Task 6: Protocol

My program evaluation of the Ronald McDonald House Charity will not be involving observations. I am unable to directly observe the families and their children who are being treated at the local hospital. I will be interviewing the House Manager at the charity house and she is going to distribute a survey to the families who are currently staying there that will be used as a tool for data collection for the evaluation. I will be setting up the interview hopefully by next week and while I am there I will leave the surveys there with her to distribute.

My two overall research questions are “How does your staying at the Ronald McDonald Charity House influence the recovery process of your child who is staying at the local hospital?” and “ How has staying at the Ronald McDonald Charity House impacted the circumstances surrounding your child’s stay at the local hospital?” I chose these two research questions because I intend to evaluate the mission statement of the Ronald McDonald Charity House and one of the goal statements of the charity house. The Ronald McDonald Charity House’s mission statement is to keep families close to children facing medical challenges by providing lodging for families of seriously ill children. One of the beliefs listed by the charity is that in fulfilling the mission statement the child is better able to heal with the close presence of the child’s family members. They also state that in fulfilling the mission statement that the family is financially less stressed and that other positive side effects occur as a result. I intend to focus on the healing of the child and the impact of the family remaining close to the child in treatment.

During my interview with the House Manager I hope to get a different perspective from the families’ perspectives. I believe this aids in collecting unbiased data. I am only able to interview the House Manager so it may not statistically make that much of a difference in data collection. Interviewing of staff is one important data collection tool so I will include the interview in my program evaluation. I intend to ask the following questions during the interview:

* Do you believe that the Ronald McDonald Charity House aids in the recovery process of the child who is hospitalized?
* If so, how do you think this is accomplished?
* Have you witnessed this to be true of the children of the families who have stayed here at the charity house?
* Can you give me some examples where you have noticed the impact of the families being near to their children during treatment?
* How did their ability to be near their children while they were in treatment affect the recovery process of the child?
* What are other benefits that the parents have access to while they are staying at the Ronald McDonald Charity House?
* Do the families tend to use the other resources that are available there?
* How does the Ronald McDonald Charity House help the families staying there?
* Do you believe the Ronald McDonald House Charity fulfills its stated missions and goals from what you have observed as House Manager?

I wish to find out if the house manager believes that the Ronald McDonald Charity House fulfills its intended mission statement and goals specifically in the area of the welfare of the child. The Ronald McDonald Charity House Organization states its mission to be to find and support programs that directly improve the health and well-being of children and their families, where children have access to medical care, and their families are supported and actively involved in their children’s care. The Ronald McDonald Charity House Organization is the main branch the all the individual charity houses including the one in Norfolk where I will be conducting my evaluation. Their program supports the local Norfolk Ronald McDonald Charity House. I think it is useful to know if the house manager believes in the mission and vision statement of the charity house and has seen any evidence where it has proved true.

I will also be conducting a survey for the families staying at the Norfolk Ronald McDonald Charity House. I did not want the survey to be too long where it may discourage the families from participating and completing the survey. I took into consideration the circumstances under which they were staying at the house and wanted the survey to be as stress-free and easy to complete as possible. The questions I asked in the survey were:

* How has your stay been while at the Ronald McDonald House?
* Has your stay at the Ronald McDonald House impacted the circumstances surrounding your child’s hospital stay? If so, please explain how staying there has influenced you and your families’ situation.
* Has your staying at the Ronald McDonald House had any effect on your ability to aid in the recovery process of your child? Do you feel like being near your child when he/she is in treatment impacts your child’s ability to heal? If so, please explain why you feel this way.
* Please explain how things have changed as a result of you being able to stay at the Ronald McDonald Charity House. Did you look into any other accommodations before deciding to stay at the Ronald McDonald House?
* Do you believe that the Ronald McDonald House has an impact on the community it serves? Please explain your answer.

I believe these questions are open-ended and allow the families to elaborate on how they feel about family involvement in the healing process of a child in treatment. It is hard to empirically prove the validity of family centered health care speeding up the recovery time of a child in treatment, so the opinions I will be gathering are very important in the program evaluation I will be conducting. The questions I will be asking in both the interview and the survey all directly reflect upon the Ronald McDonald Charity House’s mission and vision statements.

Vision, mission, and goals. Retrieved from: https://www.rmhc.org>mission-and-vission.