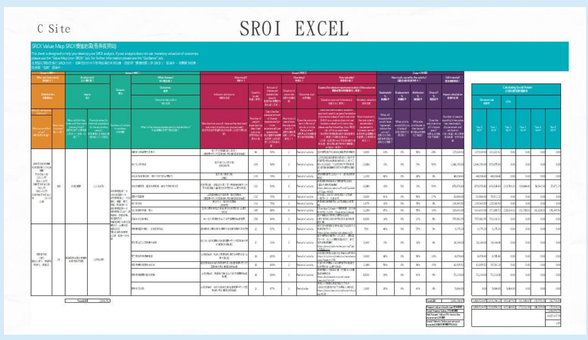
Health promotion activities: Stakeholders benefit directly in terms of weight loss and improvement of chronic diseases due to increased awareness of nutrition and health.

Promotion of social participation activities: The Eastern District Health Center of Chiayi City has increased the frequency of communication with the community and between the people, so as to improve the favorable degree of each other, and feel the sense of happiness and fulfillment of life, so as to meet the social needs.

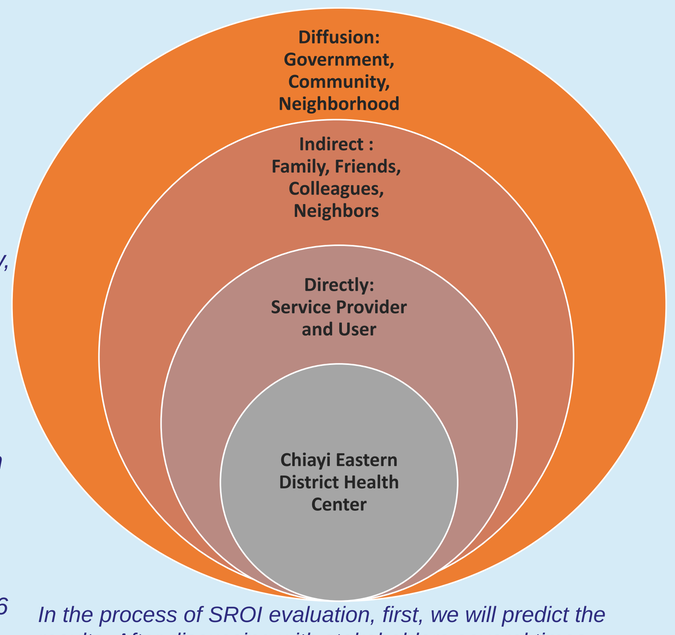
Multiple integration of long-term care resources: Service users have obtained results such as "reducing the pressure of family care", "sharing learning between generations, feeling warmth", "improving the knowledge of care", etc. The achievements obtained by the staff of Chiayi East District Health Institute include "care skills, knowledge, nutrition improvement", "gain diversified knowledge", "see the elders, community change, gain a sense of achievement", etc.

External inter-office and non-governmental cooperation also achieved the results of "enhancing community interpersonal interaction", "giving full play to community characteristics and being more creative", "Training volunteers to make activities more smooth", and "Being a community leader and having a leading effect".

The sub-items included in the plan can also list the stakeholders, inputs (time, manpower, and funds items), input value (amount), activity items, results, etc. of each activity, for more detailed analysis, as Reference basis for subsequent resource allocation.



Building community health SROI：NT$7,083,043 / 1,723,368 = 4.11。
Supporting services for family caregivers SROI：NT$ 8,641,921 / 4,236,236 = 2.04。
C Site of long-term care in alleys SROI：10,252,196 / 2,806,762 = 3.65。



In the process of SROI evaluation, first, we will predict the results. After discussing with stakeholders several times, excluding stakeholders with low importance or low influence, we confirm that the main results include: promotion of physical and mental health and social participation, relief of life pressure, improvement of life quality and health knowledge, etc., showing that the current implementation strategy and content of the plan can indeed echo the goals of each plan.

CONCLUSIONS

Based on the investigation and analysis of this study, the value created by each NT $1 invested in the three key programs is as follows: the long-term care of the C site in the alley is NT $3.65; NT $2.06 for family caregiver support services; Community health building NT $4.64.

Finally, the research results and stakeholders' feedback during the research process were discussed with the management of the Eastern District Health Center of Chiayi City, and the optimization and resource allocation direction of the future long-term lighting related plans were discussed, so as to maximize the influence and social benefits of the key plans.

ACKNOWLEDGEMENT

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- Jeng Yih, director of the Social Enterprise Development & Research Center of Sun Yat-sen University, and his team are responsible for implementing this SROI evaluation program. He is also an associate professor of the Department of Financial Management of National Sun Yat-sen University, Kaohsiung, Taiwan
- Accompanying the implementation of this SROI evaluation program is Director Tang-kui Lin of Chiayi East District Health Center and his team, who is also a medical examiner of East District Health Center of Chiayi City, Chiayi, Taiwan

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CONTACT INFORMATION

Presenting author：Huang Tzu-Chia

E-mail：jiajia1491@gmail.com

Line ：