



Outcomes, Dashboards & Cupcakes

Clare Davies, Executive Director,
Rehabilitation Services, Windana
Jenny Riley, Clear Horizon

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windana
Drug & Alcohol Recovery

About us




Windana Drug & Alcohol Recovery

Windana is a leading Melbourne-based drug and alcohol treatment organisation specialising in holistic, client-focused recovery services.

Clear Horizon

Clear Horizon is consulting firm specialising in design, monitoring and evaluation of initiative programs and projects across a very broad range of sectors. Recently joining forces with Navigating Outcomes we are now excited to offer a focus on real-time measurement and digital solutions.

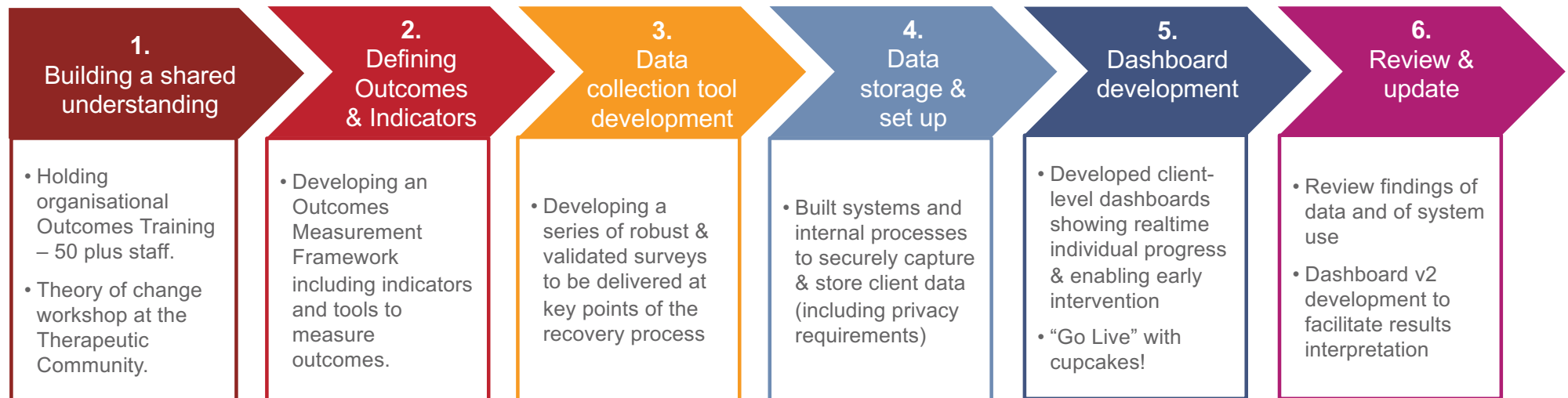
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Why partner on Outcomes?

- Data is (almost) everything.
- We recognised the need to have data on more than just outputs.
- In support of the rich narratives and highly supportive client feedback.
- To define what difference our services made to clients and families.
- Data to help us aim future services to where they will be most effective



Project Process



Theory of Change – pilot (TC model)



Draft TOC – pilot (TC model)

Clients recover from the harmful effects of AOD

18 months

Recovering from harmful effects of AOD

Improved confidence and capability

Achievement of personal goals*

Increased healthy personal relationships*

Improved financial/material position

Stable accommodation*

6-12 months

Greater agency for self including future focus

Increased capacity to sit with discomfort*

Responsibility for choices and feelings*

3-6 months

Increased self-management and responsibility for self and others

Increased regulation of emotions*

Increased awareness of behaviours*

Increased capacity to set boundaries*

Increased responsibility for others (leadership)*

Increased self-confidence*

0-3 months

Greater connection and trust with self and self-control and connection with peers and community

Increased communication skills (i.e. active listening, ability to voice concerns and resolve conflict)*

Increased feeling of connection to peers and a community*

Increased personal responsibility* (set realistic goals)

0-4 weeks

Practices, Structures, Knowledge

Increased knowledge about (my) addiction*

Increased engagement in a scheduled routine*

Immediate stressors reduced i.e. fines, family, legal, housing*

Activities

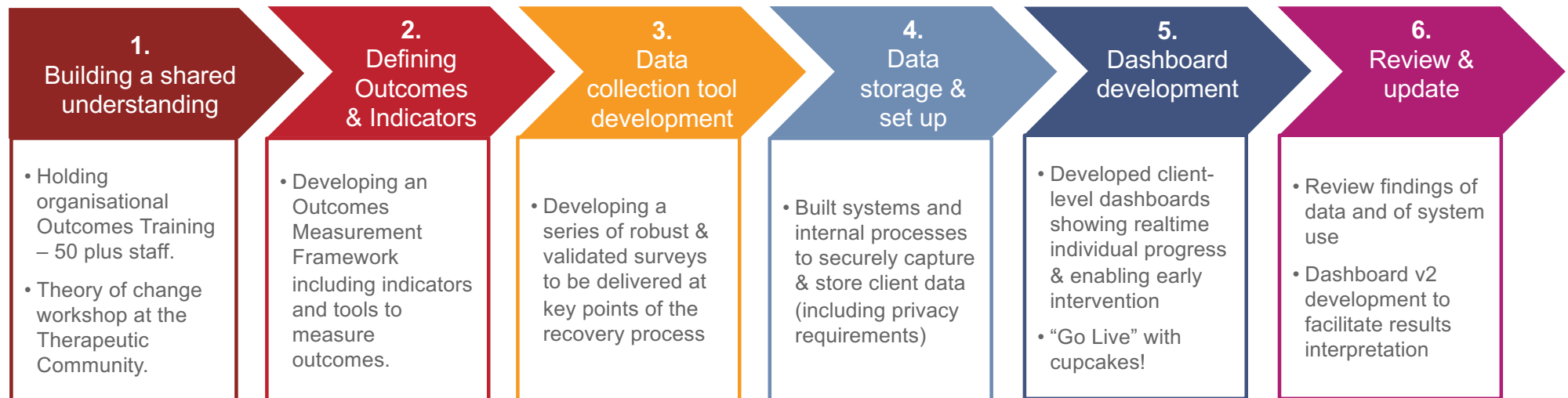
Participate in TC

Individual Treatment Plan (including client goal statements) identify appropriate supports/pathways

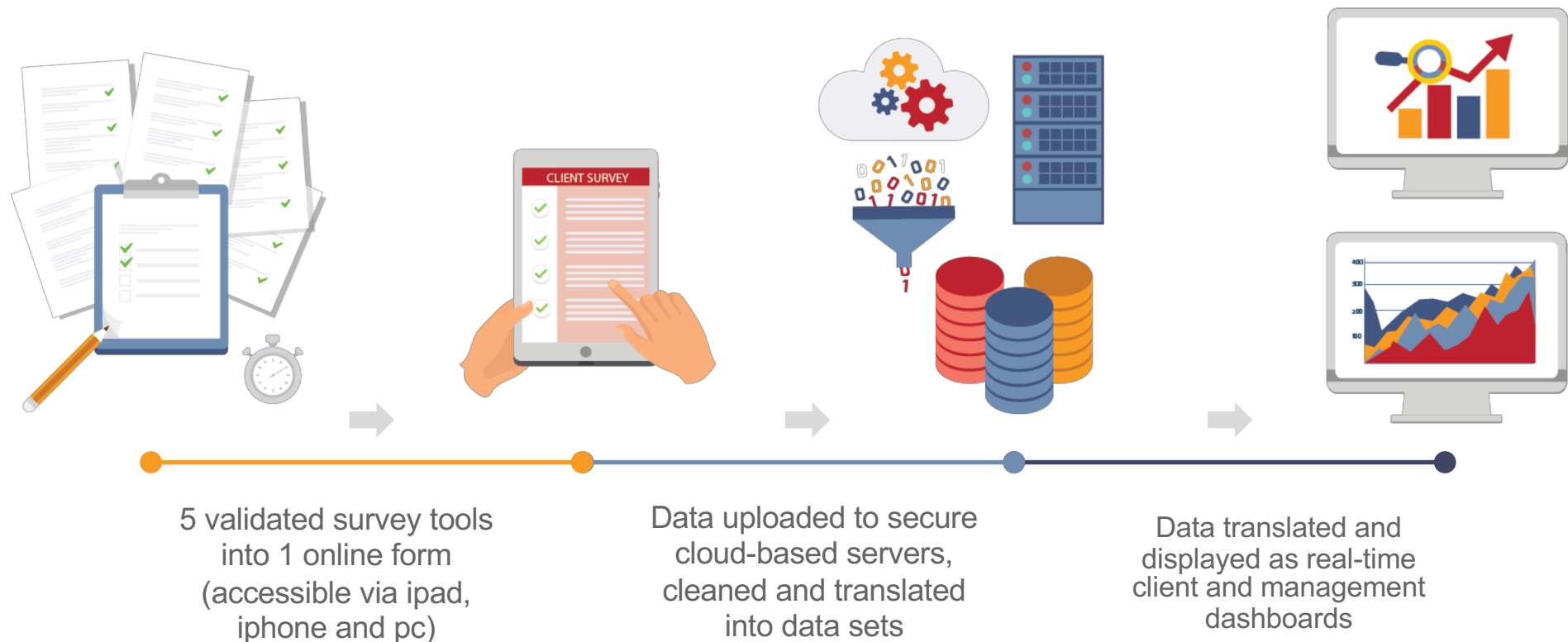
Range of TC activities

Intake and holistic (social, wellbeing and physical) assessment

Project Process



Our Technical Solution



Client Dashboard V1

Client health & wellbeing



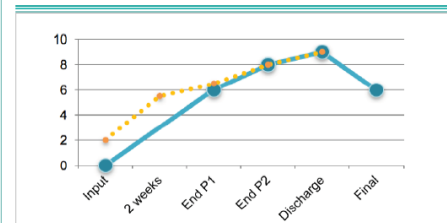
Drug of preference: All

Gender: All

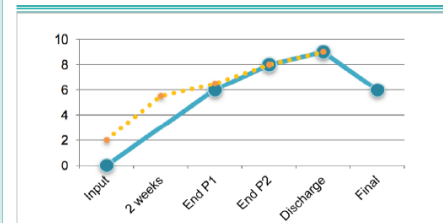
Age group: All

Reporting period: November 2016 to October 2017

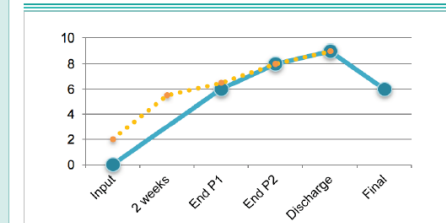
Depression



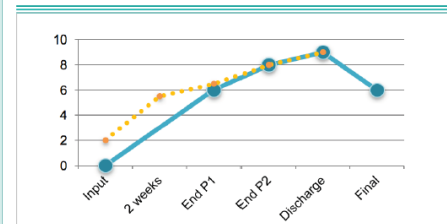
Anxiety



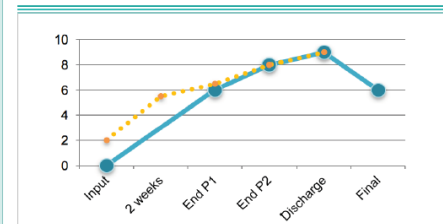
Stress



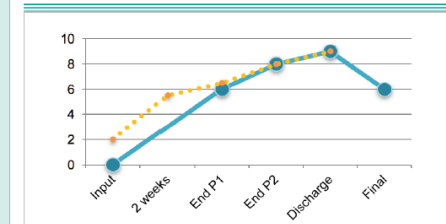
Program engagement and participation



Personal responsibility



Global health (physical)





Client Dashboard V2

Survey results: health & wellbeing



Client ID

Showing results from: Wednesday 8th August 2018

Your Depression

4

(Normal)



33% Change



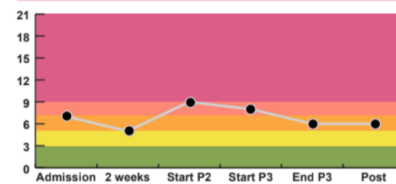
Your Anxiety

6

(Moderate)



14% Change



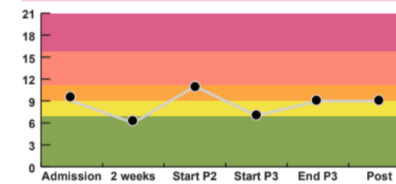
Your Stress

29

(Mild)



0% Change



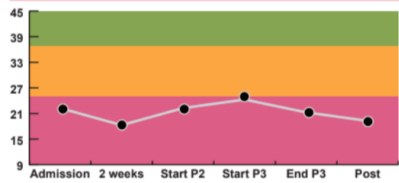
Your Self-esteem

20

(Low)



=13% Change



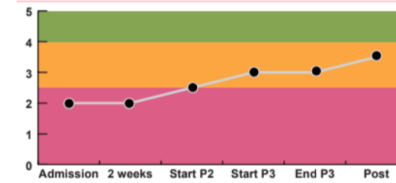
Your Physical health

3.5

(Average)



75% Change



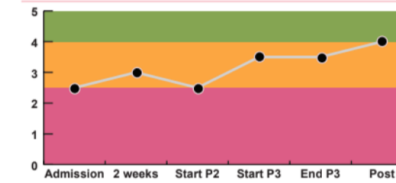
Your Coping & life skills

4

(Average)



60% Change



Short-term Outcomes Results

Since data collection commenced from 4th December 2017:

- 34 matched residents P1 – Admission and P2 – 2 weeks

1. Reduce stress

Result: The average score went from mild to normal as reported using the stress score of the DASS21 (p value = 0.049)

2. Stabilise sleep

Result: Increase from 46% sleeping well to 61%.

Medium-term Outcomes Results

Outcome	n	mean(Pre)	sd(Pre)	mean(Post)	sd(Post)	p	A_n(Pre)	A_n(Pos)	A_mean	A_sd(Pre)	A_mean	A_sd(Pos)	A_p
Reduced stress	14	9.79	4.84	8.5	4.84	0.105	82	40	10.5	4.59	8.47	4.59	
Improved sleeping	14	28.43	7.19	29.64	7.19	0.457	80	40	27.55	6.71	29.93	6.71	
Increased personal responsibility	14	28.43	7.19	29.64	7.19	0.457	80	40	27.55	6.71	29.93	6.71	
Increased feeling of connection to peers and a community	12	28.42	5.28	29.92	5.28	0.247	80	37	28.52	5.59	30.11	5.59	
Increased awareness of behaviours	15	20.8	2.34	20.07	2.34	0.411	82	40	20.88	4.02	20.35	4.02	
Increased communication skills	13	26.77	4.95	25.77	4.95	0.546	80	40	25.91	4.52	26.12	4.52	
Increased self-confidence	15	28.33	3.15	26.53	3.15	0.016	82	40	29.52	4.58	27.43	4.58	
Increased capacity to set boundaries	15	22.8	3.43	21.87	3.43	0.26	84	41	23.98	4.28	22.88	4.28	
Reduced anxiety	14	7.93	6.51	6.5	6.51	0.216	80	40	9.06	5.22	6.3	5.22	

therapeutic community program outcomes

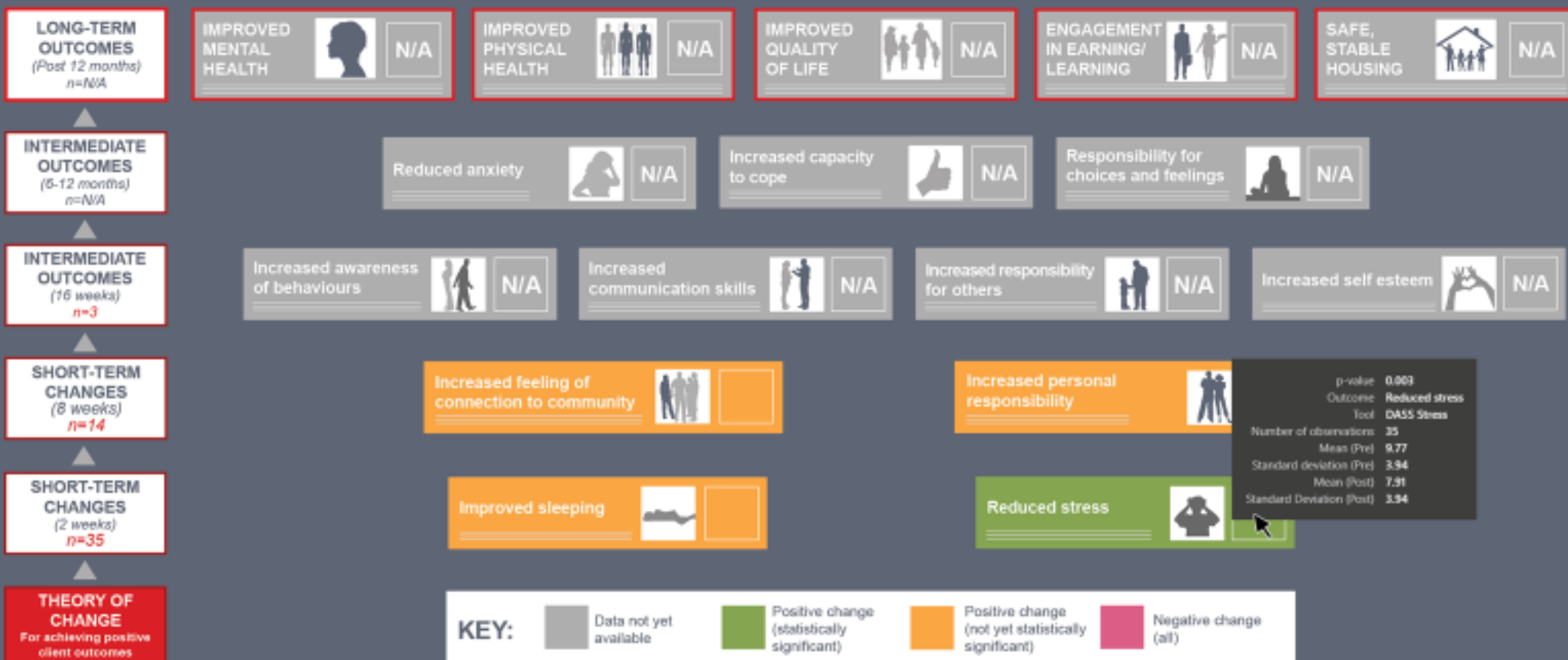


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Cohort: Therapeutic Community

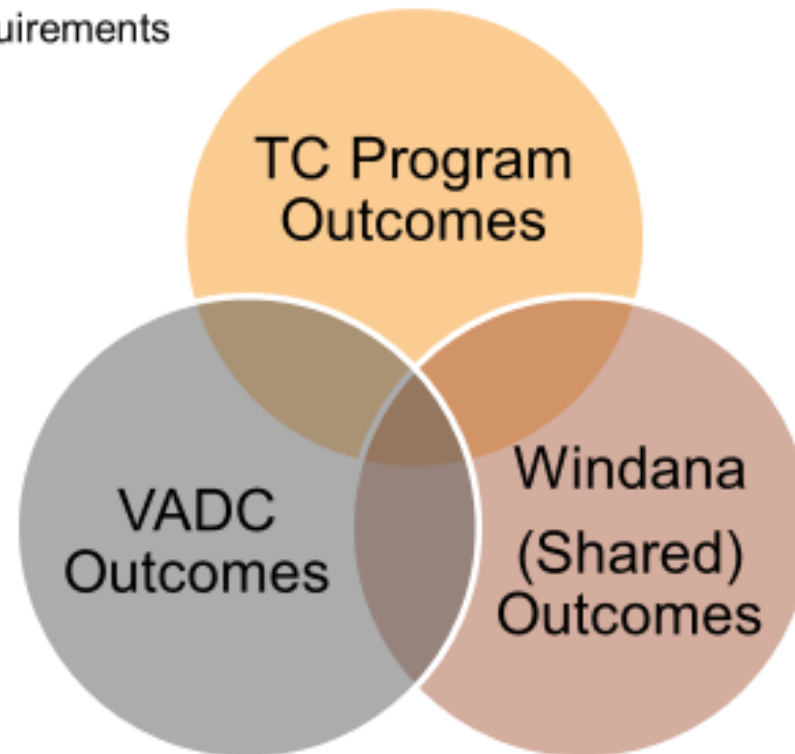
Test: Matched

Admission date: From 4 Dec 2017 To 11 Jul 2018



Challenges

Competing outcome reporting requirements
=
high reporting burden
i.e. 500 Questions.



Windana:

- Therapeutic Community (12 month residential)
- Drug Withdrawal (7 days residential)
- Community Services (i.e. 6 week counselling or group attendance)

Learnings

Residents

- Questions about the treatment modality became more meaningful
- ‘I don’t want this to be restrictive and to take away from the holistic nature of the TC’

Staff

- That staff will require motivating and confidence to interpret and respond in real-time
- Sponsorship, Champions and Believers are essential
- “Greater understanding of the CAI tool and method”

Organisational context

- It bought us closer together – its been really enjoyable
- This work intersects with every aspect of the organisation. (i.e. ICT, HR, L&D, Operations, Business Development) to fully implement

Board

- Transformative potential of outcomes measurement beyond reporting
- 

Recommendations

Organisational context

- Avoid taking on other major projects
- Recognize the practice changes and program modifications that will be required. Imagine how much time you will need and then DOUBLE it.
- Be committed
- Be ready for the resistance
- Sponsorship essential from the executive

Partnership

- True alignment to values and ways of working is essential, win/win

Staff

- Site Manager with authority to embed outcomes into day to day work (i.e. ensuring it is policy, training, induction, performance reviews)
- Dedicate appropriate resources to drive this work

What Next?

Program

- Refine the process
- Use the information for program improvement i.e. improve client experience and treatment
- Introduction of the Welcome House
- Exploring an evaluation with Burnet Institute in 2018-2020

Organisation

- Evaluate the use of the tool by staff and look at their experience
- Continue to roll out outcomes measurement across the organisation
- Understand organisational outcomes and performance
- Internal measurement and evaluation resources
- Continue the dialogue with our international counterparts

Sector

- Share the learnings and the process with the sector
- Use evaluative thinking to continue conversations with funders about more meaningful measures

Questions?



Contact

Clare Davies

Executive Director,
Rehabilitation Services, Windana
windana.org.au

Jenny Riley

Clear Horizon

Jenny.riley@clearhorizon.com.au

