

CHAPTER 3

Evaluating health activities

Learning objectives

After studying this chapter and doing Exercises 70–73 on pages 379–388, the health worker should be able to evaluate:

- **the achievements of a health team in services delivered and their impact in reducing the priority health problems of the community**
- **the progress of a health team's work**
- **the performance of the individual members of a health team**
- **the efficient use of the health team's resources**
- **the management of the health team.**

Introduction: The evaluation function

As has been noted in Part I, evaluation is an essential part of management by objectives and learning from experience. Evaluation is also related to the principle of management by exception.

'To evaluate' is simply defined as *to judge the value of*. The term is often used incorrectly in the sense of 'to examine' or 'to measure' or 'to assess'. However, evaluation *depends* on examination or measurement or assessment, which must be carried out to obtain the information that will allow an evaluation to be made. Generally, the term 'evaluation' is used to include the whole process of examination or measurement and the ultimate judgement of value.

In this context, the term 'assessment', sometimes used as a synonym for evaluation, is normally used in relation to the observation of performance of students as they demonstrate clinical skills or competence in carrying