



OUTCOMES

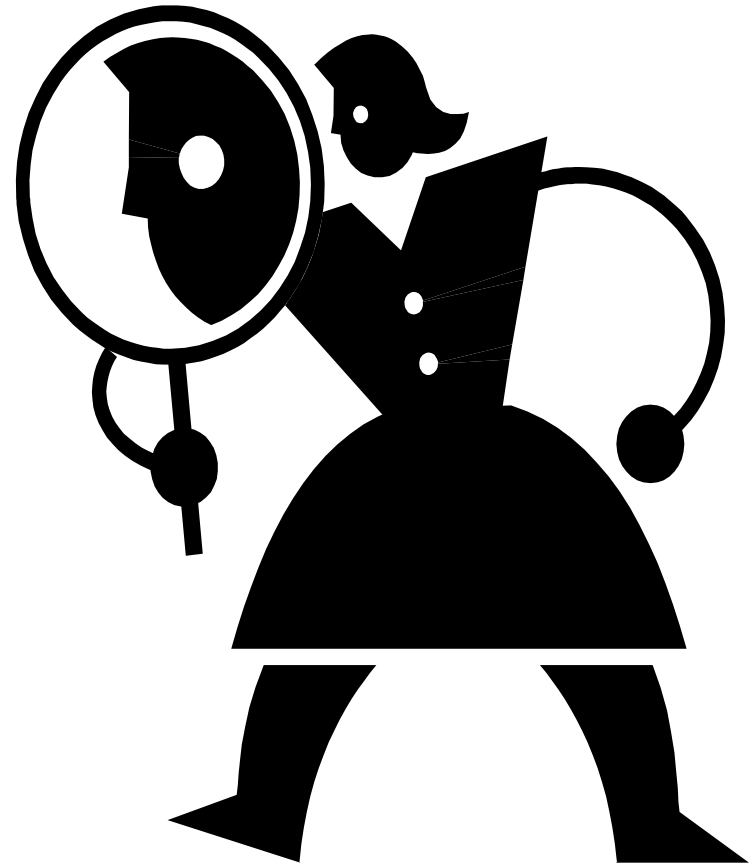
**“The journey thus far;
from anticipation to
frustration with random
exhilaration”**

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Services



- Pilot site for the implementation of outcomes
- Go live 10 March 2003
- Training, training, training

- Suspicious
- Fearful
- Sceptical
- “Big Brother”
- Funding cuts and lower staffing levels
- Time and motion study
- Punitive tool by management
- Little clinical significance





- Committed Advanced Level Trainers
- Zonal Outcomes Co-ordinator



- Training didn't answer all our questions
- How do we interpret the data?
- Dispelling the myths and fears





- Made use of the Zonal Outcomes Coordinator
- Encouraged access to Advanced Level Trainers
- Drafted summaries/explanations of the measures
- Introduced aids to visual learners
- Involved consumer representatives



With increased confidence in completing the measures staff began to ask:

“What do we do with this information now?”

and

“How do I incorporate this into my daily practice?”





- “This is supported by the HoNOS”
- Data interpretation
- Re-educating clinicians
- Developing summary templates
- Introducing the projector to reviews
- Modelling
- Medical Officers – still a problem



- Mental Health Inventory steering the treatment process
- Treatment Plan templates
 - Encouraging staff input
- Modelling
- Graphical representation



- Ongoing education (old and new staff)
- Compliance monitoring
- Introducing business processes
- Standardised reporting
- How do we get the medical officers on board?