

An Evaluation of Routine Outcome Measurement in a Psychiatric Rehabilitation Service

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Neami

- NGO - Psychiatric Rehabilitation Service
- 20 sites across Victoria, New South Wales, South Australia & Western Australia
- Home Based Outreach and Psychosocial Rehabilitation Programs
- 1500 consumers
- 220 Staff

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Outcome Measurement at Neami

- Outcome measurement implemented in 2001 – CANSAS & BASIS-32
- Foster discussion between consumers and staff to aid goal setting & ISP development
- Monitor consumer outcomes
- Inform service development

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Camberwell Assessment of Need

Identifies 22 areas of potential need

Each item rated as

No need

Met need

Unmet need

Don't want to answer or don't know

Rated by Consumers & Key Workers

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Camberwell Assessment of Need

- | | |
|---------------------------|----------------------------|
| 1. Accommodation | 12. Alcohol |
| 2. Food | 13. Drugs |
| 3. Household skills | 14. Company |
| 4. Self care | 15. Intimate relationships |
| 5. Daytime activities | 16. Sexual expression |
| 6. Physical health | 17. Child care |
| 7. Psychotic symptoms | 18. Basic education |
| 8. Information | 19. Telephone |
| 9. Psychological distress | 20. Transport |
| 10. Safety to self | 21. Money |
| 11. Safety to others | 22. Benefits |

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BASIS-32

- 32 common symptom and behavioural problems
- Consumer-rated measure
- Assesses extent of difficulties over last week
- 5 point scale ranging from no problem to extreme difficulty

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Aims and Methods

- Investigate staff and consumer attitudes to OM and to CANSAS and BASIS
- Ethics approval
- Survey all staff and consumers

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Staff Survey

- OM is a passing fad
- OM is more effort than it is worth
- OM is more reliable than one's own judgment
- OM is too superficial
- I would like more training in how to use OM
- I would like more training in what the results of OM mean
- OM is helpful in engaging consumers
- OM is helpful in understanding consumers
- OM is more important to key workers than to managers

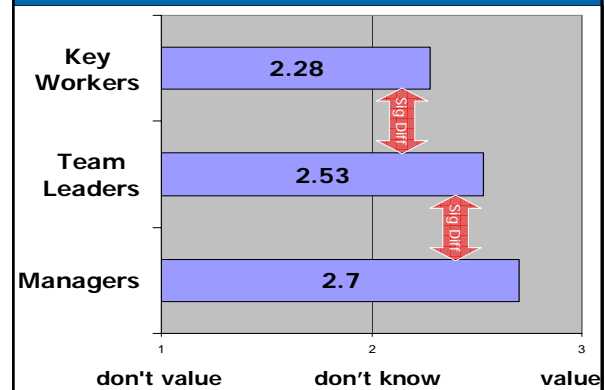
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Results - Staff

- 143 staff offered questionnaire
- 88% completion rate
- Mean age 41 years (SD=10.5)
- Mean time with Neami 22 months
- General endorsement of tools

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Staff – Value of OM



Staff attitudes to OM

- 40% of staff who had been trained in OM wanted more training
- Staff who had been trained in OM more highly valued OM's importance in promoting relationships:

OM is helpful in engaging consumers
OM is helpful in understanding consumers
OM is more important to key workers than to managers

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Staff attitudes to CANSAS & BASIS

- Small favouring of CANSAS being more useful than BASIS
- Small favouring of BASIS being easier to use than CANSAS

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Consumer Survey

- Completing x has helped clarify my needs
- My x answers have helped my worker understand me better
- Completing x has helped me have a say in my ISP
- Completing x has got my views included in my ISP
- Completing x has helped me focus on my goals
- Completing x has improved communication with my worker
- Completing x has helped me get the support I need

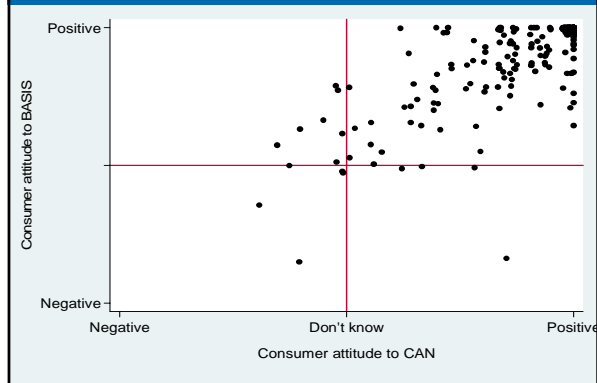
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Results - Consumers

- 503 consumers offered questionnaire
- 54% completion rate
- Overall positive attitudes towards both tools as seen in next slide

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Consumer attitudes to CAN & BASIS



Consumer attitudes

- 83% said their KW's perspective was helpful in clarifying their needs
- Consumers with less needs/problems had more positive attitude to tools
- Consumers who did not speak English at home had more positive attitude to tools

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Consumer completion rates of tools

- Trend for higher completion rate when key worker had been at Neami longer
- Trend for higher completion rate when key worker had been trained in OM

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Association of Staff & Consumer attitudes

- Key workers who don't require more training have consumers with more positive attitudes to the tools

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Conclusion Which is the best tool?

- Both help identify areas of need
- Both track changes over time
- Both well accepted by staff & consumers

If engagement and discussion are important:

- Choose one that can be rated by different stakeholders
- Consumers find staff perspective useful

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Conclusion Increasing uptake of ROM

Importance of Training

- Staff want it
- Training staff positively influences how they value ROM
- Training staff positively influences consumer engagement in ROM

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Routine Outcome Measurement Different Stakeholder Perspectives: Consumer, Case Manager, Key Worker

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Background

9,000 Consumers use PDRS services in Victoria

70% also have Case Managers in Area Mental Health Services

Challenge for collaboration
Different roles and responsibilities
Different perspectives

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Collaborative Approach

- ◆ Joint Individual Service Plan (ISP) Protocol developed with AMHS
- ◆ Divide up areas of work
- ◆ CANSAS used to develop ISP with Consumer
- ◆ Collaborative Meeting with Consumer, Key Worker & Case Manager to finalise ISP

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Aims of Project

- ◆ To compare Perceptions of Need - Consumer, Key Worker & Case Manager perspective using CANSAS
- ◆ To report on areas of agreement and disagreement between the 3 perspectives

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Method

- ◆ Ethics approval
- ◆ Key Workers completed CANSAS
- ◆ Case managers completed CANSAS
- ◆ Consumers invited to fill out CANSAS-P
- ◆ The three ratings were compared

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Consumer profile

30 Consumers
9 Women
21 Men
37% CALD background
Mean Age 40.1 years
80% Schizophrenia

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Declined Questions

Intimate relationships

30% declined the question
23% rated as Unmet Need

Sexual expression

37% declined the question
17% rated as Unmet Need

53% never used the option to decline

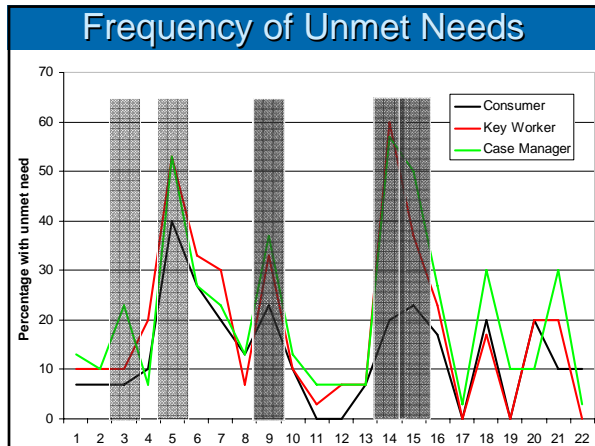
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Most Common Unmet Needs

(all three respondents)

Daytime activities
Company
Intimate relationships
Psychological distress

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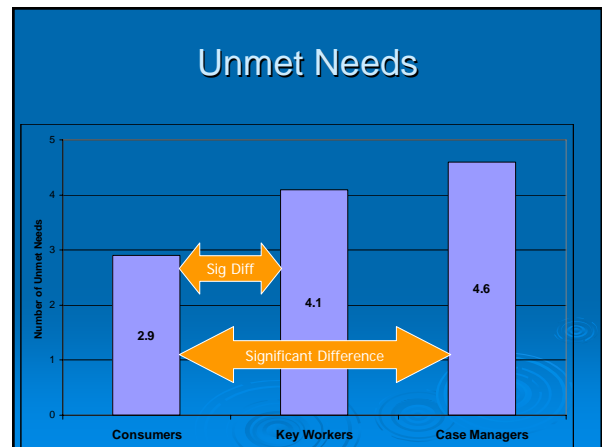
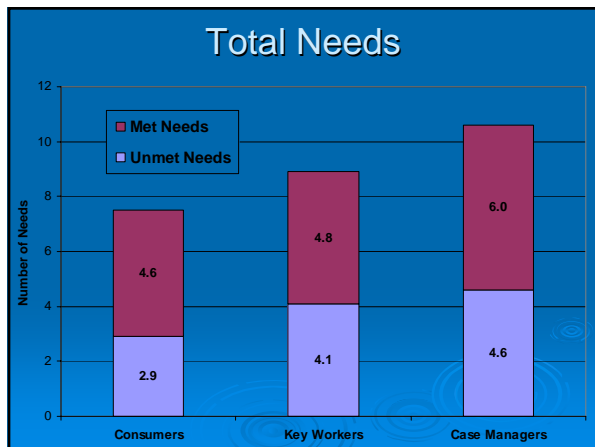


Summary

Tended to agree on the most numerous & least numerous needs

Most frequent Unmet Need	
<u>Workers</u>	<u>Consumers</u>
Company	Daily Activities Physical Health Distress Intimate Relationships Company

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Summary

- ◆ Case Managers rated significantly more met and unmet needs than consumers
- ◆ Key Workers rated significantly more unmet needs than Consumers
- ◆ Significantly more unmet needs according to both Consumers and Key Workers compared with a previous study
- ◆ In this study all Consumers have a Case Manager

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Agreement levels

Sometimes the consumer and the worker rate the same number of unmet needs, but they might be different needs

To get a more realistic assessment of the true level of agreement, we use kappa coefficients

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Agreement levels

Kappas are calculated to express the level of agreement corrected for chance agreement

Suggested interpretations are:

.81 -	1.00	Almost perfect
.61 -	.80	Substantial
.41 -	.60	Moderate
.21 -	.40	Fair
0 -	.20	Slight
Less than 0		Poor

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Agreement levels

	Consumer Key Worker	Consumer Case Manager	Key Worker Case Manager
	%	%	%
Almost perfect			
Substantial	7	13	3
Moderate	27	20	27
Fair	46	20	50
Slight	17	44	20
Poor	3	3	

Agreement levels between all three pairs are mostly slight to fair. For only about a third of the consumers are the agreement levels moderate or better

Even agreement between the 2 providers is weak

Conclusion

- ◆ Only in a minority of cases is the agreement moderate or better
- ◆ Plenty of evidence that Staff & Consumers often don't agree
- ◆ Even the two providers don't agree particularly well
- ◆ It's the consumer's opinion about unmet needs that is correlated with length of stay and quality of life

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Conclusion

Benefit of measure that can be completed by range of stakeholders

- ◆ Identifies different perspectives
- ◆ Increases dialogue
- ◆ Improves understanding
- ◆ Consumers say their key worker's perspective is helpful in clarifying their needs

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