Surveillance Acceptability Evaluation

*This lecture provides an introduction to the participatory method **AccEPT** (Acceptability Evaluation Participatory Toolbox), designed as part of the RiskSur project.*

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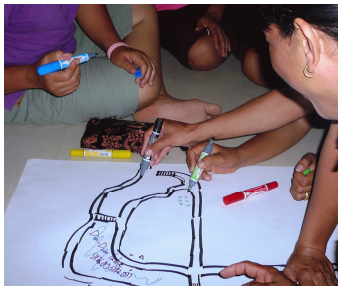
"Study on the contribution of participatory approaches in the evaluation of animal health surveillance systems"

Does the use of such approaches provide advantages over current methods?

Do these approaches lead to the collection of **complete** and **quality data**?
Do these approaches bring **indirect benefits**?

Participatory approaches

- Take into consideration stakeholders' **perception / expectations** *(Hoischen-Taubner et al., 2014)*
  - Better understanding of the system
  - Context-dependant recommendations
- **Direct involvement** in the evaluation process
  - Identification of potential locking points
  - Better acceptability of the evaluation
  - Feeling of belonging in the system
- **Indirect advantages**
  - Information related to the general context and external factors



Principles of Participatory approaches

What is participation?

- Participation empowers people to find solutions to their own development challenges

- It is both an attitude and a philosophy that encourages learning, discovery and flexibility

Principles of Participatory methods

1. **Behaviour and attitude**
   - → Listen, learn and respect
   - → Act as a facilitator, not an expert
   - → Be prepared to unlearn negative attitudes and stereotypes
2. **People are knowledgeable**
   - → On subjects important to their livelihoods
   - → Certain individuals have unique and valuable perspectives
3. **Co-learning**
   - → Sharing of knowledge, experience and analysis
   - → Combining local and professional knowledge for effective acceptable action
4. **People make rational decisions**
   - → Based on information available
   - → The appearance of irrational behaviour means that a misunderstanding has occurred on the part of the appraiser
5. **Action-oriented**
   - → Data collected is based on the “information for action” philosophy
   - → The data should have an impact in a timely manner rather than collected simply for academic pursuits and publication

Principles of Participatory methods (2)

Based on three important principles

Designed to improve the quality / the reliability of the information

FLEXIBILITY

- Not rigidly preplanned and executed without deviation
- The techniques used and questions asked can be changed at any point during the investigation

TRIANGULATION

- Cross checking information using different methods and sources

PROBING

- When an interviewee responds to a question, the interviewer usually asks additional questions to verify and deepen his or her understanding of the interviewee's viewpoint

Tools

Secondary data

Previous studies and reports, government statistics, maps, research papers, historical texts.

Results may highlight issues to be given priority attention in the field study

Informal interviewing & Direct observation

Sampling based on the principal of key informants rather than randomization

Semi-structured interviews & focus-group discussions: checklist, open-ended questions

Ranking and scoring

Simple ranking, pair-wise ranking, proportional piling, matrix scoring

Visualization

Mapping, timeliness, seasonal calendars, Venn diagrams

Acceptability in surveillance

ACCEPTABILITY

'**Willingness** of persons / organisations **to participate** in the surveillance system and to the degree to which each of these users is involved in the surveillance' (Drewe et al, 2012)

To report or not to report…

- One of the most important factor for the **quality** of surveillance *(German et al., 2001)*
- Critical function of an **emerging infectious** disease surveillance system *(Tsai et al., 2009)*
- Indirect impact on the **quality** of other evaluation attributes *(Peyre et al., 2014)*
- Existing **issues** related to the way to evaluate it *(Auer et al., 2011)*

The elements of Acceptability (1)

Acceptability of the OBJECTIVE

- Are stakeholders *satisfied* by the objective of the system?

Acceptability of the OPERATION

TRUST

The elements of Acceptability (2)

Acceptability of the OBJECTIVE

Acceptability of the OPERATION

TRUST

Role of each actor

Are stakeholders *satisfied* with their duty?

Consequences of information flow

Are stakeholders *satisfied* with the consequences of information flow?

Relations between stakeholders

Are stakeholders *satisfied* with the relations they have with other stakeholders?

The elements of Acceptability (3)

Acceptability of the OBJECTIVE

Acceptability of the OPERATION

TRUST

In the system

Do stakeholders *trust* the system to fulfill its surveillance objective(s)?

In the other stakeholders involved in the system

Do stakeholders *trust* the other stakeholders to fulfil their role in the system?

Acceptability's elements	Associated questions	Participatory tools
Objective	Are stakeholders satisfied by the objective of the system?	**Flow diagram**
Operation		
Role of each actor and representation of its own utility	Are stakeholders satisfied with their duty?	**Flow diagram**
Consequences of information flow	Are stakeholders satisfied with the consequences of information flow?	**Impact diagram & proportional piling**
Relations between stakeholders	Are stakeholders satisfied with the relations they have with other stakeholders?	**Relational diagram associated with smileys**
Trust		
In the system	Do stakeholders trust the system to fulfil its surveillance objective(s)?	**Flow diagram & proportional piling**
In the other stakeholders involved in the system	Do stakeholders trust the other stakeholders to fulfil their role in the system?	**Flow diagram & proportional piling**

AccEPT: Acceptability Evaluation Participatory Toolbox

IMPLEMENTATION

- **Evaluation team**
  - → Facilitator
    - *Leads the meeting, implement the tools with participants*
    - *Help the group to reach a decision, synthetize the discussions*
  - → Other member(s)
    - *Takes notes, observes participants behaviour*
- **Interviews**

Individual interviews	Focus groups
+ Simple organisation	- Time required for the organisation
+ Ease of management	- Complex management
- Only one point of view	+ Exchanges between participants
- Information may be missing	+ Bring out some issues / information

IMPLEMENTATION

- **Participants to be involved**

→ All types of stakeholders

- *Farmers, hunters, private veterinarians, veterinary services, etc.*

→ Try to involve stakeholders with **different profiles**

- *Farming system: small scale, extensive, etc.*
- *Hunting: with beaters, hounds, etc.*

→ For the implementation of focus groups it is better to involve only one type of stakeholders if there is strong disagreement between parties.

IMPLEMENTATION

- Introduction
  - → Project
  - → Team
  - → Participants *(Focus groups)*
  - → Objective(s)
  - → Overview of the interview
- Relational diagram & Smileys
- Flow diagram & Proportionnel Piling
- Impact diagram & Proportionnel Piling
  - → Specific objectives
  - → Implementation
  - → Probing
  - → Synthesis
- Synthesis
  - → Main conclusions
  - → Next steps (feedback)

AccEPT: tools and methods

WORKING WITH GROUPS

Disadvantages

- Time-taking for decision-making
- Less personal contact
- Blocking roles
- Long time to reach consensus
- Harder to work with
- Existence of conflict
- Harder to see changes

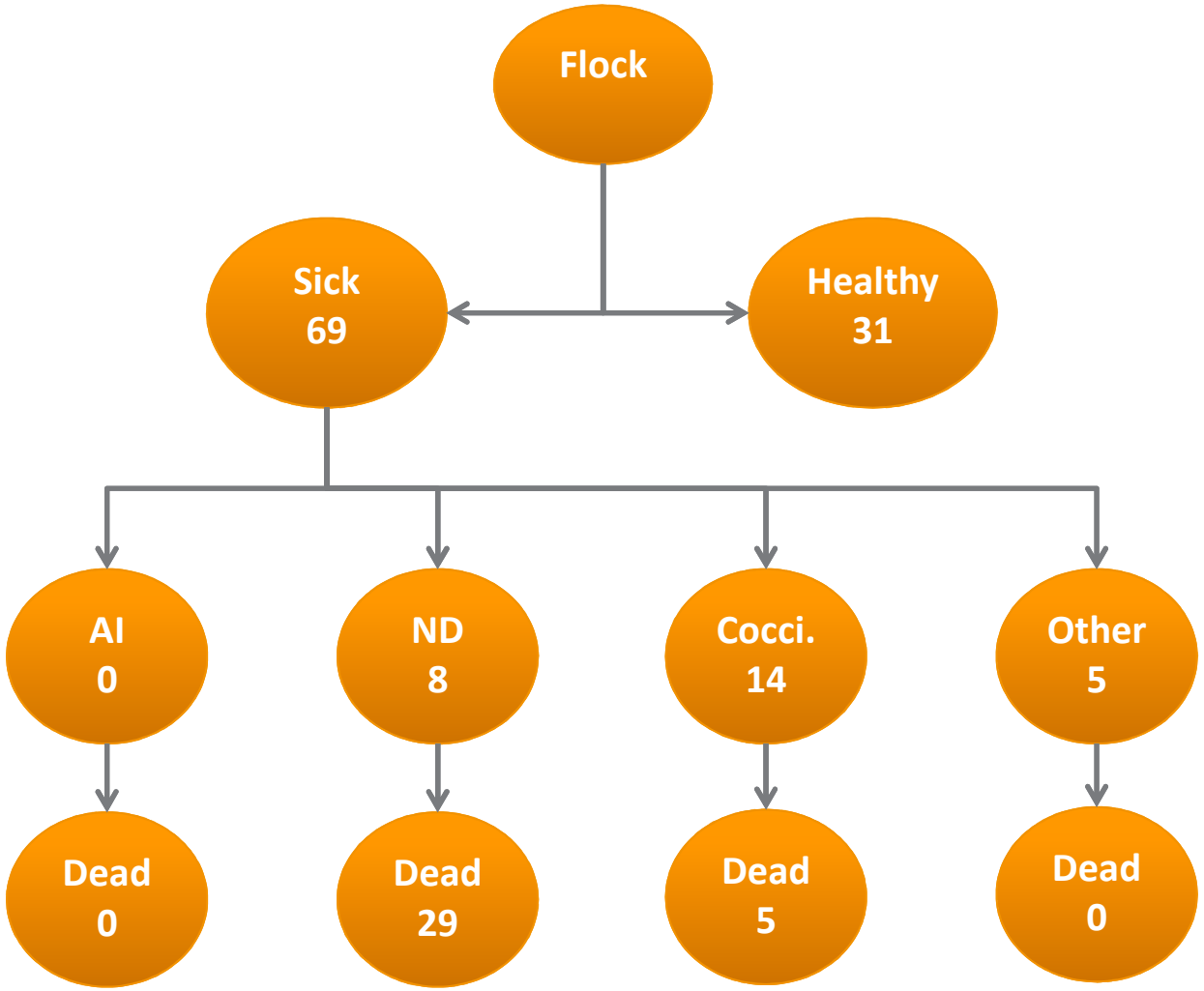
Advantages

- Cover large number of people
- Saves time and resources
- More knowledge and skills available and shared
- Collective decision-making and problem solving
- Participative approach
- Create common goal and strategies
- Build relationships
- Sense of community
- Promotes cooperation
- Dissemination of information easier

PROPORTIONAL PILING

- → Begin with an open-ended question (list of items or categories)
  - What are the health problems that affected the adults in the community in the last year?
- → Probe the responses
- → Draw circles, one circle for each items mentioned
- → Place 100 counters in a pile, and ask the respondents to divide them according to a particular characteristic or parameter.
  - Respondents should **not count the counters**, but divide them visually
- → Allow time to discuss and divide the piles by consensus
- → Summarize and crosscheck the result
  - Does everyone agree?
- → Count the counters, but leave them in place so that the result can be discussed
- → Probe the results
  - Why did they make these choices?

Example: Animal mortality



Relational diagram & smileys

- **Objectives**
  - → Draw stakeholders' professional network
  - → Assess the satisfaction of the relations between stakeholders

Collect information about SS operation

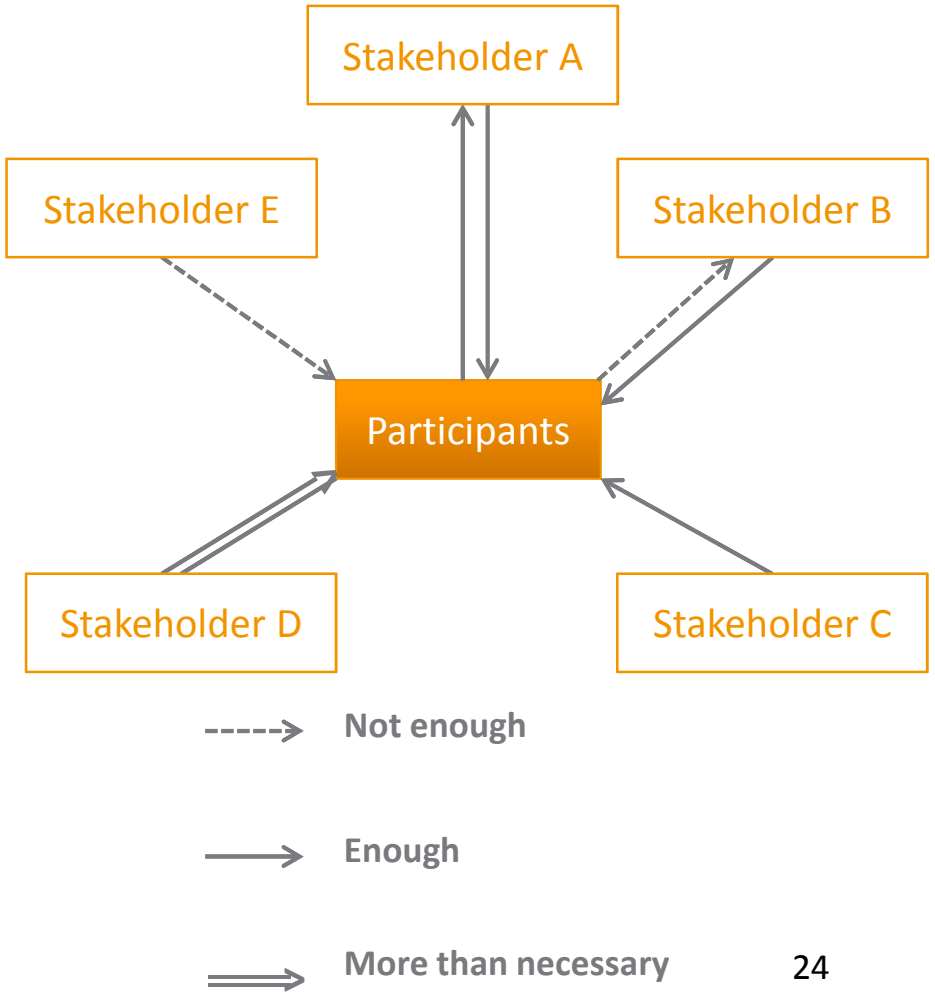
- **Key points**
  - → **Do not focus only on relations link to the surveillance system**
  - → Let participants talking about their relations
    - Something they know well
    - Good way to introduce the process

Drawing the diagram

Questions

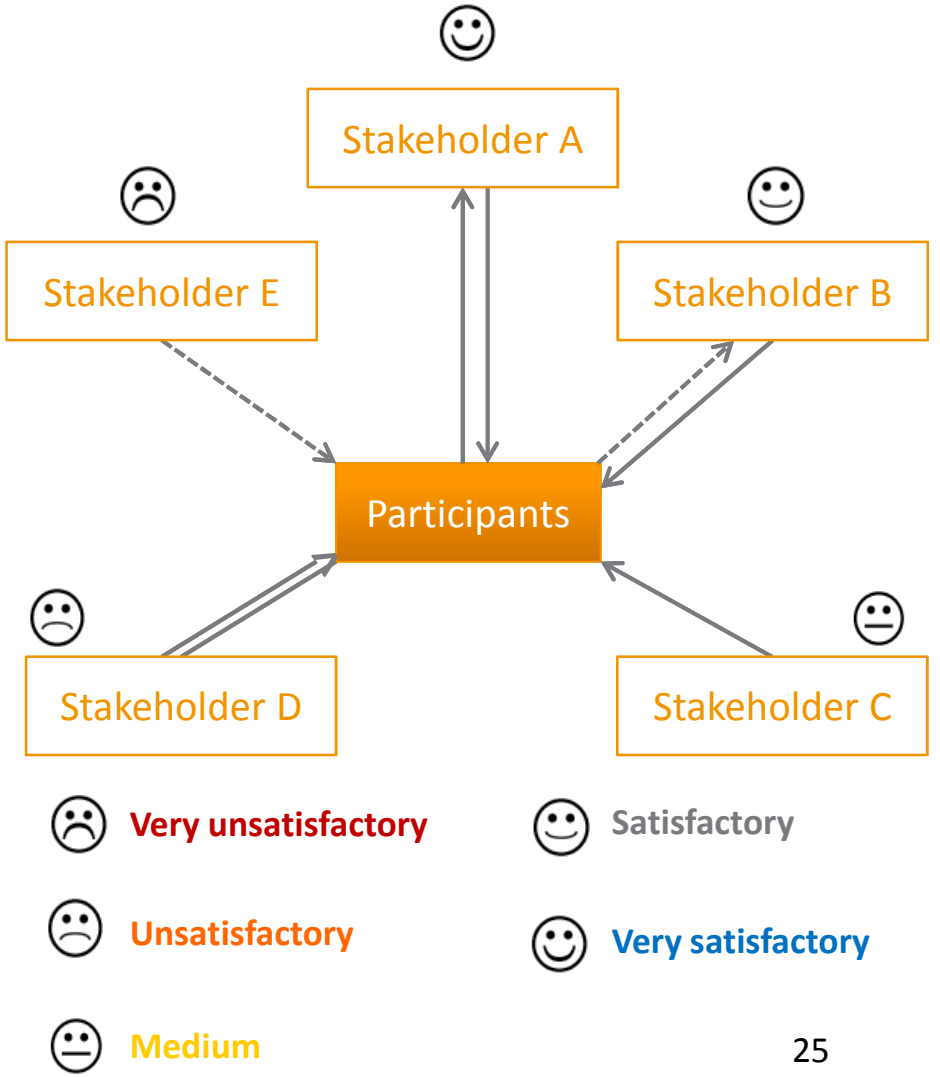
- With which stakeholders, or organisations, do you have interaction during your activity?
- Are these interactions mutual or one-sided?
- What information do you exchange?
- In your opinion, are these interactions not enough, enough or more than necessary? Why?
- Go back through each stakeholder / organisation and do a synthesis

Diagram

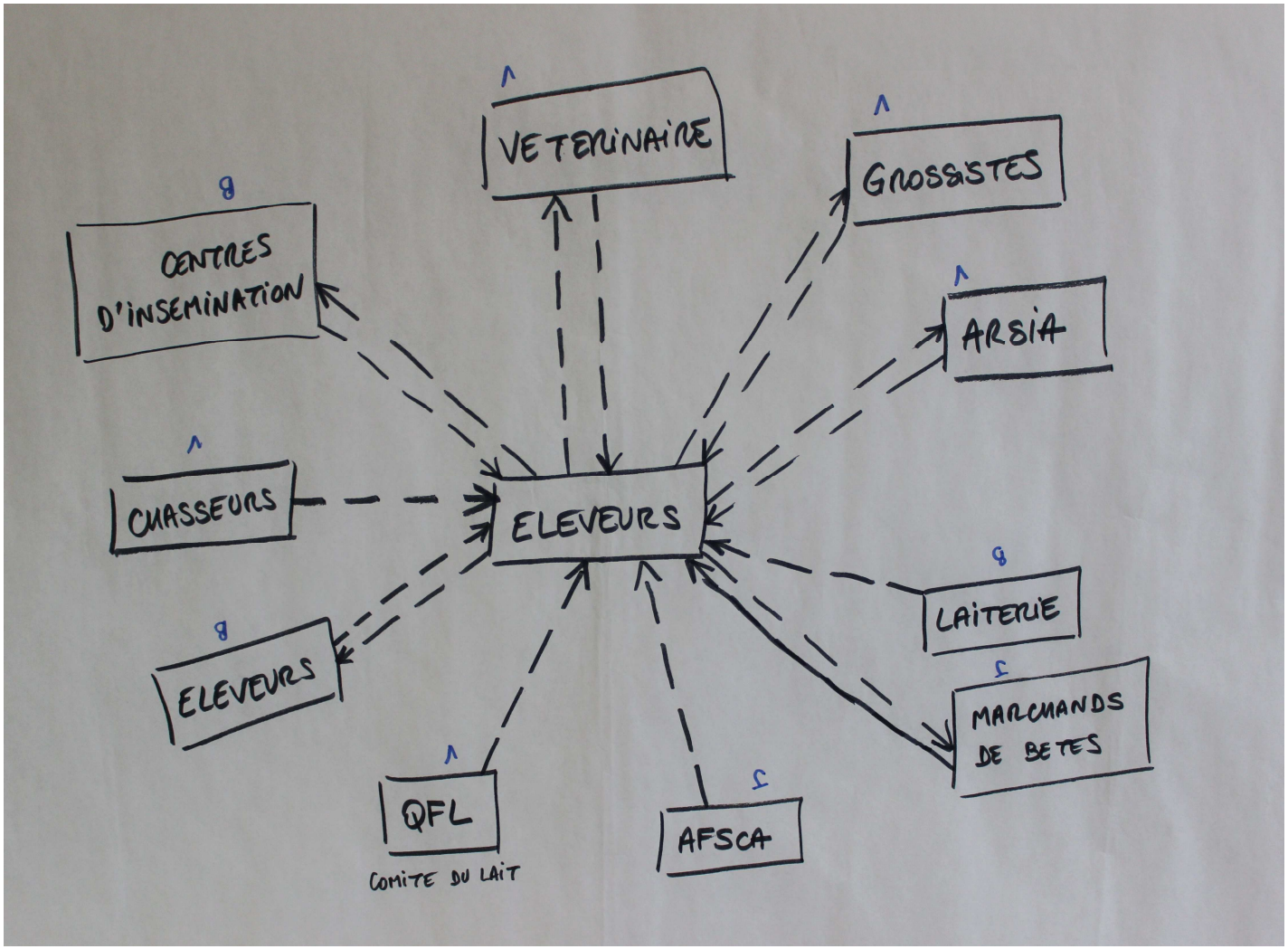


Using the smileys

- Present participants the smileys and their meaning
- Ask them to devote one, and only one smiley per stakeholder
- Be careful, the objective is not judging the others, but to understand the relations
- Ask participants to explain their choice
- Do a synthesis of the discussions



Relational Diagram in Corsica



Flow diagram & Proportional piling

Objectives

→ Represent the information flow within the surveillance system
→ Represent how stakeholders define the objective of surveillance
→ Assess the satisfaction of each stakeholder's own role
→ Assess the trust devoted to the system or to other stakeholders

Collect information about SS operation
Collect information about the objective of SS
Collect information related the trust

Key points

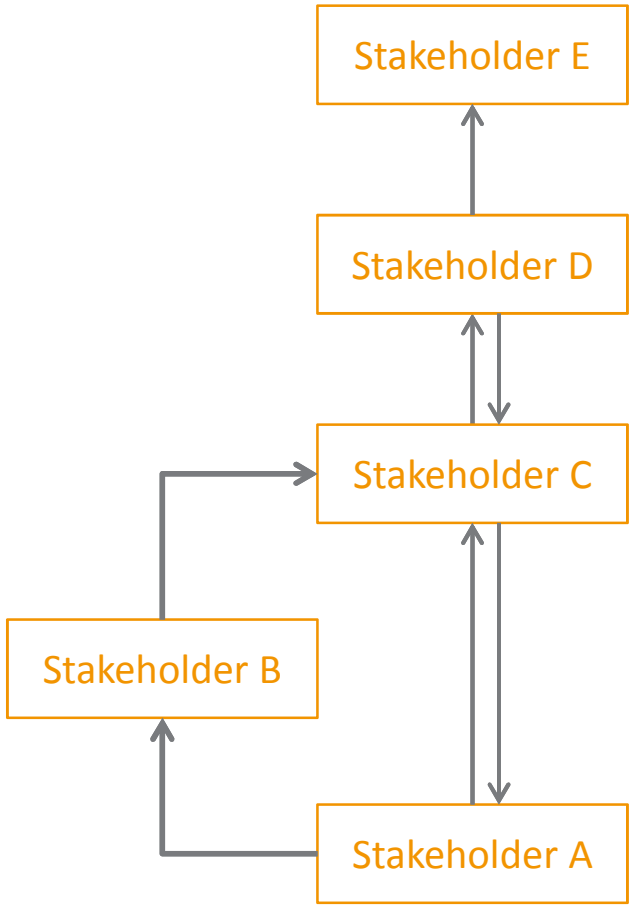
→ Different questions according to the role of the interviewee
→ Keep in mind you want a representation of the surveillance system according to participants' experience / point of view
→ If participants have a doubt about some stakeholders / information flow do not hesitate to draw it with dot lines

Drawing the diagram

Questions

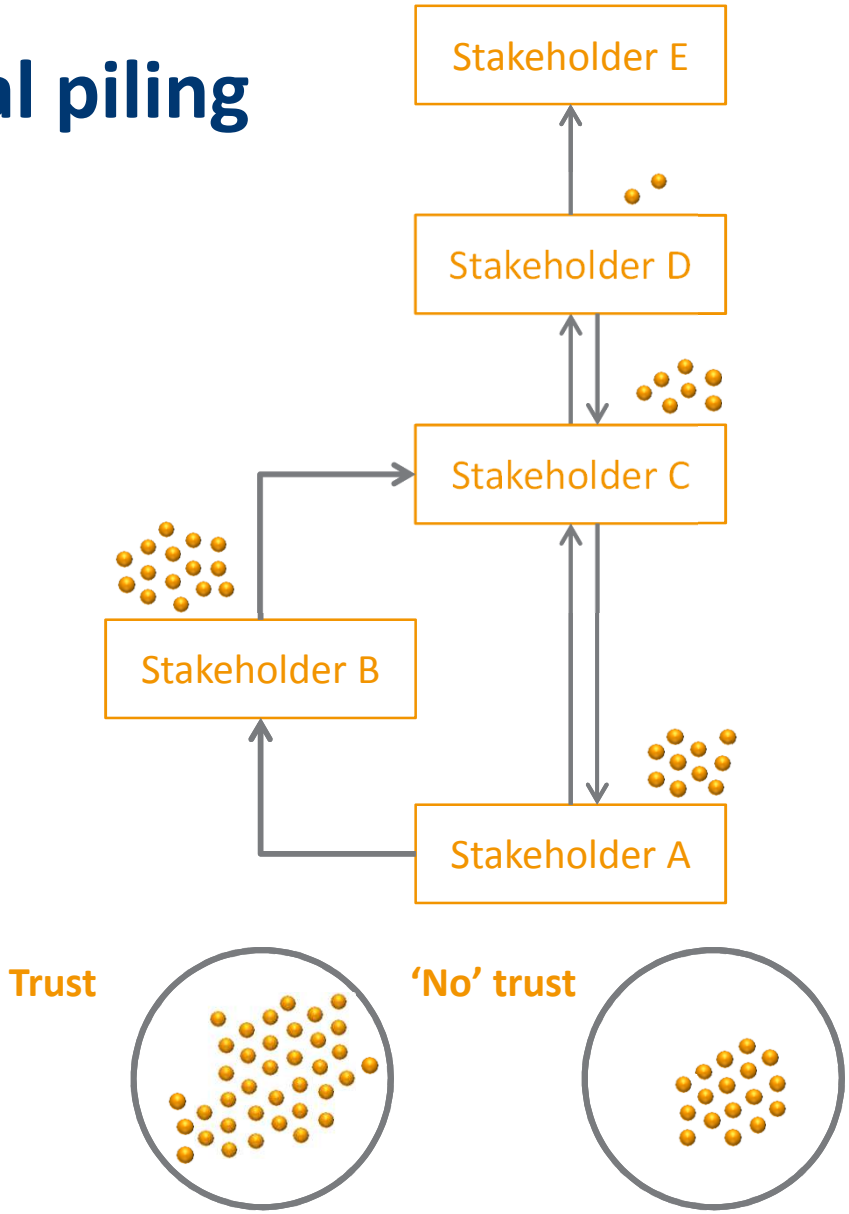
- Did you ever notice a sanitary problem ? If yes, what did you do? If no, what would you do?
- Who would you give the information to? Why?
- According to your experience, who will have this information? Is there any feedback?
- Do you know what is the objective of this system? What would you expect?

Diagram

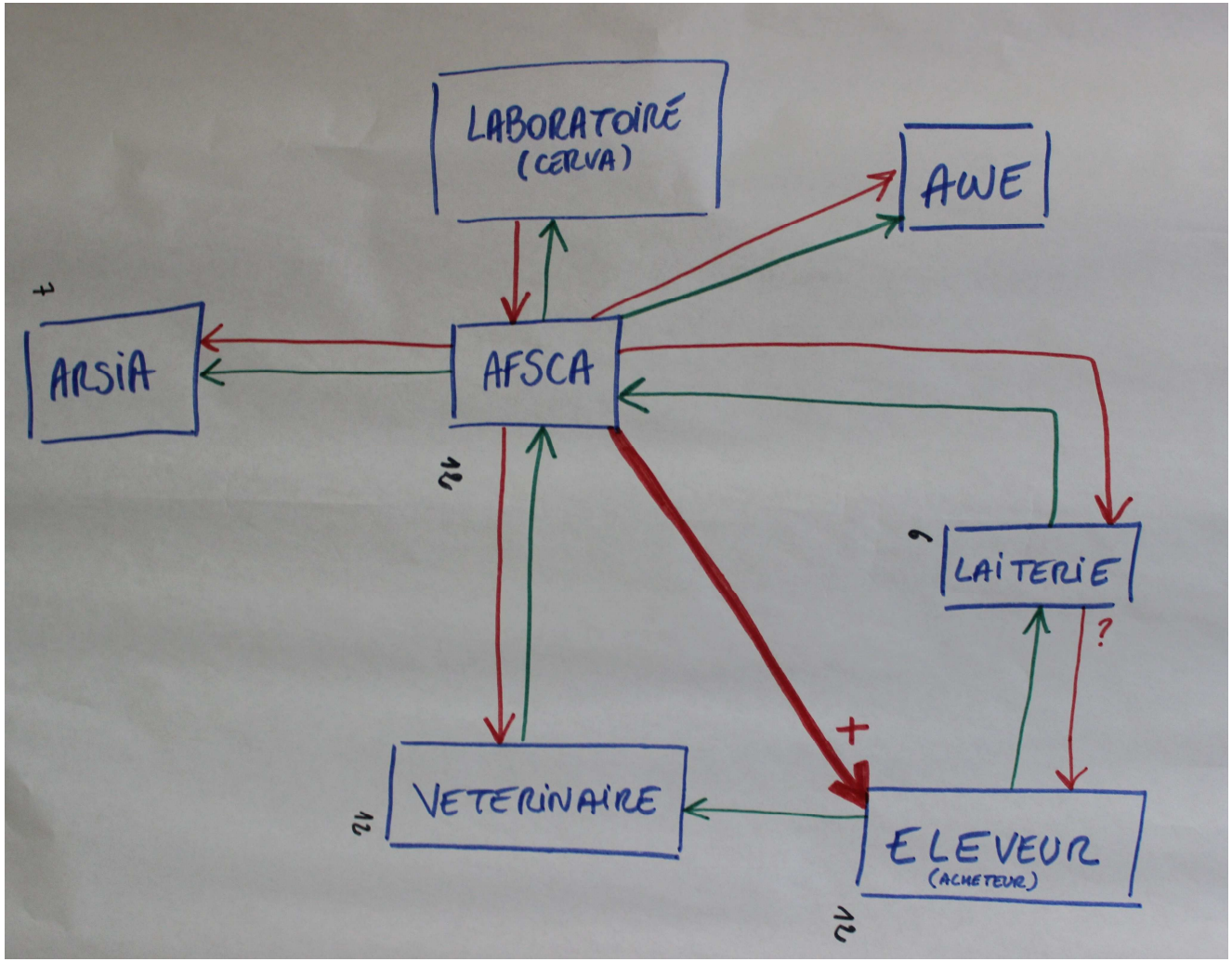


Implementing Proportional piling

- Ask them to divide the pile of counters in order to represent their trust in the system.
- Explain participants to take into consideration all factors (human, financial resources…)
- Split the counters (devoted to trust) on the diagram to assess the trust on other stakeholders involved in the system
- The more you put counters, the higher your trust
- Synthesis of the discussions



Flow Diagram in Corsica



Impact diagram & Proportional piling

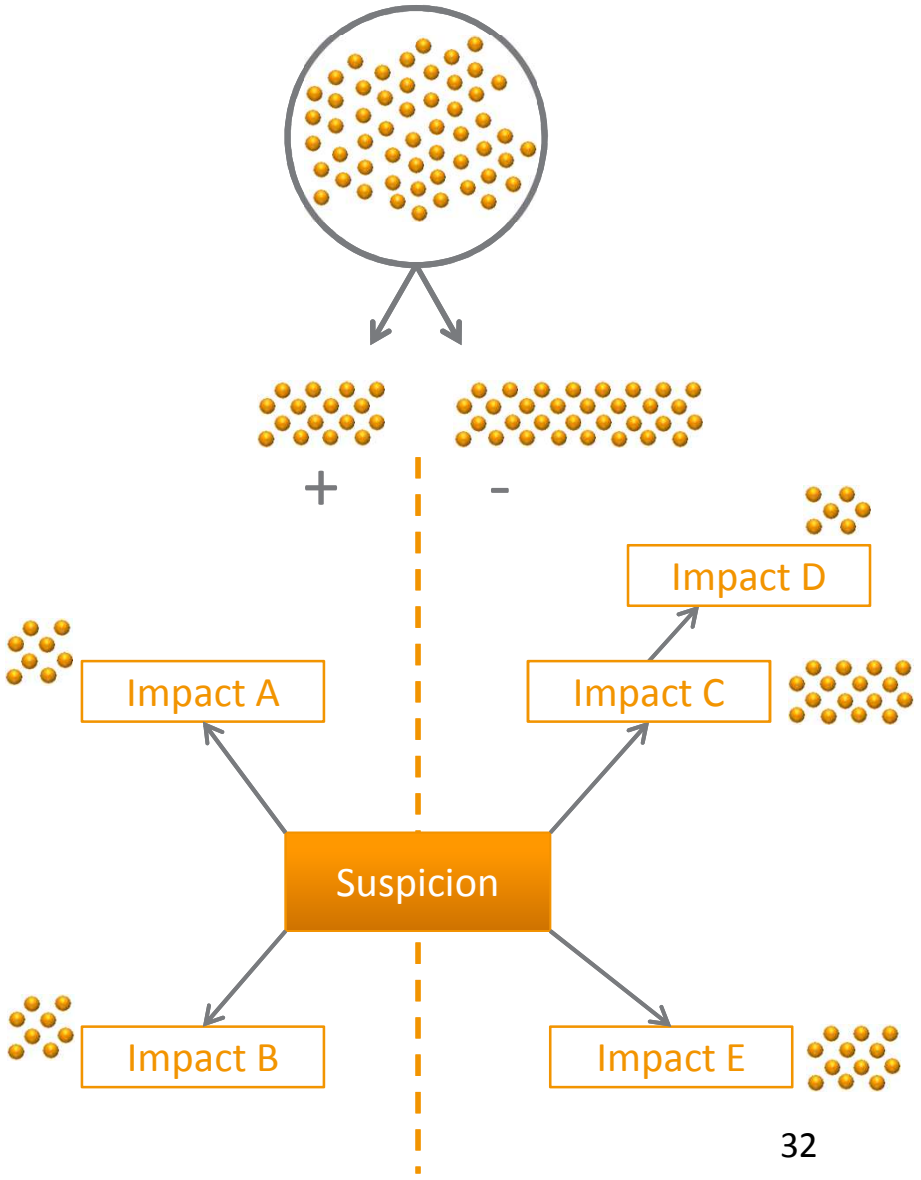
- **Objectives**
  - → List the consequences of a suspicion at the individual level
  - → Assess the satisfaction with the consequences of a suspicion

Collect information about SS operation

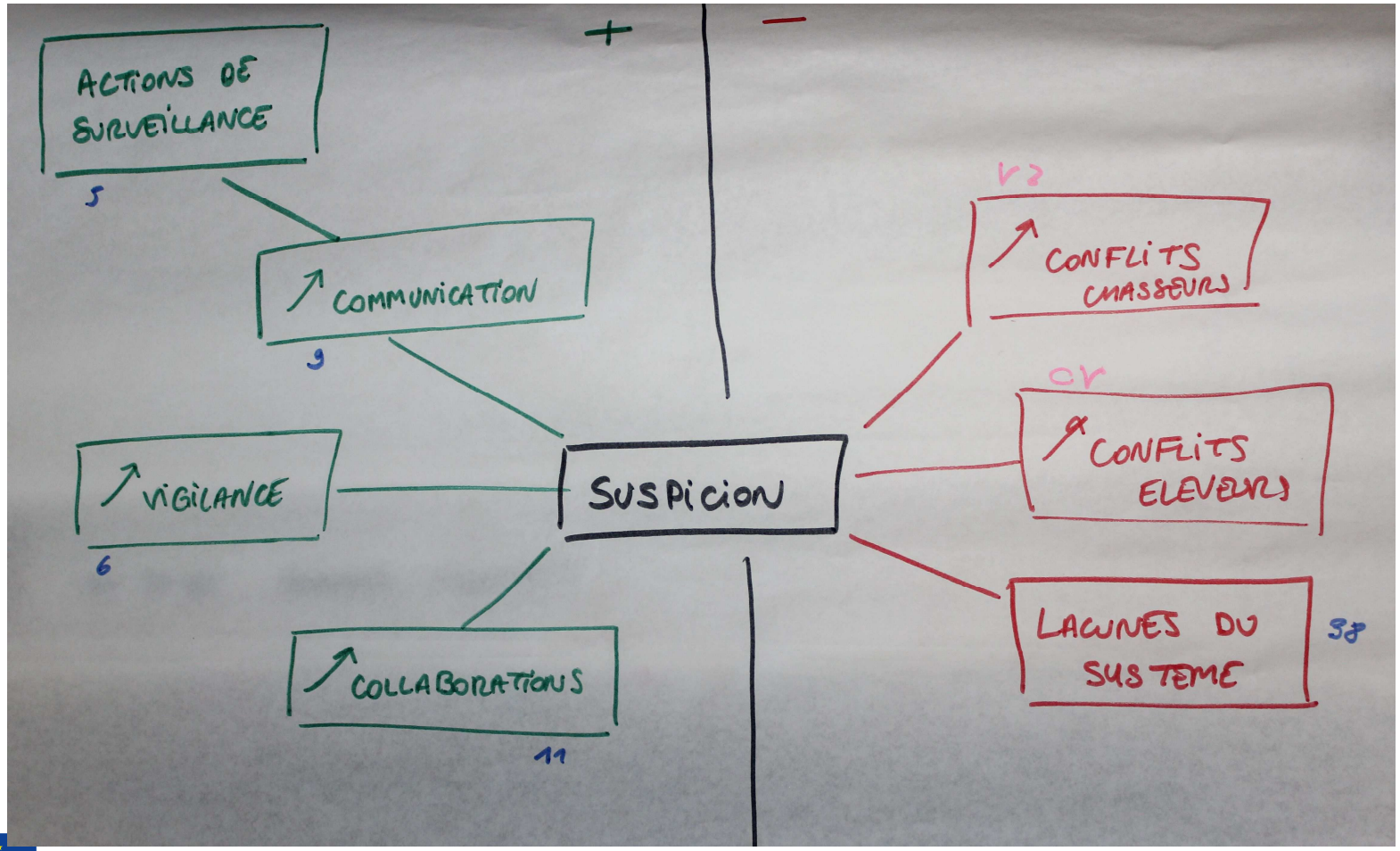
- **Key points**
  - → Ascertain participants understand what a suspicion is
  - → Focus on the individual level and not on another one (e.g. wildlife population, economics, etc.)
  - → List all possible impacts

Impact diagram

- Have you heard about a suspicion of this disease? If yes, what did you do? If no, will this information change your activity? How?
- Do you think it is positive or negative, or both? Why?
- Do you think this point may bring indirect impacts? Why?
- Ask participants to split the counters on positive and negative side
- Ask them to distribute each pile of counters to the impacts
- Synthesis of the discussion

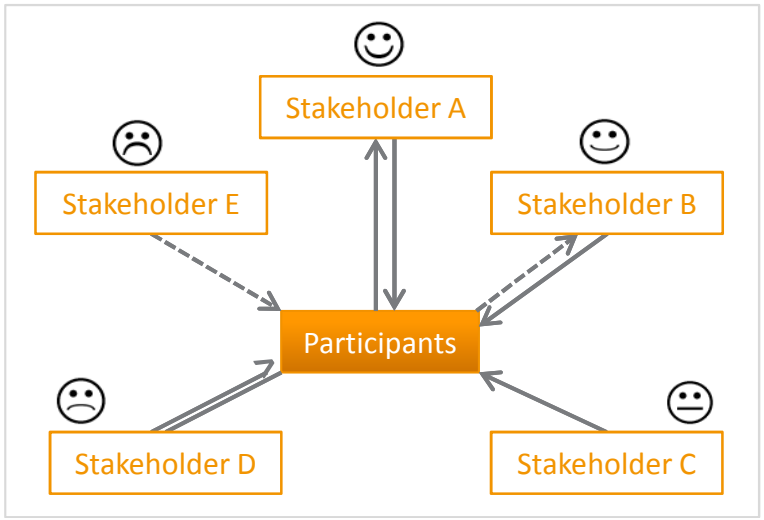


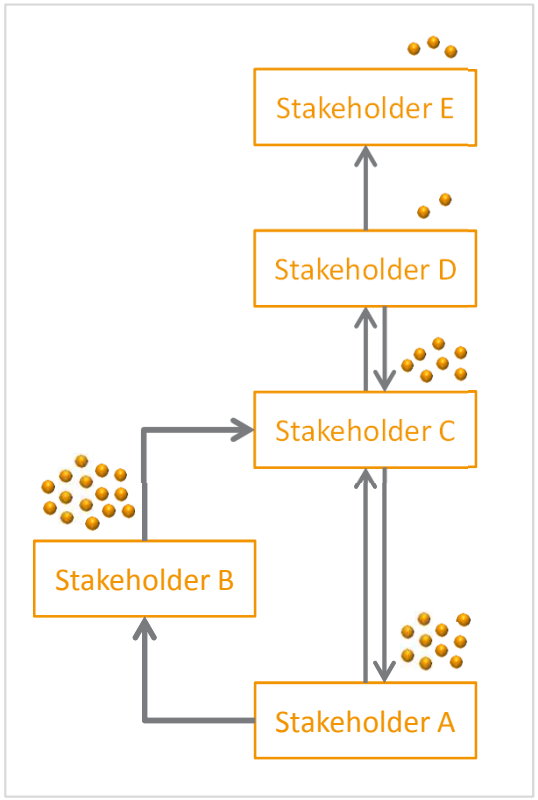
Impact Diagram in Corsica

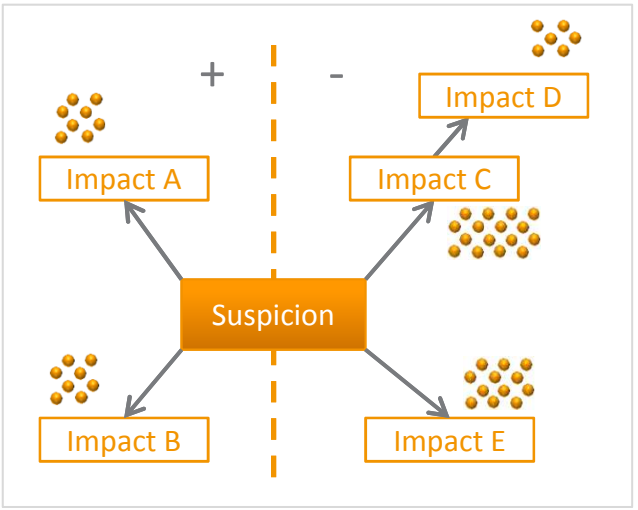


Data analysis

DATA TO BE USED







And DISCUSSIONS!

EVALUATION CRITERIA – ACCEPTABILITY OF THE OBJECTIVE

Criteria	Level	Score
Participants did not identify any objective OR The objective(s) identified does not correspond to the one of the system	**Low**	**-1**
The objective(s) identified partially corresponds to the objective(s) of the system	**Medium**	**0**
The objective(s) identified exactly correspond to the objective(s) of the system	**High**	**1**

EVALUATION CRITERIA – ACCEPTABILITY OF THE OPERATION

Satisfaction of its own role

Criteria	Level	Score
Only negative points came out during the discussions	**Low**	**-1**
There is a balance between positive and negative points *OR* Few positive points came out during the discussion	**Medium**	**0**
Mostly positive points came out during the discussion	**High**	**1**

EVALUATION CRITERIA – ACCEPTABILITY OF THE OPERATION

Consequences of the information flow

Criteria	Level	Score
Most of the consequences identified are negative ***AND/OR*** The weight devoted to negative consequences is considerably higher than the weight of the positive consequences	**Low**	**-1**
There is a balance between the number of positive and negative consequences ***AND/OR*** There is a balance between the weight of positive and negative consequences	**Medium**	**0**
Most of the consequences identified are positive ***AND/OR*** The weight devoted to positive consequences is considerably higher than the weight of the positive consequences	**High**	**1**

EVALUATION CRITERIA – ACCEPTABILITY OF THE OPERATION

Satisfaction of the relations

Smileys		Scores
Very unsatisfactory	☹	-2
Unsatisfactory	☹	-1
Medium	😐	0
Satisfactory	☺	1
Very satisfactory	☺	2

Mean	Level	Score
[-2 ; -0,7]	**Low**	**-1**
]-0,7 ; 0,7]	**Medium**	**0**
]0,7 ; 2]	**High**	**1**

EVALUATION CRITERIA - TRUST

Proportional piling	Level	Score
[0 ; 33]	**Low**	**-1**
]33 ; 66]	**Medium**	**0**
]66 ; 100]	**High**	**1**

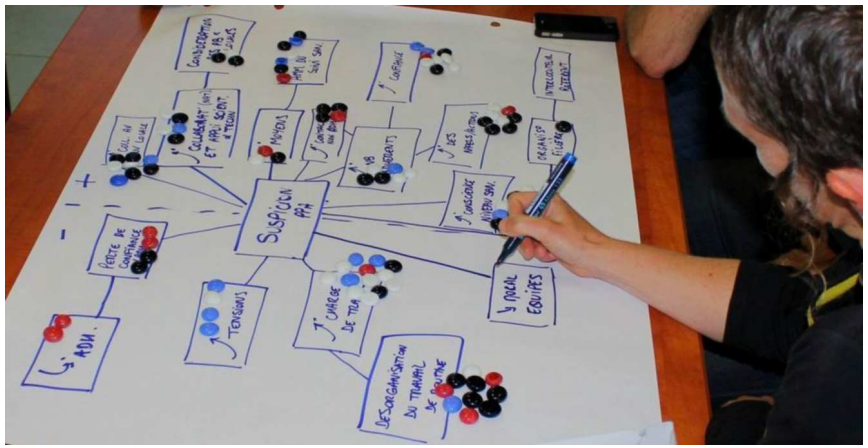
SCORING PROCESS

- **First step**
  - → Assessment at the interview level
    - *(i.e. focus group or individual interview)*
  - → For each interview assess each element of acceptability using the evaluation criteria
  - → Semi-quantitative measures

- **Second step**
  - → Assessment at the 'group' level *(i.e. hunters, veterinarians)*
  - → Calculate the mean obtained for each interview of stakeholders belonging to the same group

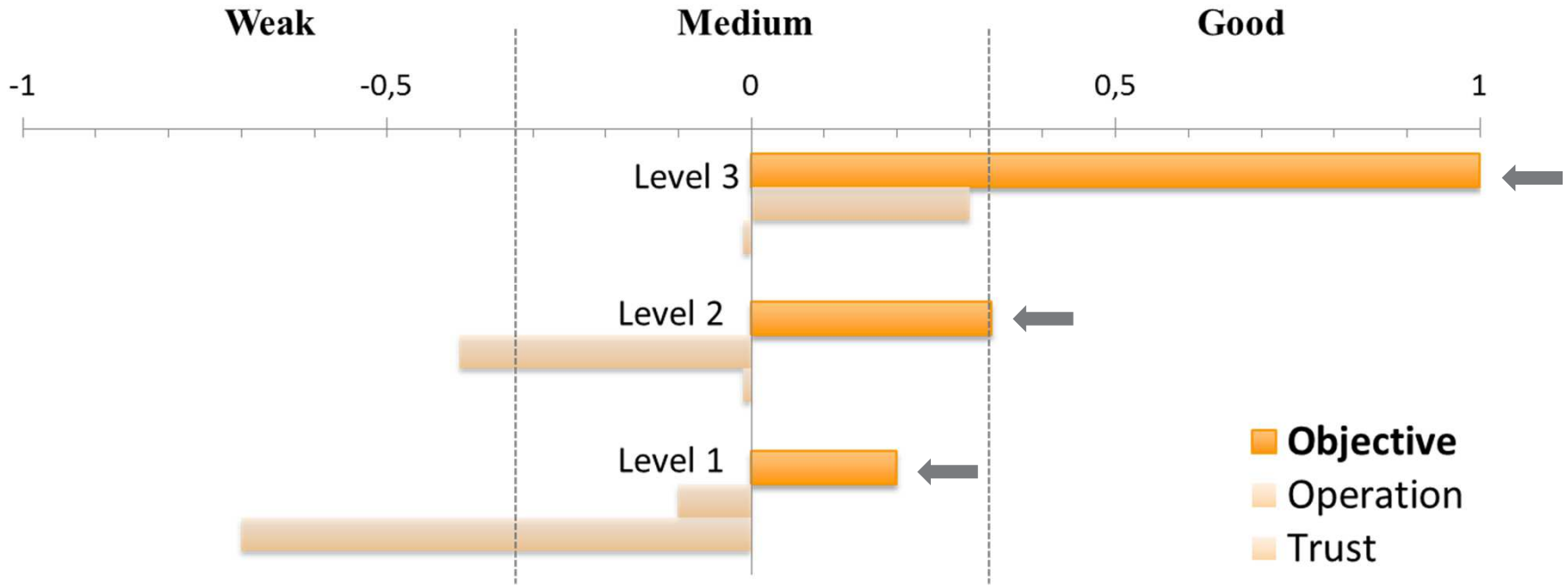
Use the discussions to detail the results

Examples: Surveillance of African Swine Fever in Corsica, France



Credit photos: @Calba

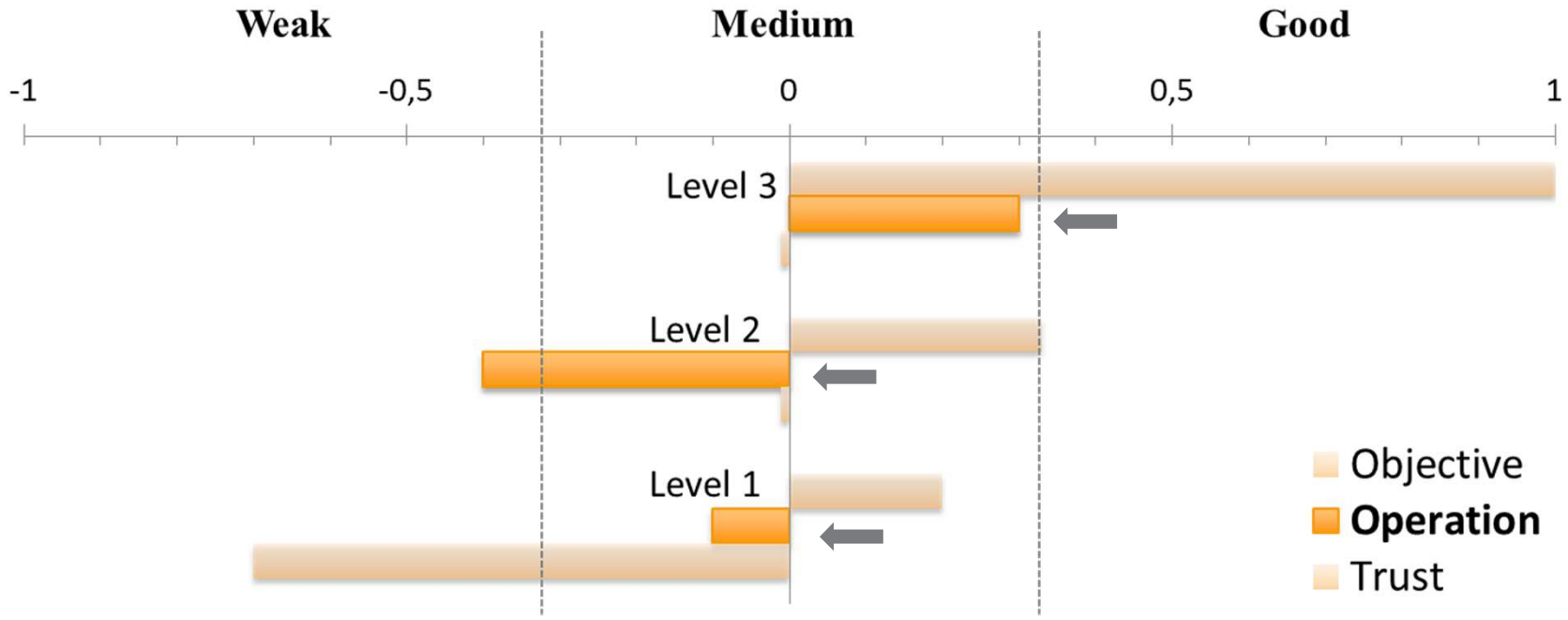
Evaluation of surveillance objective



There is nobody to watch the arrival of the boats, it is a disaster *

* *Focus group with farmers' association – 23/05/14*

Evaluation of the system operation



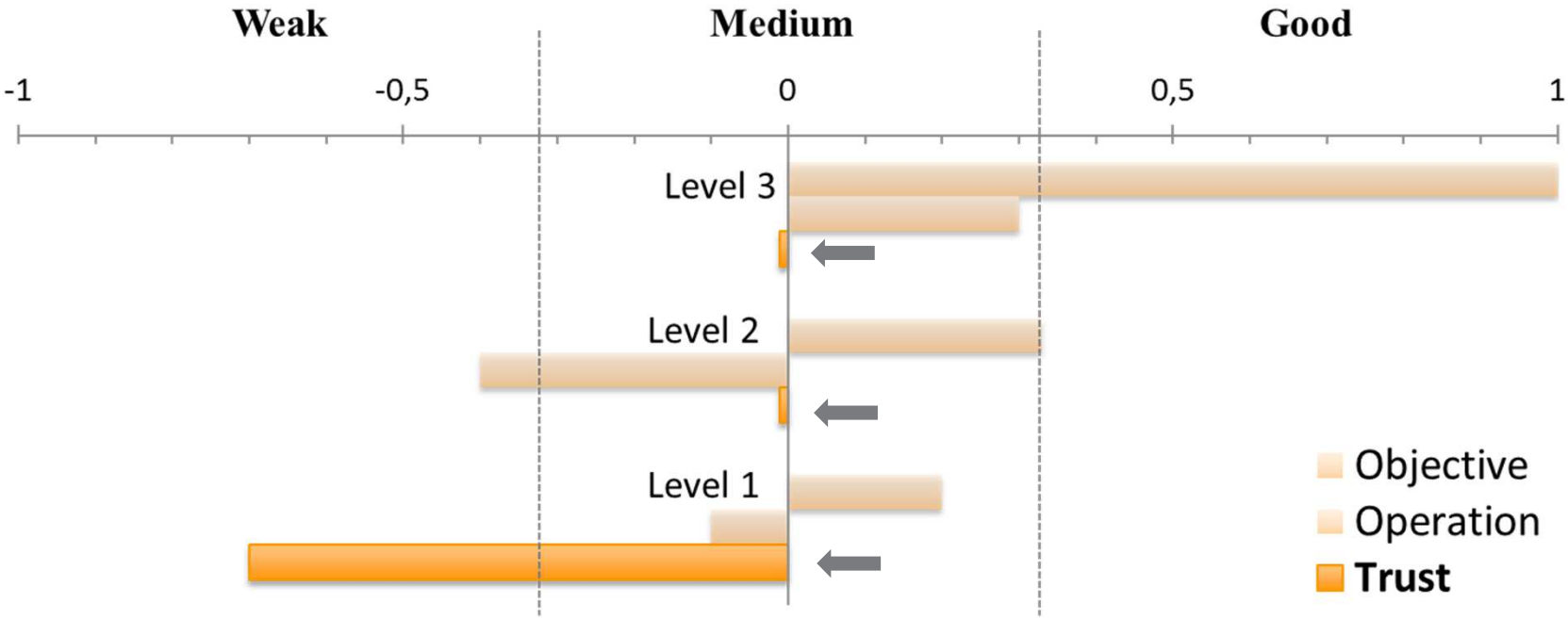
It is impossible to comply with safety standards imposed by emergency plans *

90% of the information are going through farmers **

* *Individual interview with a private vet. – 06/06/14*

** *Focus group with farmers – 28/05/14*

Trust in the surveillance



I trust only part of the farmers *

There are too many uncertainties, we are to few, it is too fragile **

* *Individual interview with a farmer – 06/06/14*

** *Focus group with Veterinary Services – 11/06/14*

Recommendations

→ Recommendations for the improvement of the current surveillance system

→ Feedback to stakeholders

- Do they agree with the results?
- Is there any important missing information?
- Discuss about the recommendations → Allows to provide relevant / feasible / acceptable recommendations

Contact

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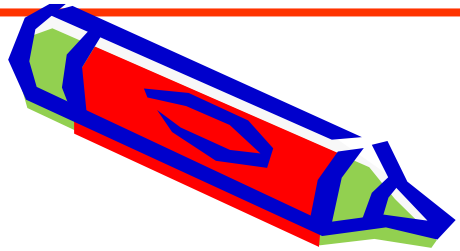
Role Game



- 2 groups
- Surveillance system : CSF
- Component: Passive surveillance (farmers/hunters)
- Attribute to evaluate: Acceptability
- In each group:
  - Farmers with backyard pigs
  - Farmers with backyard pigs that are hunters
  - Hunters
  - 2 Interviewers (to be changed after every tools)

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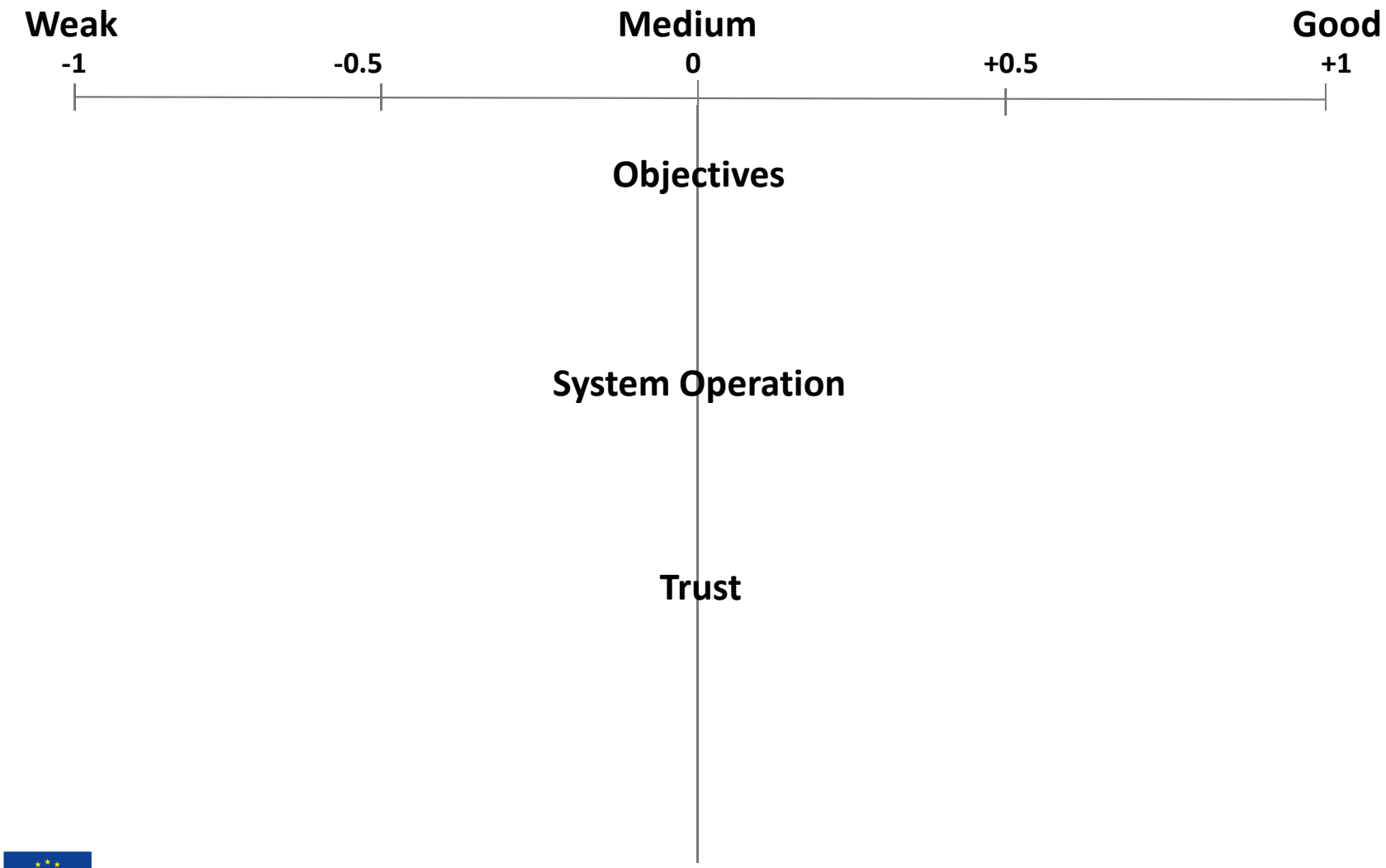
LinkTADs

Linking Epidemiology and Laboratory Research on Transboundary Animal Diseases and Zoonoses in EU and China


Weak
Medium
Good
-1
-0.5
0
+0.5
+1
Objectives
System Operation
Trust