

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

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Neami

- ◆ NGO - Psychiatric Disability Rehabilitation & Support 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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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

Declined Questions

Intimate relationships
 30% declined the question
 23% rated as Unmet Need

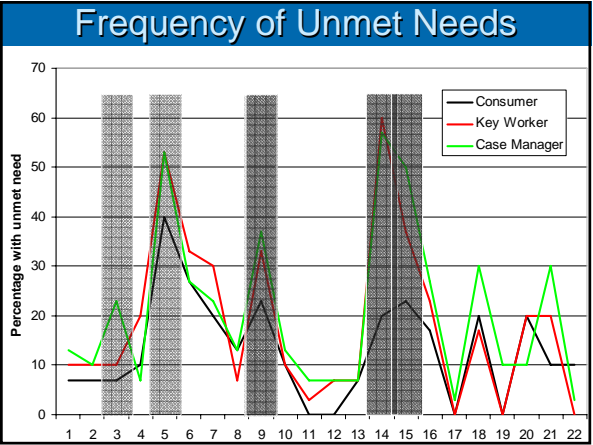
Sexual expression
 37% declined the question
 17% rated as Unmet Need

53% never used the option to decline

Most Common Unmet Needs

(all three respondents)

- Daytime activities
- Company
- Intimate relationships
- Psychological distress

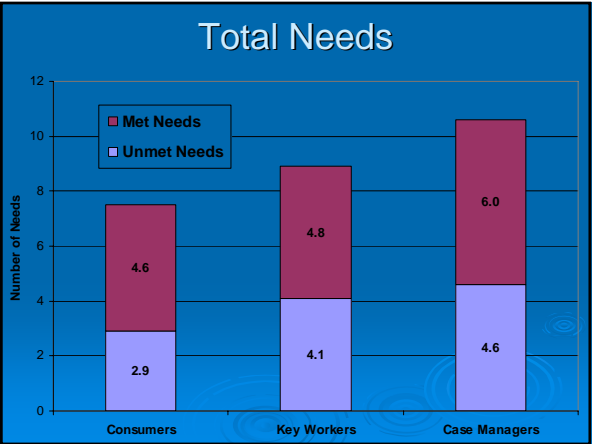


Summary

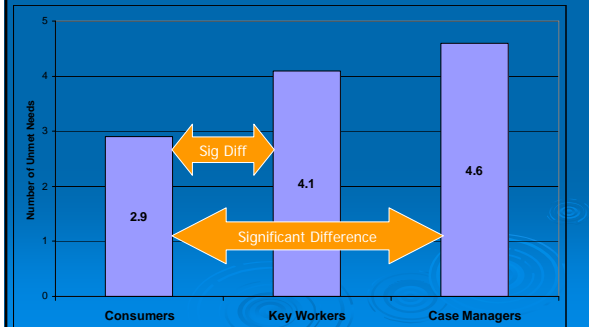
Tended to agree on the most numerous & least numerous needs

Most frequent Unmet Need

<u>Workers</u>	<u>Consumers</u>
Company	Daily Activities
	Physical Health
	Distress
	Intimate Relationships
	Company



Unmet Needs



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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