

# MAPPING THE DIFFERENCE WE MAKE OVERVIEW

Don't just  
collect client  
information...

use outcome  
data for  
quality  
improvement  
action

The first workforce-wide training in NSW on  
routine consumer (client) outcome monitoring for  
mental health non government organisations

*"We have never seen a State-wide mental health  
quality improvement initiative of this sort before  
designed for the sector so specifically, yet respectful of  
the diversity of NGO services and programs".*

- FAMILIARISATION
- INITIAL TRAINING
- CONTINUING EDUCATION
- EXECUTIVE AND LEADERSHIP SUPPORT

# FAMILIARISATION Mapping the Difference We Make: The Outcomes Through NGOs Initiative (Familiarisation Training is free)

Non-government organisations (NGOs) in mental health are adopting routine consumer outcome monitoring (RCOM) in their workplaces, supported by this four-phase workforce-wide education program. All training components (Familiarisation, Initial, Continuing and Executive & Leadership) are especially relevant for NGO staff working in NSW Health-funded programs (including NGO Grant Program, HASI and Womens Health-funded programs with a mental health component). However all NGOs are welcome who have an interest to apply an outcomes approach to their work. This involves the use of selected, validated, client-rated outcome tools and a mindset around helping consumers achieve outcomes. An example standardised suite of measures is proposed for 4 program types.

Familiarisation Training is really 'pre-training' and a **public launch event**. It will welcome not only consumers and co-host NGOs specialising in mental health, but other human service stakeholders, Divisions of GPs and Area Mental Health Services within a region. Familiarisation Training will ensure all stakeholders are informed of this quality improvement initiative. A comic take on the topic will also be launched, a **DVD made by consumers and carers**. It is free to attend, and by doing so, NGO staff complete one third of the training requirements. Presentations at Familiarisation Launches include:

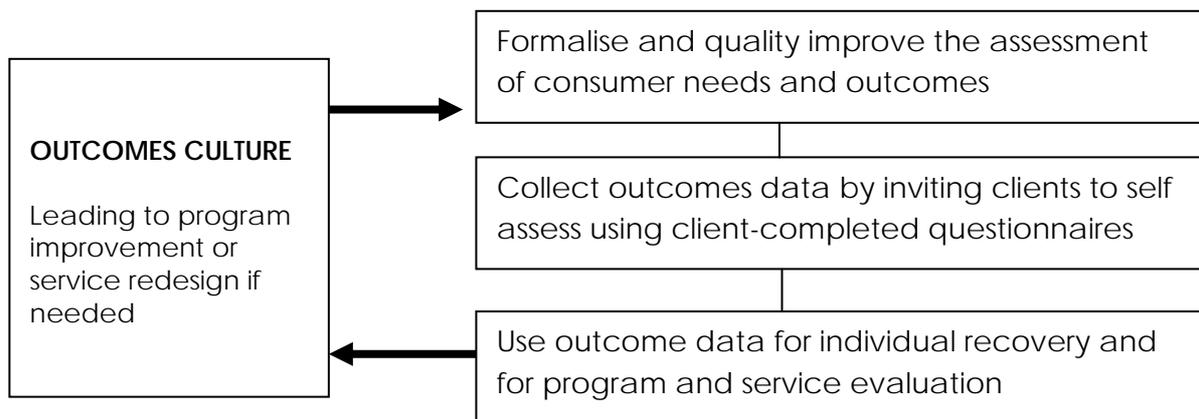
1. Mapping the Difference We Make Workforce Program
2. What is 'Quality' in mental health non government services
3. Introducing Routine Consumer Outcome Monitoring

*'Region by region, Familiarisation launch events will communicate this initiative as a sector that makes a difference...celebrating diversity in community organisation mental health programs, our commitment to make a difference and to map the difference we make'. Jenna Bateman, CEO Mental Health Coordinating Council of NSW Inc*



# INITIAL TRAINING Mapping the Difference We Make: Using outcome tools (Training fee applies)

Initial Training is one day training for staff members of NGOs working in professional assessment, psychosocial support, counselling and other recovery facilitating roles with people at risk of or in recovery from mental disorders. Managers and team leaders should also attend so they may support the team when operationalising an outcomes approach. Consumer workers may also consider this training to help them answer consumer questions about using health and lifestyle questionnaires.



The objective is essentially to seed and sustain a reflective and responsive outcomes culture within NGOs in service delivery and program development. This is opposed to an 'outputs' culture. The learning objectives of the training overall include:

- Inviting clients to use client-completed health and lifestyle questionnaires with real choice exercised, and with competent practice around privacy and consent considerations.
- Competence applying the Camberwell Assessment of Needs (Clinical version), CANSAS, K10+, and the 18-item Satisfaction With Life Scale (2005) (SWL), among others.
- Understanding the policy context for and the outcome measures used in the clinical framework of Area Mental Health clinicians: LSP (versions discussed), HoNOS, K10 and K10+, so that collaborative care planning and referral pathways can be better facilitated.
- To adopt outcome monitoring in a way that complements NGO service delivery or mental health promotion frameworks (for example, ensuring a fit with recovery-oriented service processes in the case of psychosocial rehabilitation services, and a fit with detection of unmet need in counselling agencies). Troubleshooting for existing users will be covered.
- Using data management systems to manage /interpret outcome data (syndicate groups will focus on subsets of NGO service type eg self help groups, those providing counselling etc).

(HASI NGOs should note that HoNOS training for NGO use will require a half day extra)

THIS TRAINING IS REQUIRED ALONG WITH CONTINUING EDUCATION TO QUALIFY AS A REGISTERED USER

# CONTINUING EDUCATION Mapping the Difference We Make:

Practice improvement for consumer outcomes

MODULES
1. Quality circle
2. Quality activity
3. Outcomes event
4. Appraisal of specific outcome tools
5. Collaborating with clinicians
6. Group work using outcome data
7. Who-Gets-What From-You-Review?*
8. Reflective Article*
9. Its all about YOU

Seldom do we see a workforce initiative where the opportunity is provided for the immediate integration of the new concepts and skills from initial training into the workplace. With secretariat and workplace support, Continuing Education may be undertaken by anyone whose work involves a structured direct support, therapeutic or assistance role where he or she has first completed Familiarisation and Initial Training. A downloadable staff manual provides the requirements and a menu of 9 short evidence-based educational 'modules'. These are exercises and quality activities using outcome concepts or data. Guides are available for some Modules.

Participants **select 1x 'advanced'\* or 3x 'standard'** modules (RPL considerations apply). Full-time staff have one year to complete the requirements, while 18 months or more is permitted for part timers. **Consumer workers can also undertake this program.** It is approximately 40-50 hrs (paid) work while at work with choices to suite your workplace.

Practical or short written assignments will be appraised externally for you to qualify as a 'registered user' of an outcomes approach which is a recognised, sector-wide certificate. Commences May 2008. Hard copy manuals require a small payment for production and postage.

## EXECUTIVE AND LEADERSHIP

### Mapping the Difference We Make: Delivering Outcomes through NGOs

An integrated weekend retreat-style program for CEOs, senior managers, quality managers, and Board Members will focus on workforce support, data quality, retrieval, interpretation and reporting and its use in quality improvement, service design or redesign. Commences mid 2008.

