Building the evidence of the value of non government drug and alcohol treatment – it's not just about data collection

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Outline

- Overview of NADA and the sector

- Overview of an client outcome measuring project in the drug and alcohol sector

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NADA

- Peak body for the NGO D&A sector in NSW

- Goal: Support non government D&A agencies in NSW to reduce the drug and alcohol related harm to individuals, families and the community.

- Approximately 115 member agencies

  - Treatment, aftercare and outreach

  - Health promotion and early intervention

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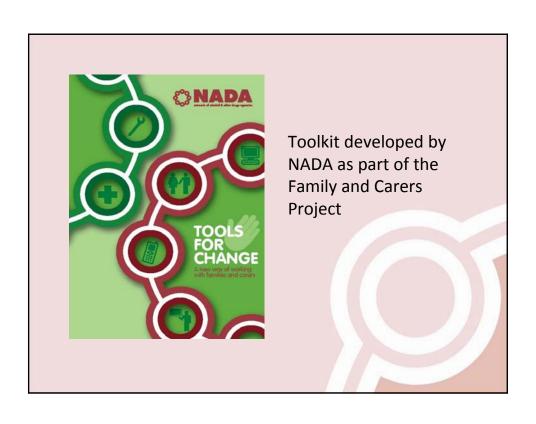

The NADA team

NADA's development

- Historically an advocacy and networking body
- Catalyst for change – 1999 NSW Drug Summit
- NADA started to offer specific service to its members
- Well regarded by funders as a key advisory body and support for organisational development in the D&A sector
- Now actively seek project funding to work with members on a range of sector development issues

NADA's projects

- Sector development – quality improvement and organisational development
- Information Technology – online database and support service for Minimum Dataset Collection
- Research grants – grants and capacity building
- Family and Carers – grants, capacity building, resources
- Workforce development – training grants, traineeships, hosting workshops

Toolkit developed by
NADA as part of the
Family and Carers
Project

NGO D&A Sector

NGO D&A Sector

Strengths

- Resourcing has improved relative to a decade ago – NSW Drug and Alcohol Summits and funds to improve mental health service delivery
- Innovative and client focused services – flexibility
- Diverse staffing mix

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NGO D&A Sector

Issues for consideration

- Emphasis on service delivery sometimes at the expense of strong management, governance and planning
- Varying knowledge of outcome measurement and information management systems

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NGO Information Management Project

- Project funded through NSW Health in 2008 over a 4 year period

- <u>Objective</u>: Develop and implement a system for routine measurement of client outcomes with NGO drug and alcohol treatment organisations

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NGO Information Management Project

Target Outcomes

1. Increased numbers of organisations involved in routine client treatment <u>outcome measuring</u>

2. Improve sector <u>understanding</u> and <u>use</u> of outcome data in D&A service delivery and planning

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Project Rationale

- Improving quality client care
  - Information on client's health, mental health and social functioning not routinely or consistently collected
- Compliance and reporting
  - Increasing pressure to demonstrate objective treatment outcomes despite funding limitations
- Sector sustainability through demonstration of benefits of unique services provided by non government sector

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Supporting Project Implementation

Existing strategies

- Formal quality improvement programs
- Partnerships between service providers and research institutes
- NADA has existing IT system and support services
- Aligns with other NADA projects

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Supporting Project Implementation

Specific project strategies

- Sector engagement
- Consultation and communication
- Resources to support use and implementation
- Comprehensive workforce development strategy targeted at both managers and those involved in direct client work

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Approach to the Project

- Evaluation Framework
  - Evaluation of each project stage including a comprehensive baseline consultation question in the establishment phase
  - Action research, continuous improvement model
  - Qualitative and quantitative information

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Approach to the Project

- Data Collection Set
  - Choice of measures important
  - Informed by 2 processes:
  1. Researcher conducted a critical review of screening, assessment and outcomes measures
  2. Baseline questionnaire completed with the NADA membership to gather information on how client data is currently collected and used

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Next Stages

- Database and supporting resources development
- Pilot with a small number of member agencies
- Sector rollout
- Ongoing evaluation

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Conclusion

- Ultimately, this project aims to develop and support a <u>culture of evaluation and service improvement</u> in the sector through the improved use of client data

- <u>Influence</u> the future directions of <u>advocacy, policy development, sector-driven research, funding and service provision</u>

- It's not just about data collection!

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Thank you

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