



Welcome to Issue 5 of the Australian Mental Health Outcomes and Classification Network Newsletter.

Headlines

- Queensland Holds Outcomes Forum
- Victoria adopts Quarterly Reporting

Queensland Holds "Beyond Outcomes Forum"

Queensland held a "Beyond Outcomes Forum" in July 2004. The forum ran over one and a half days and attracted over 70 clinicians and managers from across the state.

DAY 1

Day one started with Luke Hatzipetrou the coordinator of the Zonal Outcomes Team outlining the objectives for the forum.



Luke Hatzipetrou

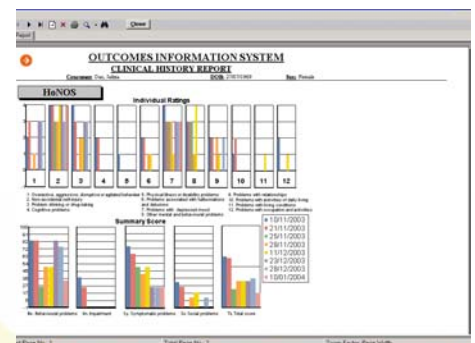
The forum was seen as an opportunity to provide and

explore examples of how Outcomes Information can be used at the clinician, team leader and service manager level. The forum aimed to identify those factors that contribute to the development of effective organisational support structures that ensure sustainable implementation of outcome measurement in district services. A thread that ran throughout the forum was the identification of those strategies that would support the development of Mental Health Information Development Plans in the participants' own services.

Tim Coombs and Professor Philip Burgess from the Australian Mental Health Outcomes and Classification Network gave a presentation on the role of AMHOCN, its workplan and the activities that have been occurring across Australia to support sustainable implementation of routine outcome measurement. This presentation also highlighted issues of data quality. The clear message is the need for services to review the data quality of local information systems.

One way of ensuring the quality of the information in local databases is to use and review the information on a regular basis. Luke Hatzipetrou along with the

Zonal Outcomes Team Members John Pearson, Kerrie Jones and Kathy Stapley gave participants at the forum an opportunity to explore the clinical and service management utility of the outcomes measures through discussion and exploration of the standard Outcomes reports generated by the Queensland Outcomes Information System (OIS). The Zonal Outcomes Team played the part of a group of clinicians and service managers; they generated reports on child and adolescent, adult and older consumers and discussed the clinical and service management implications of the reports. This was a particularly interactive session and generated a great deal of discussion.



A standard HoNOS report

The forum also provided clinicians and service managers from across the state to showcase the work they have been undertaking within their local areas to

support the implementation of routine outcome measurement to their local service.

Participants at the forum heard from seven different services across the state.

Mathew Johnson Nursing Director at Rockhampton Mental Health Service, in his presentation, identified the need to embed indicators of outcome measures completion into existing work practices.

Irene Francisco, Project Manager Organisational Improvement (Clinical) The Park – Centre for Mental Health, in her presentation, highlighted the use of the outcome measures to support the activities of research cells within her service.

David Manwaring and Kylie Garrick from Redcliffe-Caboolture Mental Health Services, in their presentation, entitled **OUTCOMES “The journey thus far; from anticipation to frustration with random exhilaration”**, found that using a data projector to display the OIS standard reports during their teams clinical review meetings was not only an efficient way of making use of the reports, but also of engaging clinicians in discussion around consumer outcomes and ongoing treatment planning.

Tim Lowry from Mt Isa Child and Youth Mental Health Service presented on the Strengths and Difficulties Questionnaire and its use in

clinical practice. Tim highlighted the use of the SDQ to compare and contrast the responses from different informants as part of the assessment and engagement process.

Caroline Dixon and Nicole Hunt from the Rehabilitation and Extended Treatment Team in Townsville identified that one way of improving the quality of information collected is to discuss outcome measures as part of the team review process and achieve consensus ratings.

While Dr David Lie, in his presentation, highlighted the interdependencies identified between inpatient and ambulatory care as a result of the introduction of routine outcome measurement.

DAY 2

Day two of the “Beyond Outcomes Forum” involved two concurrent workshops. Dr. Shane Gill Director of Clinical Services, Royal Adelaide Hospital ran a workshop entitled **“Outcomes into Clinical Practice. How does it work?”** This workshop had participants review a fictional consumer called “Fred Nurk” and reflect on the HoNOS, LSP and MHI scores in the process of planning interventions and monitoring change. Associate Professor Tom Trauer from the University of Melbourne and Monash University ran a workshop **“What to do with outcome measures once you’ve got them. How to turn data into information”**.

In this workshop participants were exposed to a variety of issues around the reporting of outcome measurement. This included exploration of reliable and significant change, and factors in the interpretation of change data. Participants also got to see **“Tom’s idea of a good feedback graph”**

Evaluation of the forum was positive. The forum has provided a solid foundation for the continued development of outcome measurement in Queensland Mental Health Services

Victoria Goes Quarterly

Up until now, States and Territories have agreed to submit their data to AMHOCN once a year. However AMHOCN has called on States and Territories to submit their data more regularly. Messrs Adam Clarke and David Jones-Ellis from Strategic Data believe that more regular reporting will improve the data validation process and allow States and Territories to improve the quality of the data they are submitting much faster. The first to try more regular reporting is Victoria, who have agreed to submit information to AMHOCN on a Quarterly basis. Good one Victoria!

Feedback?

Tim Coombs is happy to hear your comments on the newsletter.

Newsletter compiled by Tim Coombs