The review of social outcome indicators

Platform Trust Leadership Day

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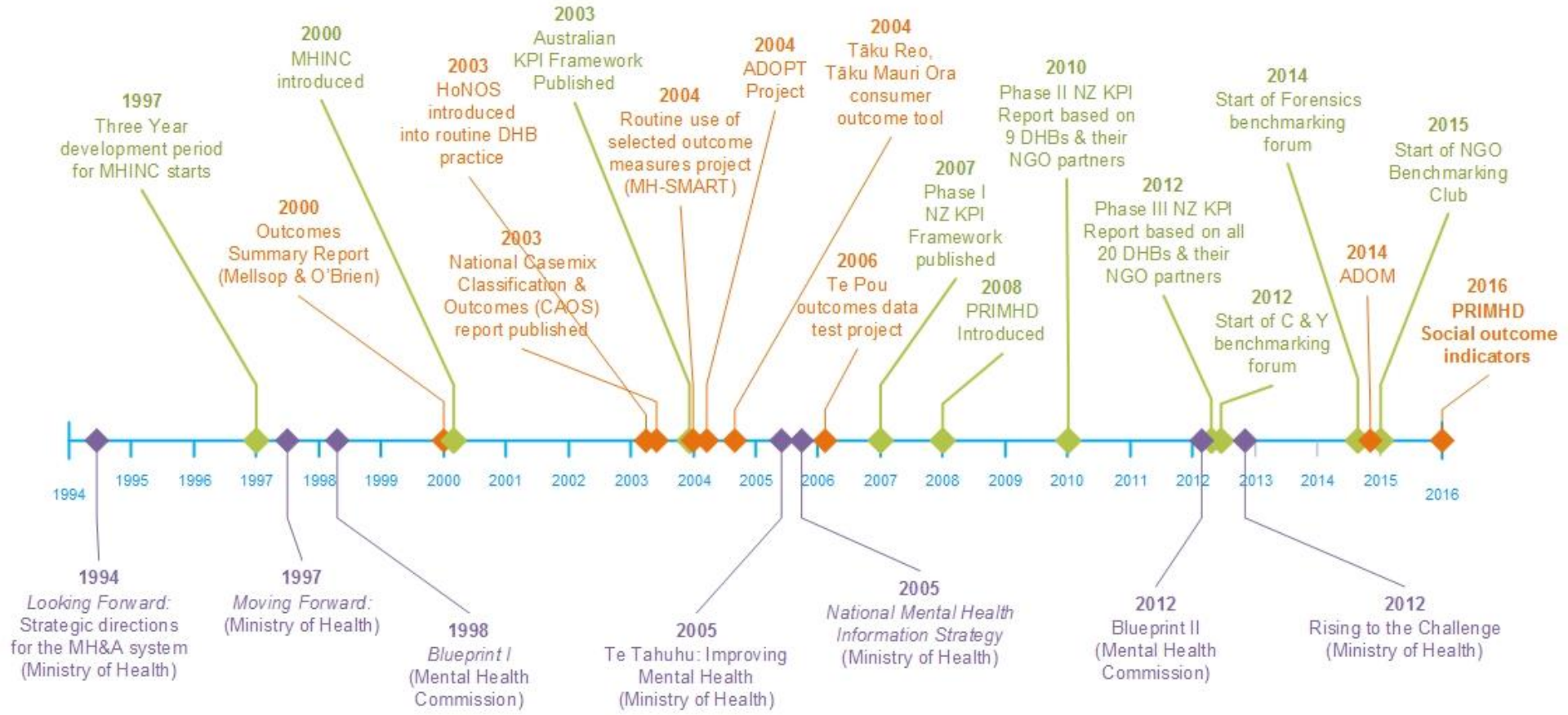
Context

The Outcomes Journey in New Zealand



KEY

- Developments related to the national data collection (including the national Mental Health KPI Programme)
- Mental health & addiciton outcome measurement developments
- National policy and other strategic documents

Some of the challenges

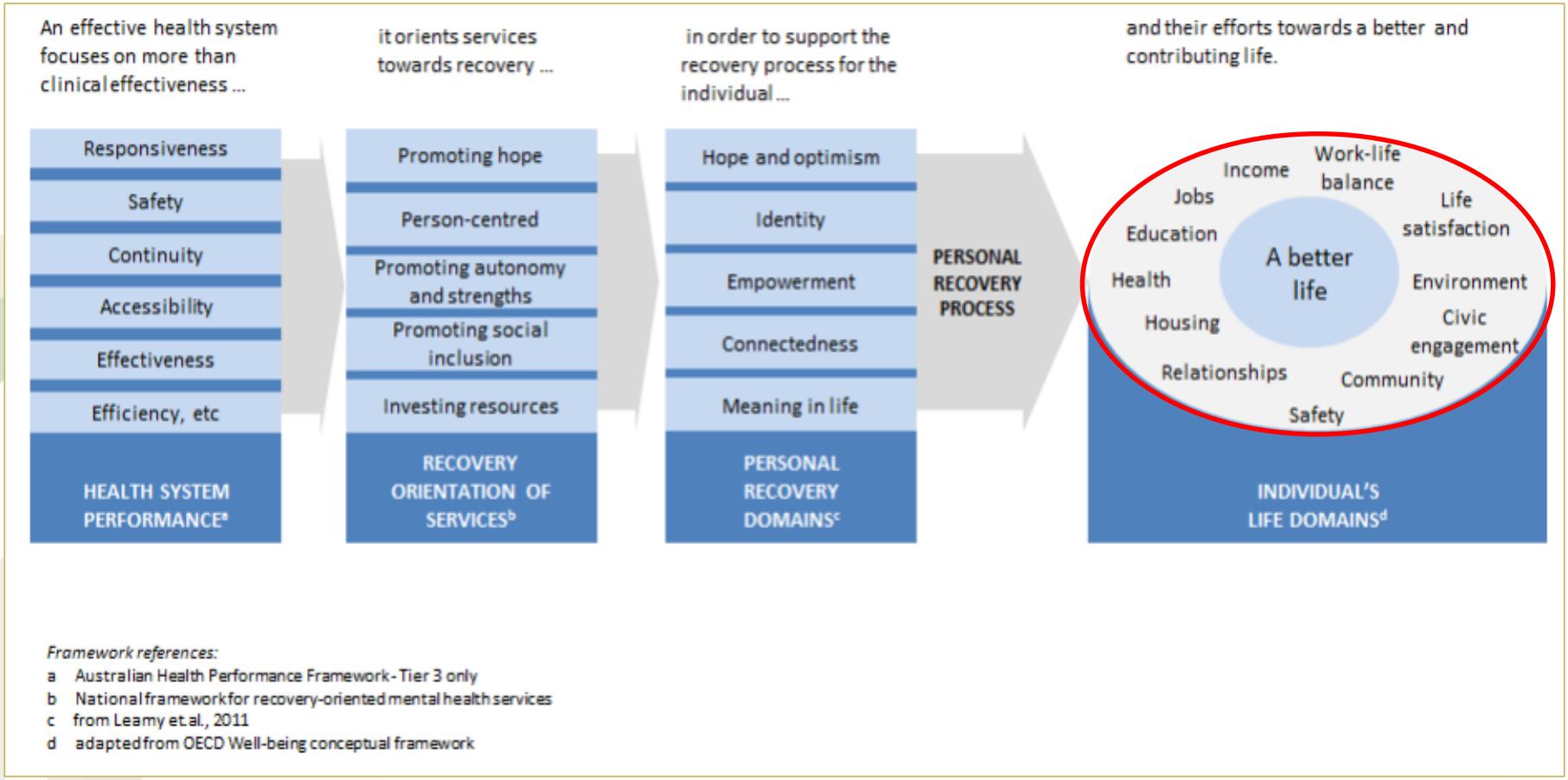
We are still trying to solve last century's problems:

- *Not every thing that counts can be counted* (Einstein).
- Difficulty aligning outcomes at individual, organisation and system levels.
- Getting stuck on 'attribution' rather than paying attention to 'contribution'.
- Service providers reporting data of questionable quality.
- Limited workforce capability with regard to data literacy.
- Poor access to real-time reports, including changes in people's outcomes.
- Flaws in the system architecture that act as barriers.

The rapidly emerging future – a data ecosystem

- A systems view - the focus is on the potential value of shared data.
- The 'data commons' is owned by the participants, not by government.
- The development of standards, protocols and commitments support the sharing and integration of high value data.
- Key stakeholders get easy access to the information that they need, when they need it, based on the right controls and settings.
- The workforce is data literate and is focused on using data to improve the quality of service delivery to people.

Recovery and the measurement of outcomes



Source: Commonwealth of Australia (2015) *Measuring recovery in Australian specialised mental health services: a status report.*

Sub-domains of social inclusion

Saunders et al (2007)	Social cohesion (Statistics NZ, 2011)	Australian Social Inclusion Board vision (www.socialinclusion.gov.au)	EU based Australian Social Inclusion Board headline indicators (Australian Social Inclusion Board, 2010)	4th National Mental Health Plan – social inclusion indicators (Commonwealth of Australia, 2009)
Economic exclusion	Employment	Employment	Access to job market	Participation in employment
			Poverty and low income	
	Knowledge and skills	Participating in education and training		Participation in education and training
Disengagement	Relationships Civil participation	Voluntary work	Limited social supports and networks Effect of local neighbourhood	Community participation
		Family/caring roles		
		Coping with crisis		
		Connecting with people		
		Voice heard		
	Safety			
	Cultural identity			
	Leisure and recreation			
Service exclusion		Access services		
	Health		Health	
	Standard of living			Living in stable housing
	Transport			

Source: Wilson, Jenkin & Campain (2011) *Outcome Measurement of Community Based Mental Health Services in Western Australia: Literature and Concept Summary.* Melbourne: Inclusion Matters (p17).

Findings: Top ten – what's important?

Service Users

1. Have control
2. Financial resources
3. Overall health
4. Home environment
5. Feeling physically safe and secure
6. Feeling positive about yourself
7. **Free of dependence on meds/treatment**
8. **Restful sleep**
9. Daily living activities
10. **To be able to get adequate health care**

Executives

1. Have control
2. Overall health
3. Feelings of belonging
4. Feeling physically safe and secure
5. Feeling positive about yourself
6. Relationships with other people
7. Home environment
8. **Personal beliefs**
9. Concentrate/make decisions
10. **To be able to work**

Case Managers

1. Overall health
2. Have control
3. Feeling physically safe and secure
4. Financial resources
5. Concentrate/make decisions
6. Feeling positive about yourself
7. Daily living activities
8. Relationships with other people
9. Feelings of belonging
10. **Manage personal difficulties**

Red= Service Users only

Purple= Executives only

Blue= Case Managers only

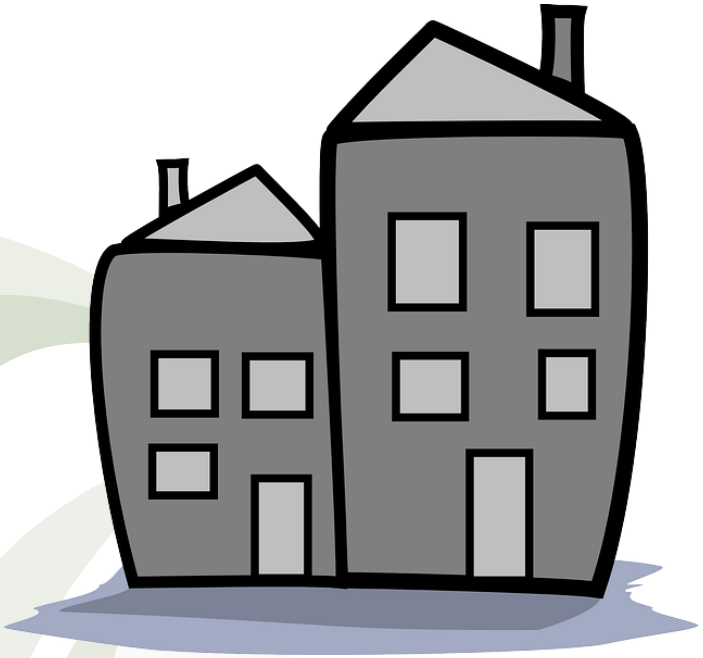
EMERGE Aotearoa
Realising potential ▪ Tautokohia te mana tangata

Pathways
Whatever it takes

Source: Presentation at AMHOIC Conference 2015. Results from unpublished pilot study. Mental Health NGO WHOQOL collaborative.

The review

PRIMHD Social Outcome Indicator Review



Accommodation

Current PRIMHD data definitions

Employment

Code	Description	Used for/Comment
1	In Paid employment >=30 hrs a week	Full time
2	In Paid employment for 1 to less than 30 hrs a week	Part time
3	Not in Paid Employment – less than 1 hour per week	Unemployed

Accommodation

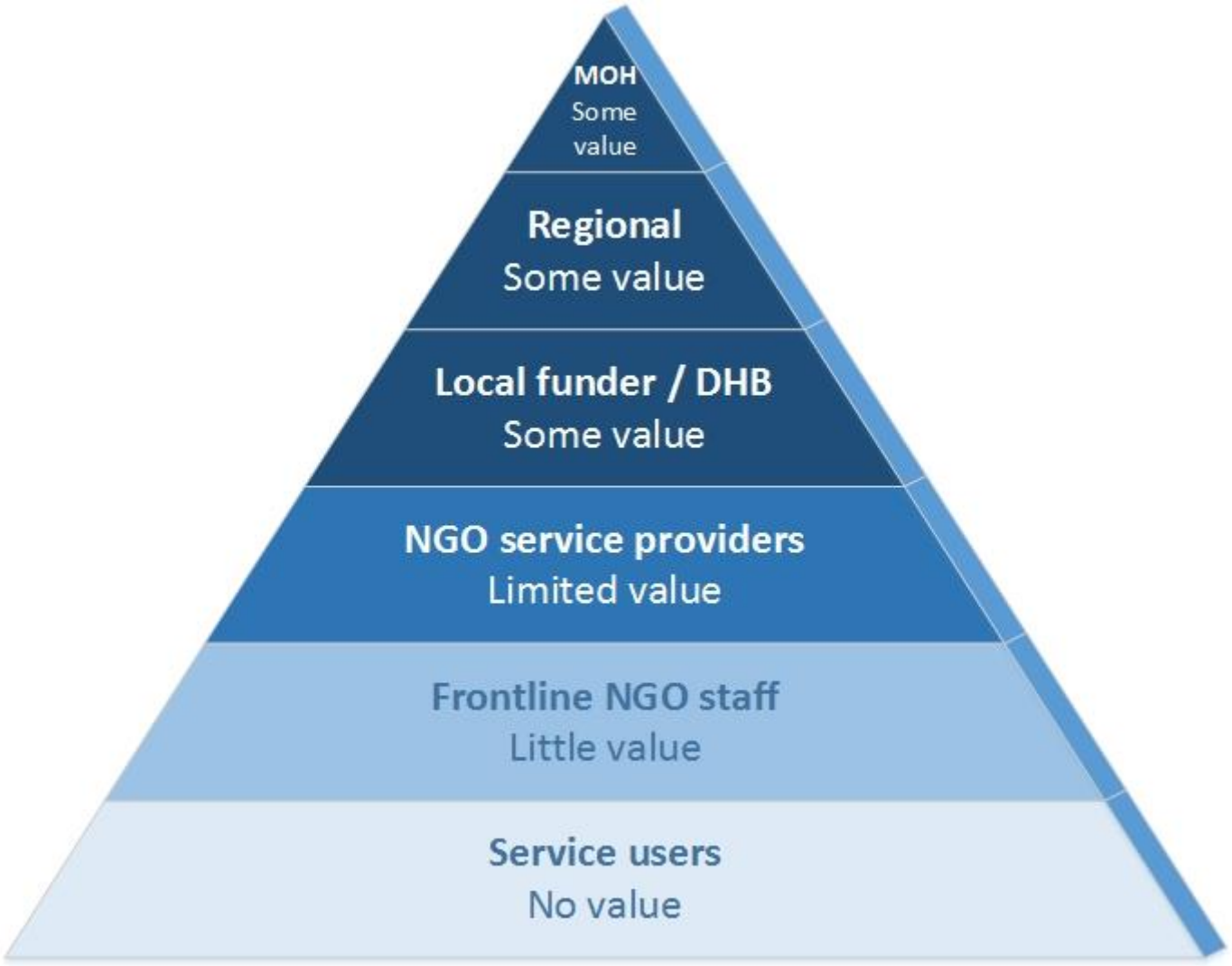
Code	Description	Used for/Comment
1	Independent	
2	Supported	Accommodation financially supported either partly or fully by the funder
3	Homeless	

Training or education – yes/no

Method

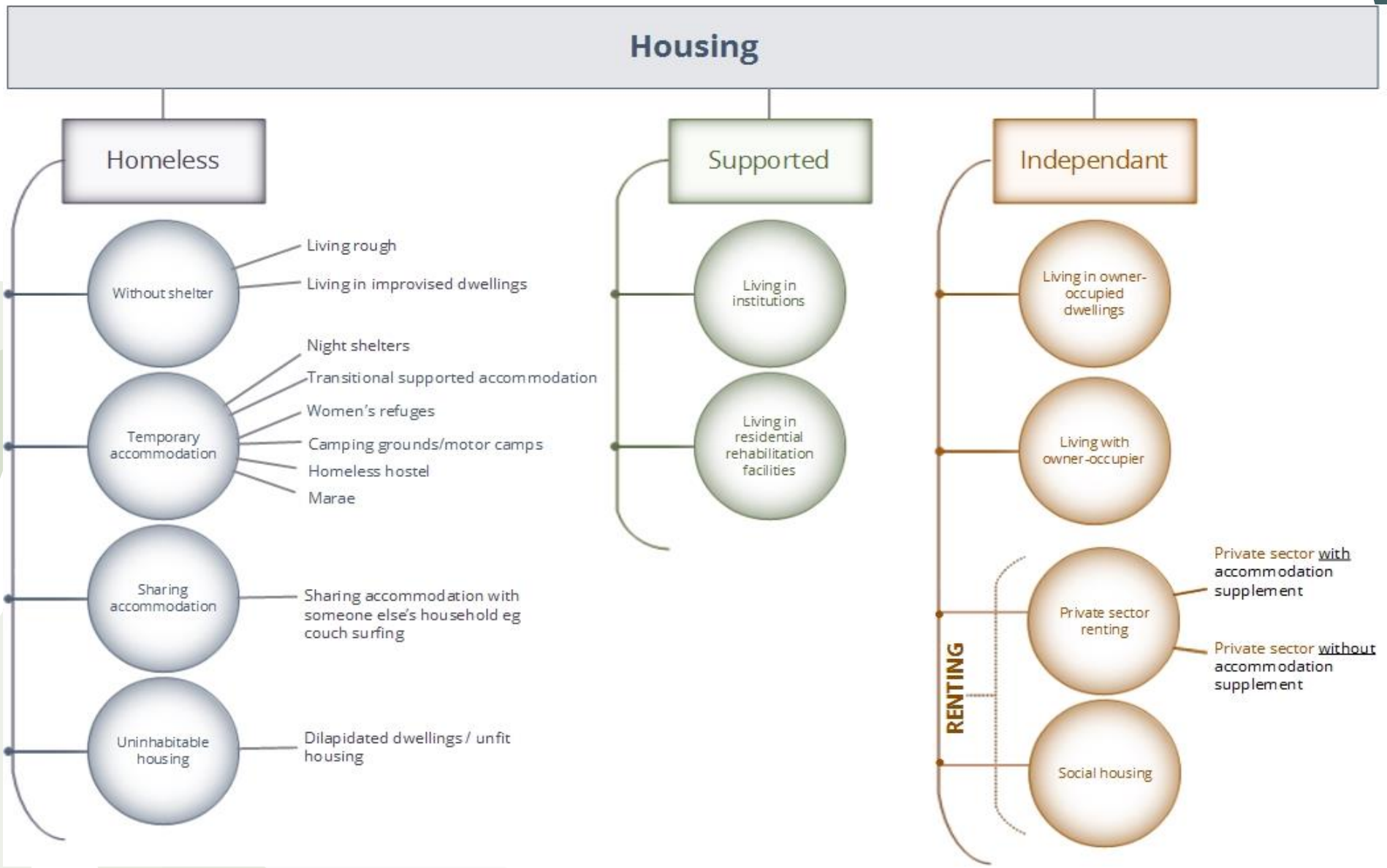
- A literature review
- A limited review of relevant NZ national household surveys
- Analysis of APQ6 data from Pathways
- Brief survey of NGO and DHB service providers
- Interviews with key informants
- Input from expert advisory group members.

Perceived value of SOIs – Northern review

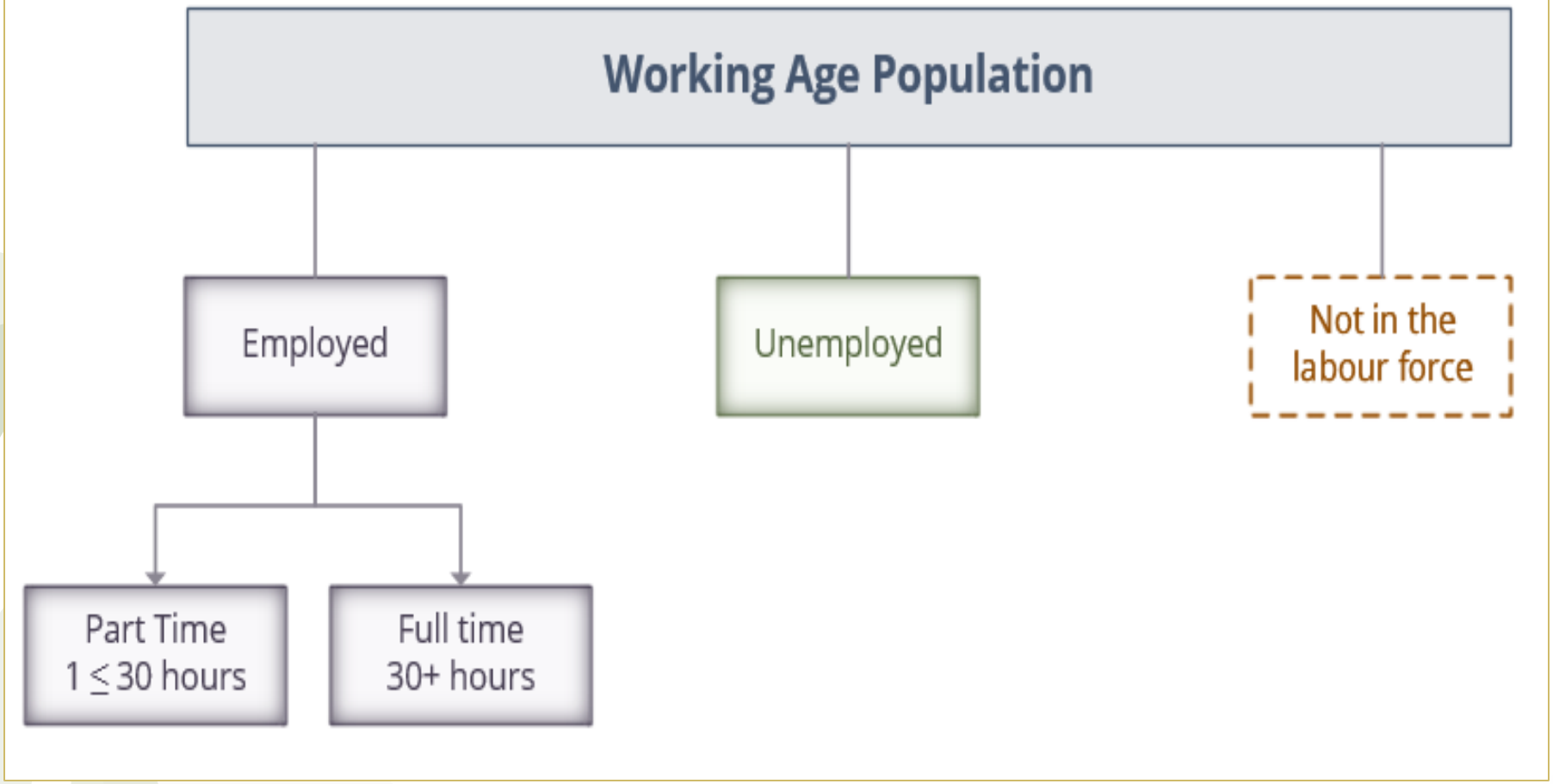


Source: Platform Trust (2015*) Review of the collection & use of social outcome performance indicators by mental health NGOs.*

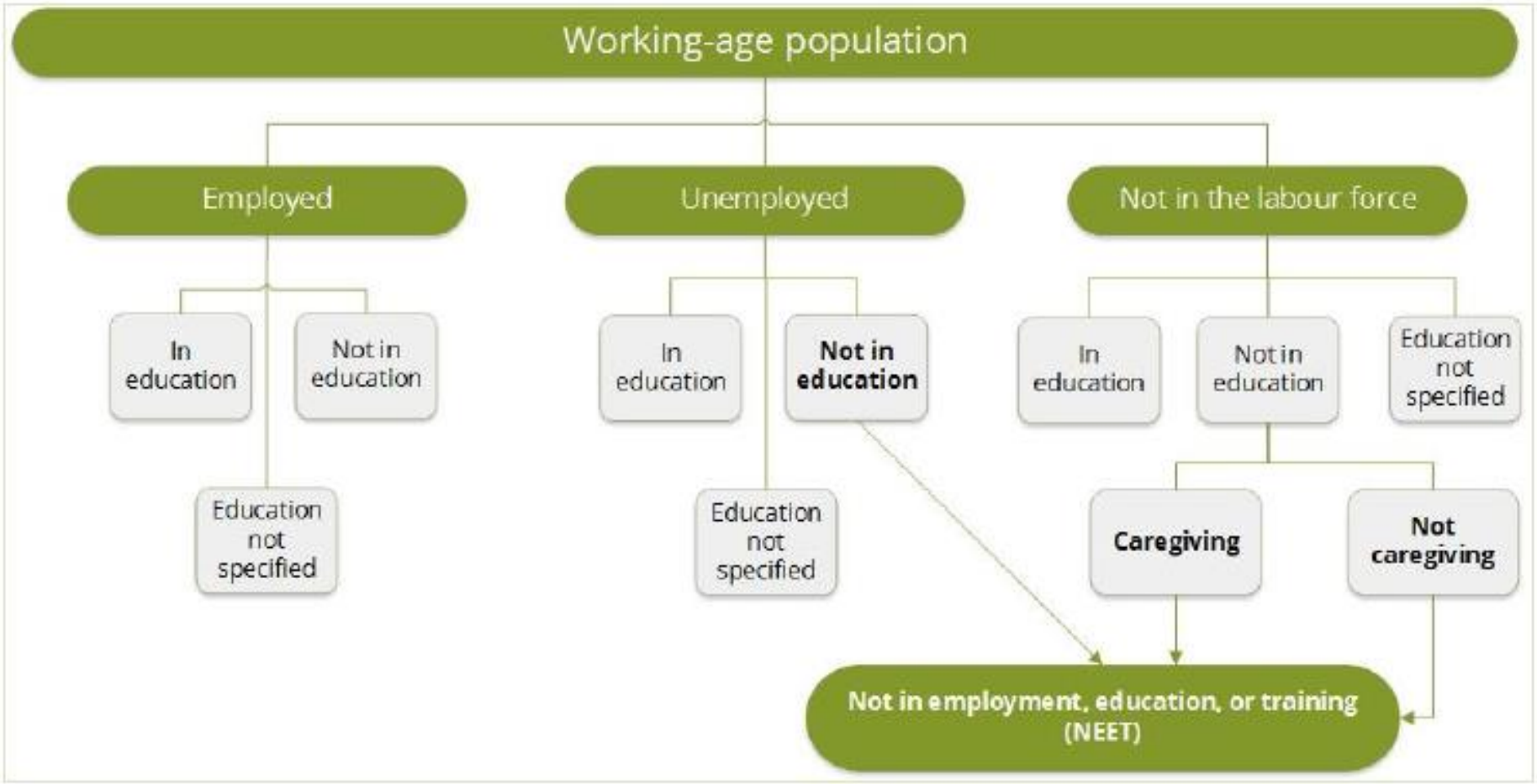
PRIMHD Housing categories & sub-categories



Proposed change to employment categories



Refocus on youth who are NEET



Source: Statistics New Zealand (2011a). Introducing the youth not in employment, education, or training indicator. Wellington: Statistics New Zealand.

Key findings of Activity and Participation Questionnaire (APQ6) analysis:

- Reporting number of hours means analysis can occur in more meaningful blocks of time (ie, 5 hour blocks of time rather than just ‘full time’ or ‘part time’).
- More able to see change in people circumstances.
- More able to see trends according to other variables (ie length of stay, service type, demographics).
- Able to gather additional information about that particular outcome indicator that influences service delivery.

Proposed development of an *item pool/bank*

PRIMHD Social Outcome Indicator Review

Considerations

- Demonstrable value – for whom?
- Weighing up the burden & the benefit of data collection.

Examples of customised questions

Mandatory PRIMHD categories	Tier one – Highly recommended supplementary questions	Tier two - 'Nice to have' supplementary questions
Unemployed	• Would you like to work? • Are you actively looking for employment? • What can we do to help you with this?	• Have you enough money to meet your needs?
Part-time	• Average number of hours of work in the past week?	• Have you enough money to meet your needs? • Would you like to work more hours? • Would you like help with this?
Full-time	• Average number of hours of work in the past week?	• Have you enough money to meet your needs?

Discussion points

- Person-directed planning
- Personalised outcome measures
- Development of a national item pool/bank
- Add questions specific to cultural assessment
- Target setting
- Other national data sources
- Workforce development
- Relevance to children and older persons.

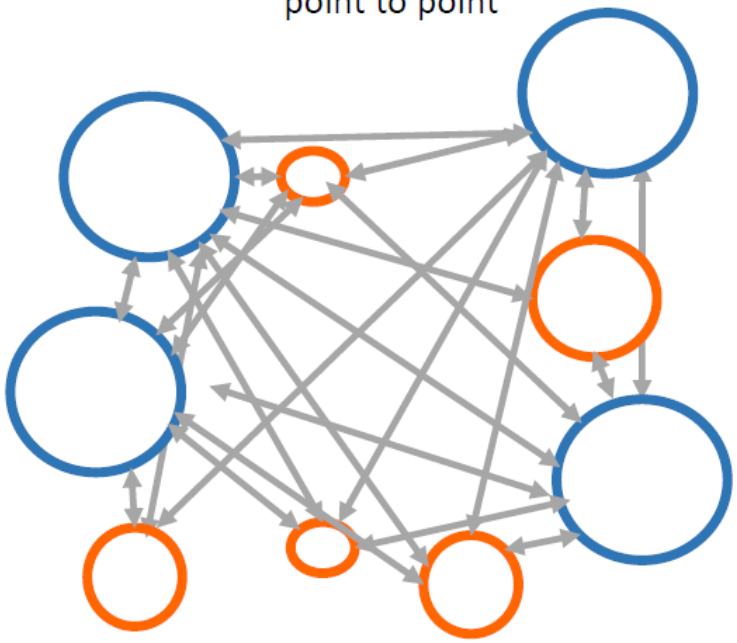
Emergent space

Emergent space……

The mini-data-highway…

NGO provider GOV provider

Current State Technology Framework
"point to point"



COMPLEXITY = ↑ cost + time
↓ participation + access + system security

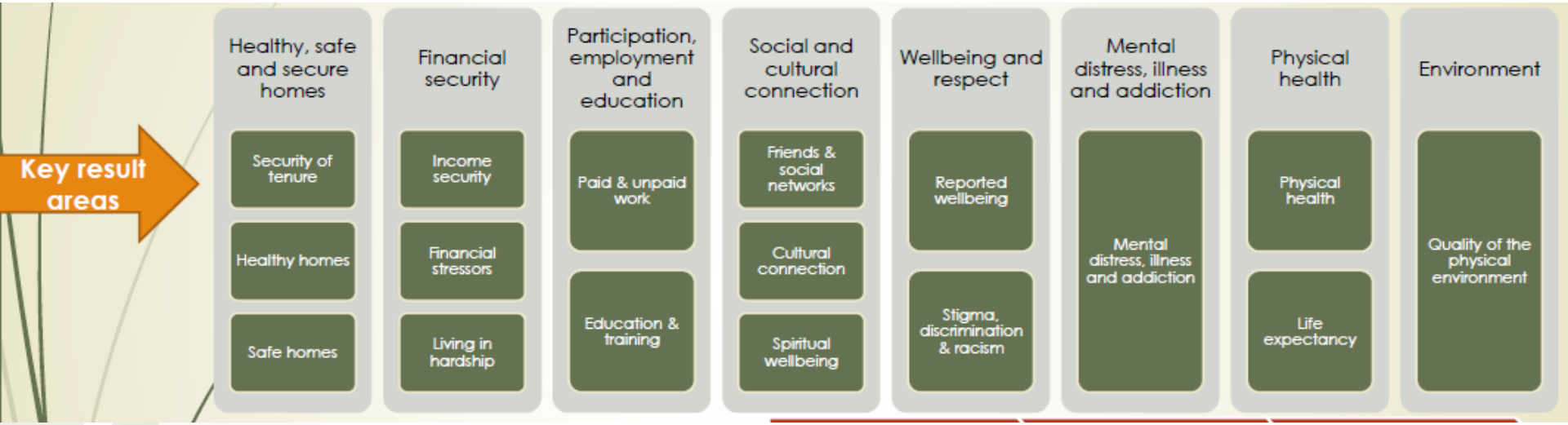
Future State Technology Framework
"exchange = one to many"

SIMPLICITY = ↑ participation + access + security
= ↓ cost

Source: Social Investment Unit (2016) *Vision for the data access service*. Presentation at NGO Data Hui.

Emergent space……

Key Result Areas from the draft National Population Outcome Framework for Mental Health and Addictions.*



*Draft version. March 2016. Haggerty & Associates

HELLO