

## COE Evaluation

### 1. Purpose of the Evaluation Committee

The COE Evaluation Committee, consisting mainly of external evaluators, is organized for the purposes of evaluating the administrative performance and progress of the COE program, providing advice so that functions as an international center of excellence for nursing science can be exercised effectively, and to indicate directions for further development.

### 2. Committee Members

The Evaluation Committee consists of the following 10 members:

#### National members:

Ms. Sumie Asatori	NPO “Onna-no benri cho” (Women’s Yellow Book)
Mr. Masahiro Ishida	Member of the executive board, Japan Nursing Federation
Mr. Yasuhiko Ohta	Editorialist, Nihon Keizai Shimbun
Ms. Machie Kanegae	Executive director, Chuo Ward Social Welfare Council
Mr. Norihiko Tanikawa	President, NSK-CHUGAI, Ltd.
Ms. Haruko Saeki	Tokyo Simulated Patient Institute

#### International members:

Dr. William Holzemer	University of California, San Francisco, Director of International Council of Nurses
Dr. Caroline White	Visiting Professor, St. Luke’s College of Nursing
Dr. Chung Yul Lee	Yonsei University, South Korea
Ms. Kathleen Fritsch	WHO/Western Pacific Regional Office

### 3. FY2007 Evaluation Committee Meetings

#### 1) Purpose

FY2007 Evaluation Committee Meetings were held as a two-part conference over two days, consisting of the final research activity report meeting on Day 1 and External Evaluation meeting on Day 2.

The Day 1 meeting saw presentations of the project results over the preceding five years, which were made available to those involved in the projects as well as the general public in order to provide an opportunity for the five-year process to be shared by everyone, and to thank all for their commitment to the program promotion.

On Day 2, the external evaluation committee meeting was not open to public; instead, the day was spent to review project outcomes and explore future challenges and directions, based on the results

of external evaluation on the results of COE program according to a five-year plan.

## 2) Program

Day 1: Final activity report meeting, Saturday, October 6, 2007, at St. Luke's College of Nursing  
Alice C. St. John Memorial Hall

[Morning Sessions]

- On the five years of COE project activities
- Activity report (1) Development of Women-Centered Care Models for Infertile Women
- Activity report (2) Japanese Cancer Nursing
- Activity report (3) "Let's Learn about Our Body" Caravan
- Summary

[Lunchtime] Lunch and result presentation/demonstration

[Afternoon Sessions]

- Conceptualization of People-Centered Care
- Fostering Young Researchers
- International Development of People-Centered Care
- Future Outlook

Day 2: External Evaluation Committee Meeting, Sunday, October 7, 2007. Room 301, 3rd Floor,  
St. Luke's College of Nursing

- Review by national and international evaluators
- Question and answer session

## 3) Final activity report meeting

### (1) Planning and operation and public relations activities

A series of planning meetings were held to develop the programs and operational plans for the day. A total of 60 COE people were involved in the planning and operation, responsible for areas including public relations, receptions, venue, visitor guide, entertainment, food and drinks, and poster presentation. As public relations activities, some 400 invitations were mailed to other universities, supporting institutions, and magazine publishers while announcement was made on the St. Luke's school website. Information brochures for the general public, the research results report, and a questionnaire for participants were prepared and handed out on the day of the meeting. At lunchtime, as part of presenting the five-year progress and expressing gratitude, lunch with an after-meal drink and dessert was provided; the poster presentation of the results was made available for visitors to see and staff members offered explanations about the reports for participants.

### (2) The day at a glance

The reporting meeting was attended by a total of 120 participants including Chuo ward residents, students, nursing school personnel from around the nation, and representatives from medical publishers. Shigeaki Hinohara MD, Chairman of the Board of Trustees, St. Luke's College of Nursing, and Toshiko Ibe RN PhD, President of St. Luke's College of Nursing gave the opening remarks. Hiroko Komatsu RN PhD, Project Leader, gave a presentation where she explained the outline of COE and briefed the organizational initiatives over the past five years. More detailed reports were then presented for activities in three projects: 1) Development of Women-Centered Care Models for Infertile Women, for which a project member (Ms. Momoi) reported on their activities in cooperation with a self-help group for infertile women, followed by remarks by a representative of the self-help group that they were glad to be able to exchange frank opinions with the nurses, and spread their activities nationwide; 2) Japanese Cancer Nursing, for which Project Leader Dr. Komatsu made a report on their breast cancer support program activities and the "patient-centered, team-based care" promoted collaboratively by the St. Luke's International Hospital and St. Luke's College of Nursing, then enthusiastic opinions were voiced to point out that patients themselves should take part in their care; and 3) "Let's Learn about Our Body" Caravan, Michiko Hishinuma, Project Leader, gave an explanation about the development of educational materials for children to learn about their bodies, and concluded that the process, involving repeated talks and developing the materials itself, was People-Centered Care.

At the end of the morning sessions, the 15 COE projects were shown as a slideshow, creating a sense of unity among everyone present, with each project reflecting on five years of working hand-in-hand with the general public.

The 100-minute lunchtime gave attendees an opportunity take a look at the results shown as a poster display or having enthusiastic talks with COE people while taking a break.

In opening the afternoon sessions, Ms. Asahara, Leader of the People-Centered Care Conceptualization Group, gave a summary of activities for the 15 projects, and reported about the conceptualization of People-Centered Care that had been realized through cooperative efforts with the general public. Meanwhile, Shigeeko Higuchi, Dean, presented the results of fostering young researchers in actual figures; then, Junko Tashiro, Leader of the training program for international nursing, referred to challenges of developing project results to those that would be recognized in terms of international competitiveness.

### (3) Results of questionnaire survey on participants

The handout questionnaire to the participants included six questions: 1) Have you gained an understanding of our activities through the oral and poster presentations?; 2) Which project(s) have you participated in?; 3) Have you understood the concept of "people-centered health development"?; 4) Has your attitude and behavior changed in relation to health and illness, as a result of your participation to the activities?; 5) If yes to Question 4), in what aspects have such

changes occurred?; and 6) Which project(s) are you interested in learning about in the future? The collection rate was 26%. For Question 1), about 80% of the respondents answered "Gained a very good understanding," with a number of them adding a note such as "I would like you to keep your activities focused on the general public." Question 3) also had approximately 90% of the answers saying "Gained a very good understanding," while a combined 90% of the respondents answered "Fairly changed" or "Slightly changed" for Question 4). As for how they have changed as asked in Question 5), responses included "My attitude to illness and healthcare has changed as I have learned that there are various choices," and "I have come to face illness more assertively." According to the presentation, opinion exchanges and questionnaire results, the reporting meeting on Day 1 proved to be a meaningful event to communicate and share the details of activities to the general public, and present future challenges and directions to move toward.

#### 4) External evaluation committee meeting

##### (1) Perspectives in evaluation

As fiscal 2007 marks the final year for the COE program, a comprehensive evaluation was made on the Nursing for People-Centered Initiatives in Healthcare and Health Promotion research activities over the five year period, in terms of 1) overall evaluation on the development of innovative academic fields: creativity, academic values, and creation of new care approaches in research; 2) evaluation on the impact on society, and development of research results on an international level: utilization of research results and potential in society and international competitiveness; 3) evaluation on the training of young researchers, and 4) evaluation on research organization operation.

##### (2) Details of evaluation

At the external evaluation committee meeting on Day 2, three international and three national evaluators gave their review on our five-year activities, and made a discussion with some 50 project members. Written reviews were also given by evaluators who were not present.

First, high acclaims were given by evaluators for the significant results achieved in each project. The final reporting meeting and reports presented there on the previous day were acclaimed as offering a very good picture of the five-year progress and its results, citing such reasons as the clear presentation of data for results such as published articles, presentations at academic meetings, a list of publications, student education and training, research grant acquisition, etc., and the easy-to-follow presentation of the process to date that includes actual words of those involved in the project or diagrams.

In early days after the start of the program, claims were repeatedly made that there were too many

technical terms for the general public to understand discussions at symposia and reporting meetings. Working in cooperation with the general public, therefore, we proceeded with the project placing a great importance to how to communicate necessary information to the general public, using language that is easy for them to understand, and how to receive information provided from them. At this reporting meeting, as a result, much recognition was given by the national evaluators that we had improved our ability to share information with the general public. Evaluators also commented that our skills to communicate with the general public acquired through these activities should be shared by other students and teaching staff to make it an asset of St. Luke's.

National and international evaluators recognized significant achievement of promoting the conceptualization of People-Centered Care (PCC), which was a highly challenging task. Comments were then made by the evaluators as to what is PCC which lead to discussions by project leaders and evaluators about the essence of PCC and then, to identify several features. Firstly, it was pointed out that there was a conceptual shift from a healthcare- and illness-oriented perception to a larger focus on "living better." Importance was emphasized for aiming not only for the cure and treatment of illness but patients' lives, way of living their lives, dignity, and the possibility of choices. The second point was a change in the concept of knowledge resources, in that knowledge does not lie in the healthcare providers alone, but in patients and community as well. Because patients possess expertise as patients, it was indicated to be important to learn how they perceive health and illness, and draw and utilize the knowledge that they have. As the third point, there was a change in the relationship between the healthcare providers and receivers (clients). The shift in power balance so that both parties engage in talks with a mutual recognition of the expertise of each another, and that the general public recognizes professionals as a resource, was concluded as a major change in the PCC process.

Based on the discussions above, it was confirmed that, through the PCC project, new possibilities in nursing as to how nurses can deal with the general public were identified, while the renewed recognition of the question of "what is nursing?" served the first step for looking at the definition of nursing from a new standpoint.

As for the challenges identified in relation with the project, evaluators pointed out that the highly limited subject group has left it at issue as to whether concepts and methodologies presented through the project may be applied to other locations with different cultural backgrounds. In the future, as voiced by many evaluators, it would be necessary to practically apply the PCC concepts and methodologies presented in this project and verify them in different regions, countries, and with varied subjects. In particular, many indications were given as to the possibilities of collaborating and sharing the results with countries in Asia that have similar cultural backgrounds to ours; in our doing so, the Kango-Net website would make an important resource center, as

stated in one comment.

In order to disseminate PCC in Japan and overseas, however, it was argued that it would be important to devise dissemination schemes, and that it would also be particularly essential to discuss the ways to develop it on an international level. What is important in doing so, as emphasized in our discussions, would be the course (process) in which we develop and introduce care programs together with the general public rather than simply introducing established care programs, as well as verifying the process. In addition, discussing how and from what standpoint the results (outcomes) should be evaluated was recognized as a challenge to be handled.

Other challenges evaluators identified included questions of what is nursing education, research and practice based on the concept of PCC and how PCC concepts should be utilized in nursing practice, education and research. Over the past five years, we proceeded with project activities, clarifying the concept of PCC on a theoretical level through such activities, all within the limited subject groups. As a future task, it may now be shown that it is important to present in a more concrete manner the ways to realize the PCC concept in practice.

The evaluation committee meeting offered us through assessment by evaluators an opportunity to take a renewed look back on the results of the five years and the path along the way, allowing us to recognize various changes of project members ourselves. Since it was shown to be necessary to use the concepts of PCC clarified through the five-year COE program as well as its process and outcomes as a basis of further discussion from the perspectives of internationalization of PCC, its dissemination in Japan and abroad, and its application to nursing practice, research, and education, we have come to identify the results of the COE program over the given period, and the possibilities of further development. Having shown the concept of PCC, this project has been the first step leading to major developments in the future, and we were encouraged by international and national evaluators to further research, practice, and evaluation activities based on our activities to date.

#### 4. Summary

The external evaluation committee is an organization established for the purpose of promoting the COE program. Over the course of the five-year program period, external evaluation committee meetings were held annually for a total of five times, giving evaluations and orientations on the program implementation. At the seven Relay Symposia that were held between 2004 and 2006, national evaluators were invited to attend to make specific evaluations on the people-centered project. In the evaluations by external evaluators, the meaning of People-Centered Care was constantly raised, and the ways to accumulate and disseminate the research results of each project and integrate them into the COE program as a whole were discussed at each meeting. In the final

evaluation for fiscal year 2007, it was recognized that certain research results were achieved through the conceptualization of Nursing for People-Centered Initiatives in Healthcare and Health Promotion, with indications also given as to the possibility of further development of this program.

We would like to take this opportunity to express our sincere gratitude to the 10 external evaluators for their providing us with rigorous opinions and appropriate advice at each evaluation point, while warmly watching over this program for the past five years.

(Ikuko Oikawa, Nozomi Setoya, and Nobuko Okubo of the Evaluation Committee)