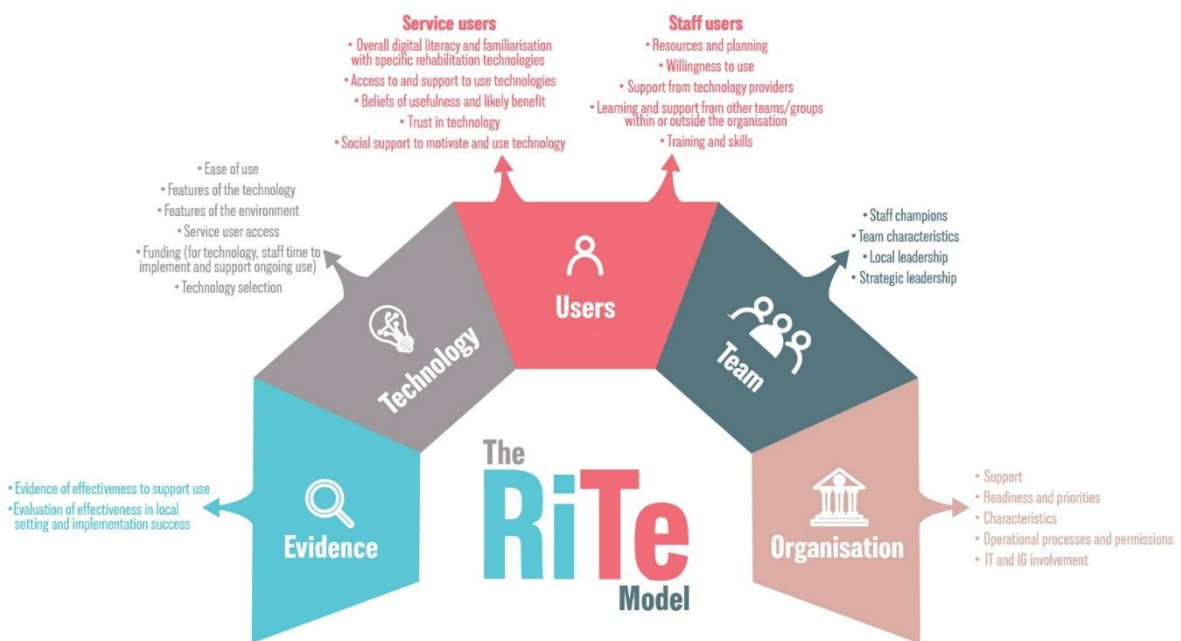


**Tool to support the evaluation of implementation (RiTe-IE)**



# The RiTe-IE tool

## Evaluation of the implementation of digital rehabilitation technologies using the RiTe model

### Background

This tool is informed by Procter's taxonomy of implementation outcomes<sup>1</sup> and based on the RiTe model. It will guide you to assess how well the implementation of a rehabilitation technology went. It can also help to prioritise which elements of implementation you are most interested in and identify the data you need to collect from the beginning of the implementation process.

### How to use this tool

Each section of this tool covers one of eight different implementation outcomes. Whilst each outcome is different you may notice some overlap between them and in the data you collect for each.

You can use the tool to help plan and evaluate the implementation of rehabilitation technology.

**Planning:** review each section to help you decide which elements are most important to assess for your project. Identify what data you will need to collect for each.

**Evaluation:** Complete each section based on your experience of implementing the technology. You do not need to complete all sections, but can prioritise those that you are most interested in.

You may use surveys, interviews, usage data, audits or other sources of information to answer the questions it asks.

Use the notes sections to record findings, reflections, or to list the data sources you will use.

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<sup>1</sup> 1.Proctor E, Silmere H, Raghavan R, et al. Outcomes for Implementation Research: Conceptual Distinctions, Measurement Challenges, and Research Agenda. *Adm Policy Ment Health*. 2011;38(2):65-76. doi:10.1007/s10488-010-0319-7

## ACCEPTABILITY

**Users include healthcare staff and service users and carers. Circle the users you are interested in:**

**Service users**

**Carers**

**Healthcare professionals**

**Others (specify):**

### Questions

- ? Does it address a clear clinical need?
- ? Is there research evidence to support its effectiveness?
- ? Is it better than other, similar technologies?
- ? How willing were users to use the technology?
- ? How easy was it to use?
- ? Did they use the technology?

### Ways to assess this

- Data from the service to understand the key clinical needs of service users
- Review of any research evidence to gauge the nature and size of any benefit from using the technology in your practice
- Survey of users
- Semi-structured interview/focus group with users
- Usage data recorded from device/appointments to judge if and how much it was used

### Notes / Findings

## ADOPTION

**Users include healthcare staff and service users and carers. Circle the user groups you are interested in:**

**Service users**

**Carers**

**Healthcare professionals**

**Others (specify):**

### Questions

- ? How many staff used it (expressed as a fraction of those that had access to the technology in the service)?
- ? How many service users used it (expressed as a fraction of those that had access to the technology in the service)?
- ? Who lead/supported the adoption?
- ? How much time did this take them?
- ? What training (if any) was needed to use the technology?
- ? How successful was this training (actual training delivered and success as a fraction of intended)?
- ? How confident were users to use it?

### Ways to assess this

- The number of staff that used it expressed as a fraction of those that had access to the technology in the service
- The number of service users used it expressed as a fraction of those that had access to the technology in the service
- How often/how much they used it from usage data recorded from device/appointments or from user report
- Details of who was involved in the implementation process (this may include local team members, managers, IT/IG staff and others) and what they did
- Log of the time taken to implement (e.g. phone calls, emails, training)
- Survey of levels of confidence before and after training
- Survey and usage data recorded by the technology

### Notes / Findings

## APPROPRIATENESS

### Questions

- ? Who is likely to benefit from its use? Consider service users but also any impact on the local team, service and organisation
- ? For these groups, what is the nature of the impact (these could include changes in access, waiting times, length of stay, workload, outcomes, satisfaction)
- ? Does this align with local, organisational and national drivers/strategy? If yes, list these drivers/strategies
- ? What were the effects of using it (good and bad)?

### Ways to assess this

Checklists of those likely to be affected by its use

Description of likely impact

Survey

Summary data on overall outcomes

Identification of any adverse events or unintended consequences

### Notes / Findings

## FEASIBILITY

### Questions

- ? What is needed to use the technology (this could include space, hardware, software, connectivity) and are these resources readily available?
- ? What time is needed to set up and use? This should consider the first time it is used with and then subsequent times
- ? Who can and cannot access the technology?
- ? What support was needed to use it?
- ? Who provided this support?

### Ways to assess this

- Checklist of equipment and resources
- Log of the time taken for first and subsequent use
- Service data which could include demographic information from a) technology users and b) all service users
- Survey of staff who used it
- Survey of service users
- Interviews/focus groups of those who used it and those who did not

### Notes / Findings

## FIDELITY

### Questions

Are all aspects/modules being used similarly?

How often/how much is it used? Is this similarly to the amount that was expected?

Did users use it at the recommended intensity/dose for the identified period? Why/why not?

### Ways to assess this

Data from technology (usage metrics) or log of which games/features were used

User diaries/patient records

Interview/focus group with users

### Notes / Findings

## IMPLEMENTATION COST

### Questions

Where known, please record or estimate the costs to:

- ? Procure the technology
- ? Costs to maintain the technology and frequency (for example, annual service)?
- ? Train staff users (this can be estimated from the time taken to train)
- ? Costs for staff time to set up the technology for users (if applicable)
- ? Costs of any single patient use elements (e.g. earphones, disposable electrodes)

### Ways to assess this

- Data from the technology providers and equipment suppliers
- Log of time taken to train staff users and how frequently this is repeated
- Log of time taken to set up equipment for use

### Notes / Findings

## PENETRATION

### Questions

- ? Has the technology been used outside the initial service or organisation?
- ? How many services within the organisation used it (expressed as a fraction of services that could access the technology and had a (clinical) need that the technology could meet)?
- ? Has it spread beyond the initial organisation to other organisations e.g. to local Integrated care boards, other practices, delivery networks, nationally etc?

### Ways to assess this

List of services that use it

List of services that could use it (that could access it and for whom it meets a clinical need)

Reports/presentations/recommendations to networks, colleagues, professional groups and any services you are aware of that have started to use it since

### Notes / Findings

## SUSTAINABILITY

### Questions

- ? How long has the technology been used for since initial adoption?
- ? Has technology become part of a care pathway?
- ? Are there any barriers to continue to use it?

### Ways to assess this

Audit of ongoing use since date of initial adoption

Scrutiny of patient pathways/introduction into competency assessments

Horizon scanning for changes in services/configuration that could affect implementation

### Notes / Findings