

# Susan Eliot, MSPH

## QUALITATIVE RESEARCH & EVALUATION

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### EMPLOYMENT

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#### Principal/Owner

- **Eliot & Associates, Applied Qualitative Research** **2009 - Present**  
www.qualitative-researcher.com
  - Design and conduct qualitative research studies—focus groups, in-depth interviews, oral histories, and case studies.
- **Eliot & Associates (Formerly Custom Measure)** **1997 - 2008**
  - Provided custom-designed research and evaluation services to nonprofit, government, and philanthropic agencies addressing a variety of social and cultural issues. Services included logic models, pre-program assessment, evaluation designs, systems design and development, data collection/analysis/display, focus group studies, survey design/implementation/analysis, value-added studies, time-effort studies, case studies, and training development and delivery.

#### Chief Evaluator/Grant Manager

- **Denver Community Health Services** **1990 - 1995**
  - Led a multidisciplinary reengineering team in the radical redesign of outpatient pediatric, dental and surgical clinics at a large inner-city community health clinic system serving over 100,000 medically indigent patients annually.
  - Developed and implemented evaluation and monitoring systems – physician productivity, visit wait times, appointment scheduling, visit coding, patient satisfaction - for 21 clinics.
  - Managed Ryan White grant and personnel for the inner-city outpatient HIV clinic.

#### Assistant Director

- **Colorado Community Health Network** **1987 - 1990**
  - Provided needs assessments, grant writing, and project management services to thirteen federally funded community and migrant health centers statewide.

### EDUCATION

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- Doctoral Work in Sociology** **2003 - 2004**
  - **University of California, Davis**
- Master of Science in Public Health (Honors)** **1984 - 1988**
  - **University of Colorado Health Sciences Center, Denver**

# EXPERIENCE

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## Program Evaluation

- **Adequate Pregnancy Weight Gain:** Designed and implemented a multicultural, multi-location focus group study with pregnant women and their physicians (separate groups) to inform a statewide social marketing campaign. (*Colorado Department of Public Health and Environment*)
- **Immigrant Health Care:** Designed and conducted a focus group study to assess and understand relationships between immigrant patient populations—Russian, Vietnamese, Mexican—and their community health care provider teams. (*Multnomah County Health Department, Portland Oregon*)
- **Minority Teacher Education:** Assessed the feasibility, reasonability, and measurability of strategies designed to ameliorate the African American teacher shortage in nine Historically Black Colleges. (*United Negro College Fund. Washington, D.C.*)
- **Rural Economic Development:** Guided local economic leaders in the conceptualization and evaluation of community-specific entrepreneurship programs intended to revitalize depressed rural economies. (*Rural Development Initiative. Eugene, Oregon*)
- **Children with Disabilities:** Designed and implemented a mixed-method evaluation to measure the effectiveness of a hospital-based day program in improving the functional capacity of children born with severe disabilities. (*Children's Hospital. Denver, Colorado*)
- **Hospice Care:** Designed and implemented a focus group study with members of a multidisciplinary team of hospice practitioners treating cognitive and behavioral changes in near-death hospice patients. (*Hospice of Metro Denver. Colorado*)
- **Nurse Child Care Consultation:** Designed and conducted a progressive statewide assessment to inform the development of a unique public health nurse consultation model focused on child health and safety issues within childcare centers and homes. (*Colorado Department of Public Health and Environment. Denver, Colorado*)
- **Dental Hygiene.** Assessed the motivations and barriers to flossing in a focus group study designed to inform the development of a trans-theoretical model of change. (*University of Colorado School of Dentistry. Denver, Colorado*)
- **Student Assistance Program (SAP).** Developed a pre/post instrument for determining the effectiveness of a teacher led student assistance program in ameliorating self-identified academic and personal issues among high school students. (*Pueblo School District, Colorado*)
- **School Based Clinic for Alternative School Students:** Designed and implemented a focus group study for incorporating the self-assessed health and psychosocial needs of alternative school students into the design and construction of a specialized school-based health clinic. (*Denver Public Schools. Denver, Colorado*)
- **Adult and Child Food Program:** Designed and implemented a statewide evaluation to assess the effectiveness of a pilot program to provide food subsidies to legally exempt child care providers. (*Colorado Department of Public Health and Environment*)

## Policy Research

- **Inclusiveness in the Workplace.** From findings of a focus group study with potentially marginalized employees, produced a comprehensive set of explicit recommendations for improving workplace inclusiveness and implementing key organizational improvements. (*Bureau of Environmental Services. Portland, Oregon*)
- **Over-Regulation and Legal Fear in Public Schools:** Assessed the regulatory burdens and legal fears imposed on public school educators in a focus group study with teachers and

principals in order to provide lawmakers and policymakers with critical information for improving the state's education and regulatory systems. (*Common Good Colorado*)

- **Newborn Infant Screening:** Designed and conducted a study to elicit input from physician specialists in establishing statewide policy and guidelines for newborn screening. (*Texas Department of State Health Services*)
- **Libraries of the Future:** Designed and conducted a Delphi study with librarians statewide to inform the visioning process of library futurists. (*Oregon Library Association*)
- **Child Care Provider Profile:** Through a statewide survey, provided state policymakers with a profile of the educational preparation and attitudes of licensed and unlicensed child care providers. (*Resource and Referral Agency. Denver, Colorado*)
- **Child Care Licensing Pilots:** Devised and implemented a cost benefit analysis comparing the effectiveness of individual components of three pilot child care licensing models considered by state policy makers for inclusion in an innovative, hybridized model of childcare licensing. (*Colorado Department of Education.*)

## Health Care Assessment

- **Community Needs Assessment:** Designed and conducted a focus groups study to assess the health care needs of unemployed, uninsured individuals and migrant farmworkers as part of a three-year strategic plan. (*Providence Health and Services*)
- **Community Health Services:** With input from 60 primary care physicians, designed and implemented automated systems to measure provider productivity, appointment wait times, and clinic utilization continuous quality improvement of patient care in a large urban community health clinic system. (*Denver Community Health Services*)
- **Small Practice Electronic Medical Records Implementation:** Designed an evaluation study to capture the impact of newly installed electronic medical records systems on patient care and efficiency among seven rural practices. (*California Health Care Foundation*)
- **Rural Clinic Practice Analysis:** Designed and conducted a study which incorporated clinical, operational, and community health parameters for measuring the effectiveness of a rural, isolated, resort clinic in meeting the health care needs of year-round residents and summer tourists. (*Skagway Community Health Clinic. Skagway, Alaska*)

## Monitoring Systems

- **Public Health Nurse Home Visitation Services:** In collaboration with key stakeholders, designed and implemented a multi-form/multi-dimensional, computerized intake/assessment system to collate and analyze psychosocial, health, and survival data collected during home visits with medically indigent patients for the purpose of improving care management practices and measuring the physical/mental/emotional health outcomes of care recipients. (*Colorado Department of Public Health and Environment*)
- **Case Management of Pregnant and Parenting Teens:** Developed and implemented computerized assessment tools for measuring the impacts of a comprehensive case management system focused on development of parenting skills, money management skills, relationship skills, social support networks, and self agency among pregnant and parenting teens. (*Aurora Teen Pregnancy Prevention Program. Aurora, Colorado*)
- **Adult Case Management:** Streamlined and enhanced data collection systems of an adult case management service by un-duplicating data elements, reorganizing elements in a logical and categorical sequence, converting open-ended questions and *Activities of Daily Living* to discreet

variables, and adding measures to assess client empowerment, stress, and vulnerability. (*Adult Case Management, Inc. Denver, Colorado*)

## **PUBLICATIONS/PRESENTATIONS**

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- ***Using Excel to Organize Qualitative Data for Analysis.*** Presented at Oregon Professional Evaluators Network Annual Conference. 2010.
- ***Evoking the Intelligence of Groups for Making Wise Decisions.*** Presented at Portland State University's Professional Development 7<sup>th</sup> Annual Conference. 2008.
- ***The New Three R's: Rules, Regulations and More Rules: Teachers' and Administrators' Perspectives on How Laws, Regulations, and Legal Fear Impact Teaching and Learning in Colorado's Public Schools.*** Focus group study conducted for Common Good Colorado. 2007.
- ***Promising Practices for Building an African American Teaching Force.*** A compendium of evidence-based and empirically sound practices for recruiting and retaining teacher applicants. Produced for United Negro College Fund. 2007.
- ***Using an Evaluability Assessment to Improve Grant Funded Programs.*** Presented at American Evaluation Association Annual Conference. 2006.
- ***Who's Watching Our Kids? A Profile of the Colorado Child Care Work Force.*** A statewide survey of childcare workers and program directors conducted for the Colorado Office of Resource and Referral Agencies. 2000.
- ***Participatory Evaluation.*** Presented at Grantmakers for Effective Organizations Annual Conference. 2000.

## **MEMBERSHIP**

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American Evaluation Association  
Oregon Professional Evaluators Network  
Society for Applied Anthropology  
International Listening Association