

A practical approach to designing and implementing outcome measures in psychosocial support services

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Acknowledgment of country



Mind acknowledges that Aboriginal and Torres Strait Islander peoples are the Traditional Custodians of the lands on which we work and we pay our respects to Elders past and present.

We recognise the intergenerational impact of the history of invasion, dispossession and colonisation and are committed to the recognition, respect, inclusion and wellbeing of Australia's First Peoples.



Inclusion statement



Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

We are committed to inclusion for all our clients, families and carers, employees and volunteers.



Lived and living experience statement



We value the expertise and leadership of people with personal lived and living experience of mental health challenges and alcohol and other drug use, and families and carers as we work together to influence and transform the services and systems in which we work.



Meet Mind's Research and Evaluation Team



Dr Laura Hayes
Research and Evaluation Manager



Dr Edith Botchway-Commey
Research Analyst



Helena Roennfeldt
Lived Experience Researcher



Dr Lauren Gibson
Researcher

Introducing outcome measures at Mind

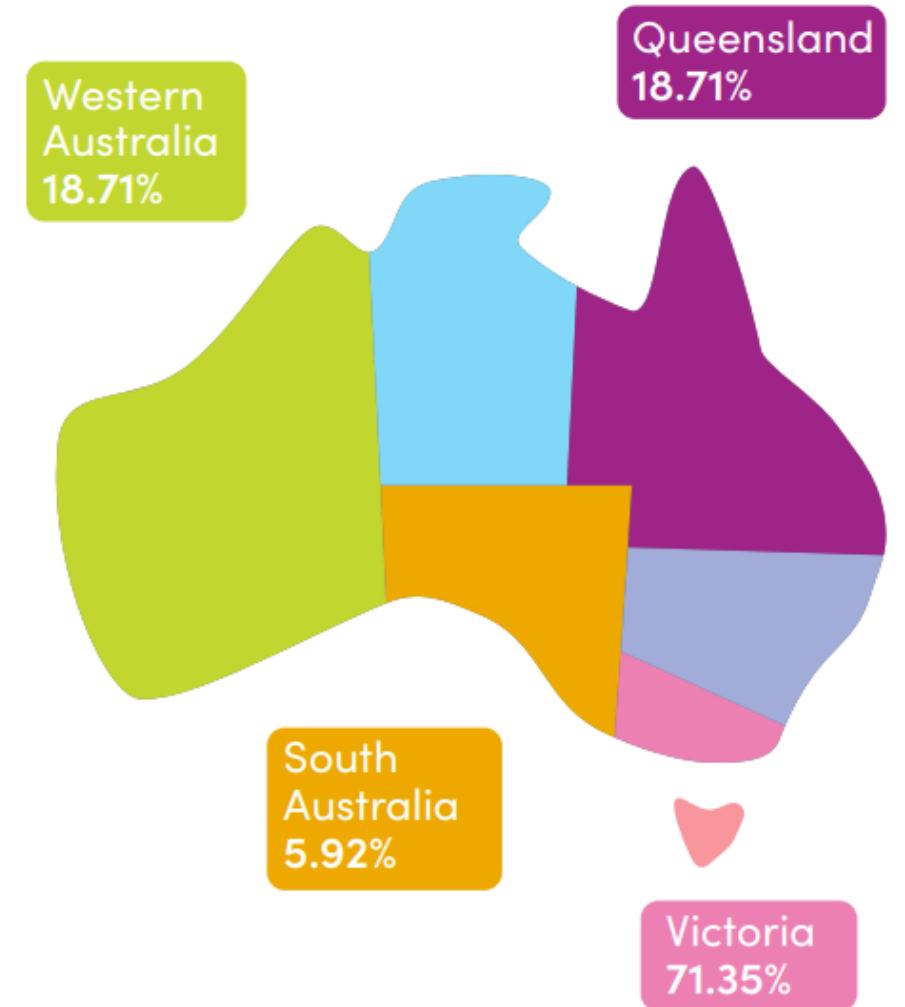


- Outcome measurement in mental health services is recommended as best practice
 - Provides an opportunity for clients and staff to track progress
 - Navigate the complex road to recovery together
- Barriers to embedding outcome measures:
 - Time constraints
 - Low perceived value
 - Not receiving feedback regularly
- To overcome these challenges, Mind created an innovative approach for designing and implementing outcome measures
- Resulted in outcome measure completion rates of over 80% across 73 services in Australia

An overview of Mind Australia

- We provide individualised, evidence-based and recovery focused support to more than 11,000 people experiencing mental health and wellbeing concerns in Australia every year.
- One of the largest providers of community-managed psychosocial services in Australia with a range of residential, mobile outreach, centre-based and online services.

Clients by state



How to design outcome measure systems

Designing outcome measures that create impact



Understand the needs of end users

- Work with end users to identify needs and relevant barriers and opportunities



Understand what each program aims to impact

- Map program components to outcomes using program logic



Design an easy-to-use tool that is fit for purpose

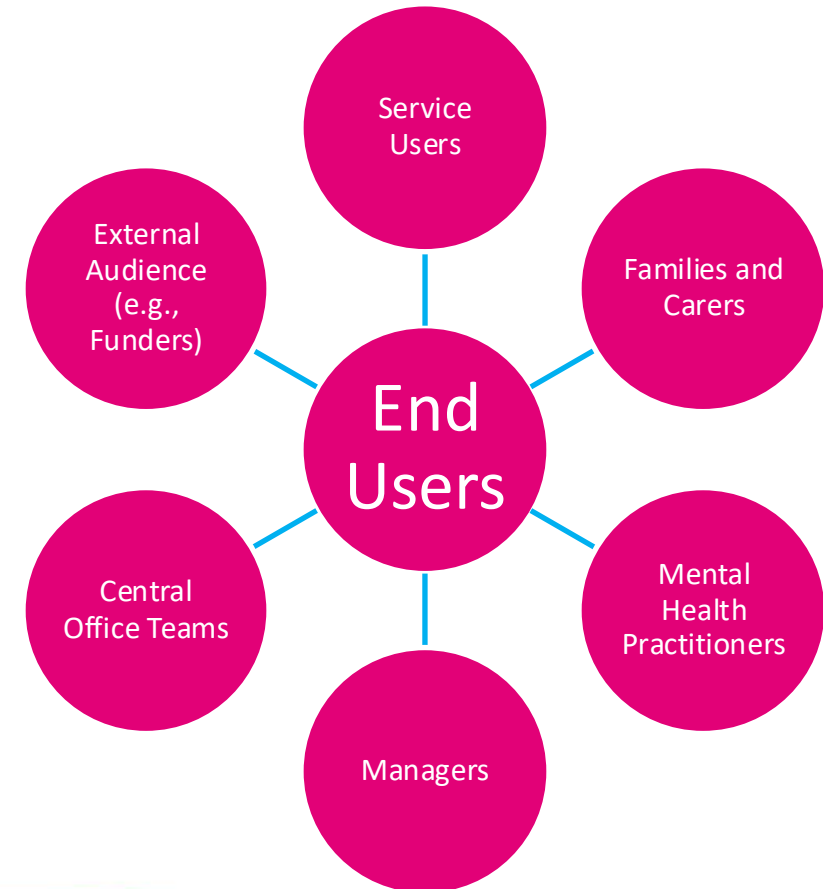
- Design a tool that meets the requirements of the target audience and has the best chance of being used



Designing outcome measures that create impact

Understand the needs of end users

- Identify who the end users of the outcome measures data are.
- Consult end users to identify the needs, barriers and opportunities relevant to outcome measures.

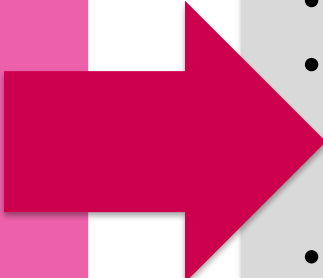


Designing outcome measures

Understand the needs of end users

Across End Users

Barriers	Opportunities
<ul style="list-style-type: none">• Too many questions• Privacy and confidentiality concerns• Unclear about purpose/usefulness• Difficult to use technology• Outcomes are not relevant• Staff turnover• Never see the results• Low completion rates prevent meaningful analysis	<ul style="list-style-type: none">• Learn about themselves• Track progress over time• Meaningful conversations• Track achievements of service• Identify opportunities for practice improvement• Data driven decision making



- Qualities guiding the design of Outcome Measures Tool:**
- Small number of questions
 - Easy-to-use technology
 - Meaningful outcomes
 - Use as a practice tool – meaningful “get to know you” conversations
 - Real time client results to view progress over time
 - Real time service results for managers
 - Easy access to high quality data

Designing outcome measures that create impact



Understand what each program aims to impact

- Work with end users to map program components to short-, medium-, and long-term outcomes.
- Program logic approach ensures that the data collected is useful for all end users.
- Important process in building end user engagement/support with the tool.

Program components/activities	Short-term outcomes	Medium-term outcomes	Long-term outcomes
Core components are the fixed parts of a service and the things that are needed to achieve the desired program outcomes. They usually relate to the service content and mode of delivery.	Short-term outcomes usually include changes in skills, knowledge, attitudes and/or awareness.	Medium-term outcomes are what should happen when participants apply the skills and knowledge they acquired in the short-term. These usually include changes in behaviour.	Long-term outcomes share similarities with your objective, and they offer a solution to the situation. They usually take a long time to be seen.

✘ Outcomes are not relevant

✔ Identify areas for practice improvement

Designing outcome measures that create impact

Design an easy-to-use tool that is fit for purpose

- Using a digital tool to collect outcome measures enables meaningful and efficient reporting to all end users.
- Key elements of the digital tool:
 - ✓ Easy-to-use survey platform

(Dev/Test)

		Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
1	I set goals to achieve what I think is important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
2	I imagine what life will be like when I reach my goal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Save and Exit Back Next Test build only skip to end

Designing outcome measures that create impact

Design an easy-to-use tool that is fit for purpose

- Using a digital tool to collect outcome measures enables meaningful and efficient reporting to all end users.
- Key elements of the digital tool:
 - ✓ Easy-to-use survey platform
 - ✓ Real time client results to view progress over time



✘ Never see the results

✔ Track progress over time

How to implement outcome measure systems

Implementing outcome measures

Prepare

- Understanding the service's context to identify barriers and enablers
- Identify and train key users
- Training focuses on how to use outcome measures as a practice tool

Install and Embed

- Go-live service wide.
- Build Service Leadership confidence with outcome measures
- Access to key supports enabled

Maintain

- Monthly reports on collection rates.
- Knowledge translation activities to close the research to practice gap.

Prepare



Understanding the service's context to identify barriers and enablers:

- Who is accessing the service, for how long?
- What other assessments are completed?
- How is the service's technology?

Identify and train key users:

- Staff members with interest in research and data – particularly helpful

Training focuses on how to use outcome measures as a practice tool:

- A 'get to know you' conversation between staff and clients
- Specific guidance around privacy/confidentiality and the purpose of tool.
- Assists with identifying areas for setting goals and reflecting on progress

- ✘ Privacy and confidentiality concerns
- ✘ Unclear about purpose/usefulness
- ✘ Staff turnover

- ✔ Meaningful conversations

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Maintain

- Monthly reports on collection rates.
- Annual reports provide in-depth analysis of outcome measures.
- Knowledge translation activities to close the research to practice gap.

Install and Embed



Build Service Leadership confidence with outcome measures:

- Provide resources to enable managers to lead implementation
- Upskill around interpreting data and data driven decision making

Set go-live date:

- Staff feel prepared and confident

Access to key supports enabled:

- Regular check ins

Build Service Leadership confidence with outcome measures



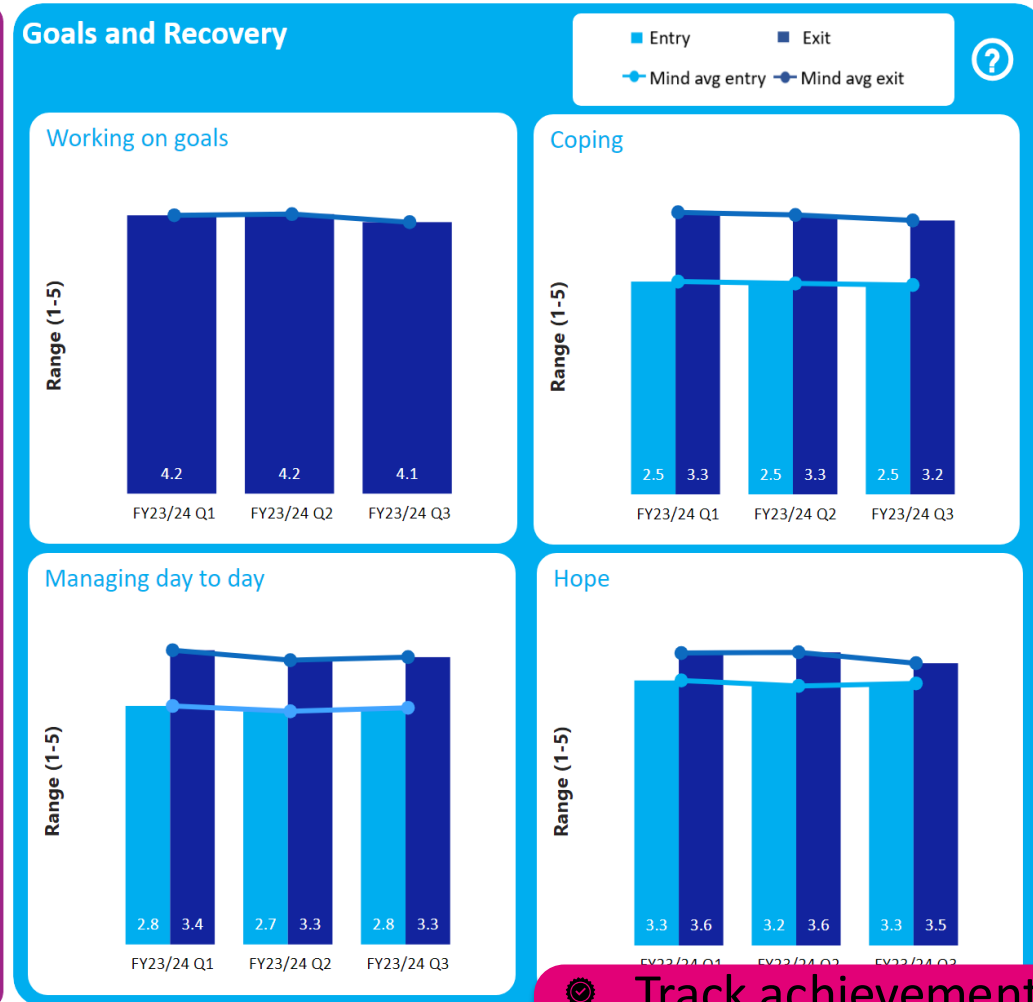
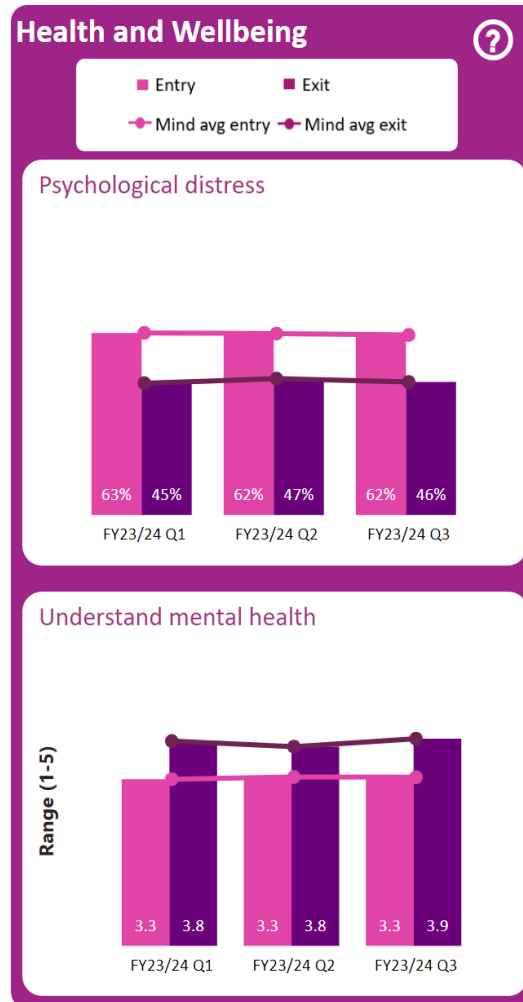
Help, hope and purpose

Stream(s)	Site(s)	Date range
<p>All ^</p> <ul style="list-style-type: none"><input type="checkbox"/> Select all<input type="checkbox"/> DPARC<input type="checkbox"/> PARC Adult<input type="checkbox"/> PARC Extended<input type="checkbox"/> PARC Youth<input type="checkbox"/> SUSD Adult<input type="checkbox"/> SUSD Youth	<p>All ^</p> <ul style="list-style-type: none"><input type="checkbox"/> Select all<input type="checkbox"/> (Blank)<input type="checkbox"/> Austin PARC<input type="checkbox"/> Bendigo APARC<input type="checkbox"/> Bendigo YPARC<input type="checkbox"/> Bundaberg SUSD<input type="checkbox"/> Bundaberg SUSD - V...<input type="checkbox"/> Caboolture YSUSD	<p>Multiple selections ^</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Select all<input type="checkbox"/> FY19/20 Q4<input type="checkbox"/> FY20/21 Q1<input type="checkbox"/> FY20/21 Q2<input type="checkbox"/> FY20/21 Q3<input type="checkbox"/> FY20/21 Q4<input type="checkbox"/> FY21/22 Q1<input type="checkbox"/> FY21/22 Q2

⊗ Never see the results

- ⊙ Track achievements of service
- ⊙ Identify areas for practice improvement
- ⊙ Data driven decision making

Build Service Leadership confidence with outcome measures



⊗ Never see the results

- ✔ Track achievements of service
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Monthly tallies to site managers

Legend Entry		Exit	
90% and above	80% and above	80% and above	80% and above
51-89%	51-79%	51-79%	51-79%
50% and under	50% and under	50% and under	50% and under

	Monthly 'Admissions' - average please update via email if incorrect	Sept-23		Oct-23		Current Nov-23		TOTAL 2023 to date		Three Monthly total expected admissions	Running total last 3 months (n)		Running total last 3 months (%)	
		Entry	Exit	Entry	Exit	Entry	Exit	Entry	Exit		Entry	Exit	Entry	Exit
												No. of surveys collected		No. of surveys collected/Monthly admission aye x3 (%)
Site 1	8	10	7	13	11	12	6	121	87	24	35	24	146%	100%
Site 2	9	17	7	20	8	12	10	198	109	27	49	25	181%	93%
Site 3	14	14	13	10	9	10	7	133	117	42	34	29	81%	69%
Site 4	9	12	8	11	6	12	9	116	72	27	35	23	130%	85%
Site 5	8	15	11	9	12	14	8	135	100	24	38	31	158%	129%
Site 6	14	14	13	17	15	16	11	165	131	42	47	39	112%	93%
Site 7	10	12	7	16	7	9	9	131	85	30	37	23	123%	77%
Site 8	12	13	11	19	10	18	10	182	123	36	50	31	139%	86%
Site 9	9	14	10	17	12	12	12	136	99	27	43	34	159%	126%
Site 10	11	7	7	8	2	16	4	121	60	33	31	13	94%	39%
Site 11	8	8	5	10	7	13	10	104	86	24	31	22	129%	92%
Site 12	5	7	7	7	9	5	2	77	60	15	19	18	127%	120%

⊗ Low completion rates prevent meaningful analysis

⊙ Data driven decision making

Monthly tallies to site managers

Legend		Exit	
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 50% and under		 50% and under	

Traffic light colour coding provides easy to interpret information that is actionable.

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 Entry	51-89%	 Exit	51-79%
 Entry	50% and under	 Exit	50% and under

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Listing all services enables comparisons and can be motivating to managers.

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⊗ Low completion rates prevent meaningful analysis

⊙ Data driven decision making

Maintain



Monitoring data collection performance:

- Monthly reports to operational leadership with service completion rates.
- Encourages managers to self-correct.
- Research team tracks trends and where there are persistent issues – have a supportive conversation with managers.
- Supports high integrity in the data.

✘ Low completion rates prevent meaningful analysis

✔ Data driven decision making

Maintain



Monitoring data collection performance:

- Monthly reports to operational leadership with service completion rates.
- Encourages managers to self-correct.
- Research team tracks trends and where there are persistent issues – have a supportive conversation with managers.
- Supports high integrity in the data.

Knowledge Translation activities:

- Regular in-depth analysis and reporting of outcome measures
- Mini-conferences to share findings externally
- Bridge the gap between research and practice improvement

✘ Low completion rates prevent meaningful analysis

✘ Never see the results

✔ Data driven decision making

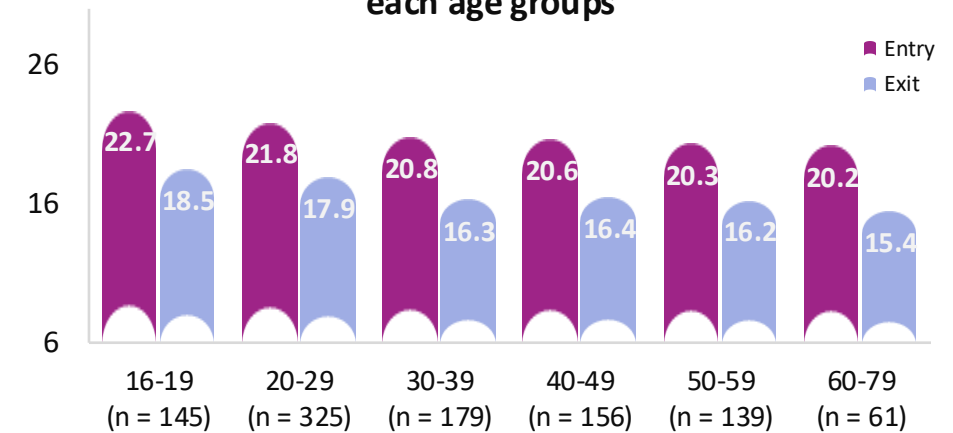
✔ Identify opportunities for practice improvement

Insights from PARC and SUSD outcome measures analysis

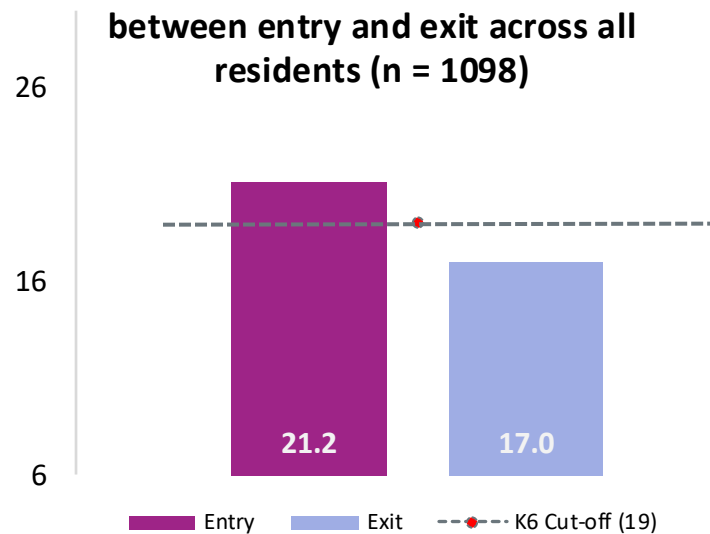


- ⌘ Significant reduction in psychological distress across residents between entry and exit
- ⌘ Key populations identified:
 - ⌘ Younger residents
 - ⌘ Gender diverse residents
 - ⌘ Female residents

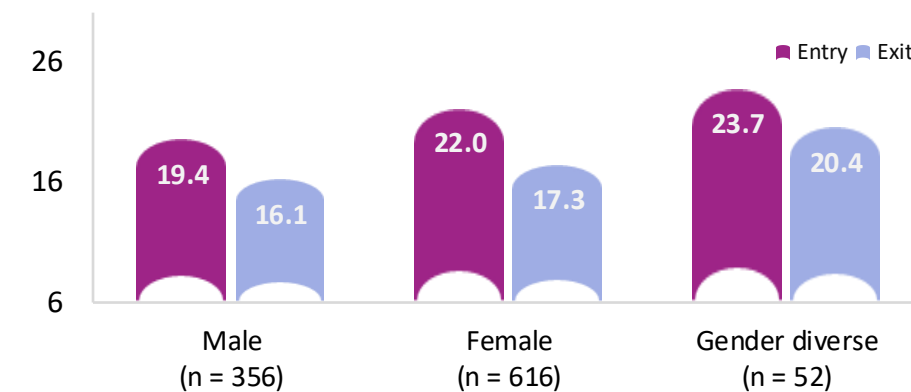
Significant reduction in psychological distress in each age groups



Significant reduction in distress between entry and exit across all residents (n = 1098)



Higher distress in gender diverse group



- ⊗ Low completion rates prevent meaningful analysis
- ⊗ Never see the results

- ⊙ Data driven decision making
- ⊙ Identify opportunities for practice improvement

Key Takeaways



- Designed and Implemented outcome measures in over 70 services with completion rates of 80% and above
- **Key to successful design and implementation of outcome measures:**
 - Keeping the end user in mind from the start
 - Easy to use system to enable access to real time data for clients and services
 - Regular performance monitoring and feedback to services
 - Effective knowledge translation to close the research to practice gap



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Designing outcome measures that create impact

