

Integrating outcome measures into regular clinical review: the experience at Noarlunga

Todd Bamford, John Strachan, Liz
Prowse

Southern Mental Health

The landscape

- Noarlunga a pilot site 2003, approx 70 staff, 300+ community consumers, 360 inpatient separations/year
- Initial focus on compliance, training and retraining, NOCC champions
- This journey relates to MACS & Transitional Care

Getting the car started

- Change in focus from 'compliance' to 'usefulness'
- What do scores mean?
- Its not about computers and systems
- Bringing meaning and structure to clinical review
- Creation of common language



The journey

- Consistency across teams
- Improved inter-rater reliability
- Introduction into care plans
- Improving shared team view with degree of objectivity
- Transparency of caseloads (acuity, goals and interventions)
- Integrating measures into transfer of care



The journey (cont)

- Challenging perceptions
- Uncovering gaps in service delivery
- Congruence of documentation. All components of care need to match!
- Reporting – meaningful clinically
- Reporting at team level in a supportive manner

An under-used roadmap : K10

- Changing perceptions - bureaucratic exercise shifting to consumer owned measure
- A challenge for some staff
- Shifts the clinician/consumer dialogue
- Shift away from making excuses on behalf of consumers
- Its part of the total picture of care, supports improving the conversation

Potholes

- Arguments about the measures
- Big brother is watching
- Poor understanding of potential use
- Clinician concern about measures driving practice rather than supporting good practice
- Perceptions of lack of time
- Measures not related to practice eg measures being done as a 'job lot'
- Concrete interpretation of scores – abrogation of clinical responsibility



The signposts

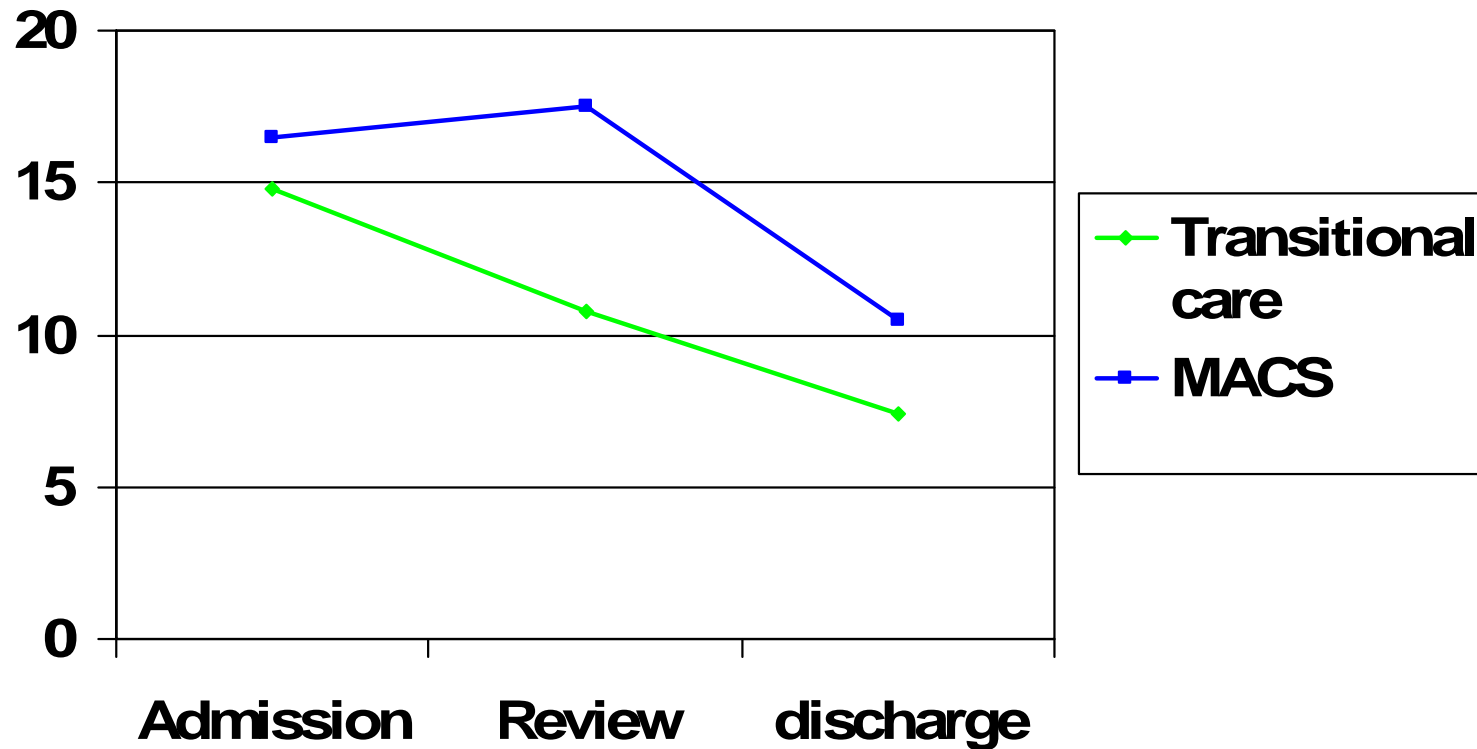


- Routine reporting and use at all level
- Understanding of information use
- Access to good and timely technical and expert support (CBIS and NOCC purple guide)
- Living with resistance
- Highlighting benefits
- Integration into routine clinical practice – part of the toolkit

Stories from the road

- ‘I’ve got your scores Todd’
- ‘I used the K10 with Fred – he brought up a whole lot of stuff I hadn’t thought about’
- ‘I can’t believe the structure of reviews here’
- “Having all these bits of paper are useful if you’re not just going through the motions and thinking its crap.”

HoNOS change scores last 120 days



Are we there yet?

- Supporting consideration of transfer/discharge
- Utilizing to assist in identification of service differences
- Using to identify NGO and support services
- Incorporated into service models
- Making it normal – part of our core business



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