

Impact analysis of the Viennese outpatient paediatric hospice and palliative team MOMO

Qualitative based evaluation of stakeholder-specific and systemic impacts¹

Eva More-Hollerweger, Vienna University of Economics and Business, Austria,
 Flavia-Elvira Bogorin, Vienna University of Economics and Business, Austria
 Daniel Heilig, currently Medical University of Vienna, Austria
 Martina Kronberger, Vienna's outpatient paediatric hospice and palliative team MOMO, Austria

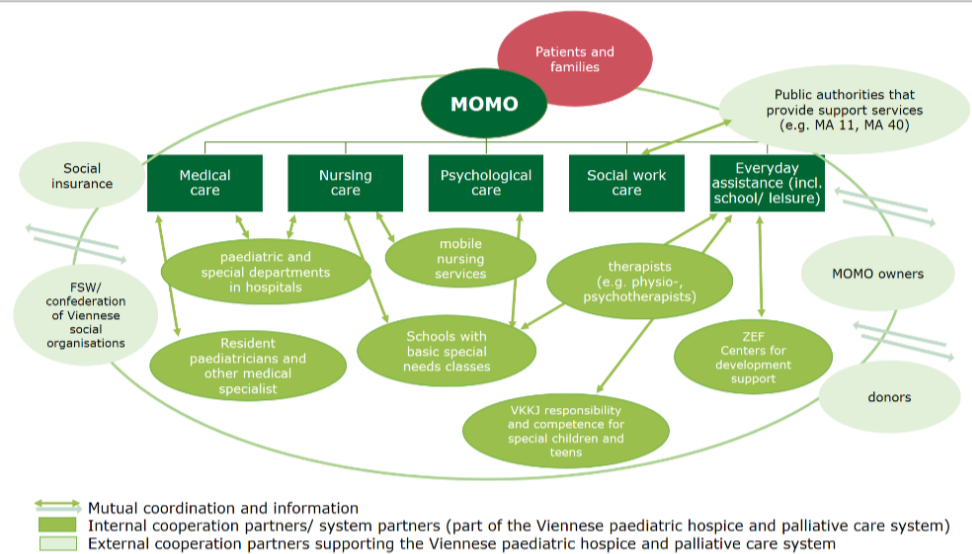
Summary

MOMO offers a wide range of services for **comprehensive support of children in need of hospice and/or palliative care and their families**. In doing so, MOMO coordinates with several cooperation partners. The impact analysis aims to illustrate the broad spectrum of impacts generated by MOMO for its key stakeholders as well as the added value emerging for the system of outpatient paediatric hospice and palliative care. For this purpose, we opted for a **qualitative data collection** and resorted to a **pragmatic social science approach** focusing on identifying impact dimensions for the data analysis. The **impact analysis showed that MOMO is perceived as a one-stop-solution offering individual and tailored care for families**. It bundles a **multidisciplinary service portfolio** targeting the specific needs related to hospice and palliative care, social work, childcare or psychological support of each family. This holistic approach ensures a **high efficacy**. The main beneficiaries are the attended children and their families as MOMO facilitates homecare even in challenging situations. Cooperation partners also benefit from MOMO's in-depth insight into the family situation, which facilitates decision-making and saves time. Thus, MOMO is a central point of contact in the system of outpatient paediatric hospice and palliative care, contributing to improved cooperation within the system as well as to its further development. Due to its high impact, MOMO can serve as a best practice example, which could be replicated in other settings that are still missing similar support services.

Background

MOMO is an **outpatient paediatric hospice and palliative care team** based in **Vienna**. It was **founded in 2013** and up to now supported more than 400 children with life-shortening or life-threatening diseases as well as their families in an individual and customized way. MOMO's approach focuses on both **medical and nursing care**. It also offers psychological and social work support as well as a wide variety of assistance in daily life activities of the patients and their close family members.

Cooperation within the hospice and palliative care network/system
 Additionally, MOMO brought together a network of experts and specialists necessary to provide holistic support to the target group. Specifically, these are for instance medical professionals and therapists, administrative organizations/public authorities providing financial support and school representatives.



Research Question

The aim of the evaluation is to **demonstrate the social added value of the services provided by Vienna's outpatient paediatric hospice and palliative team MOMO**, both for the overall system of paediatric hospice and palliative care in Vienna and in terms of specific stakeholders.

Research question 1: *What impacts does "Vienna's outpatient paediatric hospice and palliative team MOMO" have for the stakeholders involved?*

Research question 2: *What impacts does "Vienna's outpatient paediatric hospice and palliative team MOMO" have on the overall system of paediatric hospice and palliative care in Vienna and the surrounding area?*

Research methods

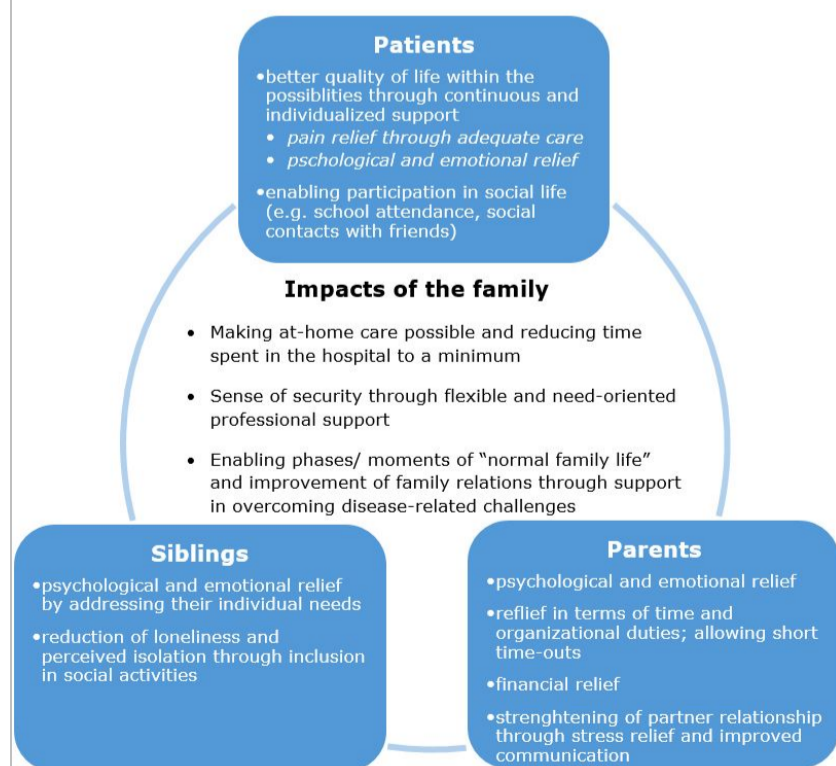
This impact analysis was largely based on a **qualitative approach**. A total of **17 semi-structured guided interviews** were conducted with **representatives of the main stakeholder groups, such as parents, members of the MOMO team or cooperation partners**. Additionally, an **online survey** was conducted among all MOMO donors, of which 26 participated in the survey.

Impact analysis

In order to answer the research questions, **stakeholder-specific impact value chains** were constructed for each interest groups involved in MOMO's activities. Within the impact value chains, **inputs, activities as well as outputs, outcomes and impacts were defined for each stakeholder**. In the end, all impact value chains were aggregated in an **impact model** for MOMO.

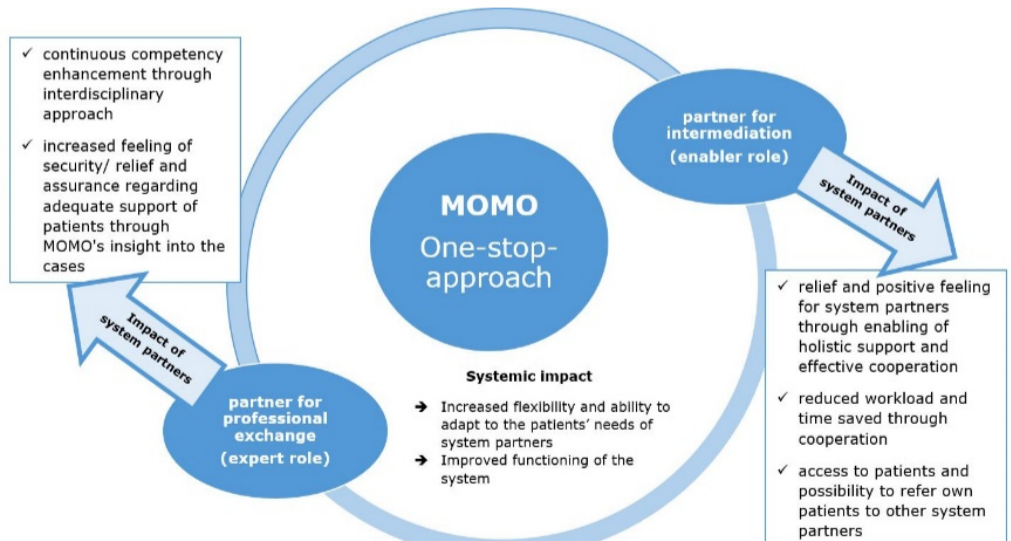
Results A: Stakeholder specific impact

MOMO's activities produce various impacts for different stakeholders. The **main beneficiaries** are (i) the **patients and their immediate family** as well as the (ii) **MOMO team members**, both employees and volunteers and (iii) cooperation partners. The following chart illustrates the main impacts of the supported families.



Results B: Systemic impacts

In addition to impacts that benefit specific stakeholders, **MOMO's activities also contribute to the development and functioning of the paediatric hospice and palliative care system** as a whole, as illustrated in the chart below.



Conclusion

Overall, **the work of MOMO generates added value in many respects**, both for the individual stakeholder groups and for the overall system of outpatient paediatric hospice and palliative care in Vienna. On the one hand, this **indicates the high significance of MOMO in the overall system as well as within the network of system partners** and, at the same time, **the necessity for MOMO's wide range of services**.

¹ Bogorin, Flavia-Elvira/ More-Hollerweger, Eva/ Heilig, Daniel (2020): Evaluation von „Wiens mobiles Kinderhospiz und Kinderpalliativteam MOMO“. Kompetenzzentrum für Nonprofit Organisationen und Social Entrepreneurship der Wirtschaftsuniversität Wien. Study report. Download: https://short.wu.ac.at/Wirkungsanalyse_MOMO_2020 (last accessed on 02.09.2021)