Outcomes culture — evolution and revolution?

Paul Hanton, Mark Smith, Cara Thomas, Kelly Pope
Outcome definition exercise

One sentence or (short) paragraph

• What is an input?
• What is an output?
• What is an outcome?
“An outcome is a change to health, wellbeing and circumstances over time.” Te Pou 2012

NB: Change does not always mean improvement
Lady with the lamp... or the pie chart?
Lady with the lamp... or the pie chart?
Florence Nightingale — 1850s

(Hospital) “its proper function is to restore the sick to health as speedily as possible, the elements which really give information as to whether this is done or not, are those which show the proportion of sick restored to health, and the average time which has been required for this object.”

1820 - 1910

“The common sense notion that every hospital should follow every patient it treats, long enough to determine whether or not the treatment has been successful, and then to inquire 'if not, why not?' with a view of preventing similar failures in the future.”

1869 - 1940

EA, C., The Shoulder: Rupture of the Supraspinatus Tendon and Other Lesions In or About the Subacromial Bursa. 1934, Boston: Thomas Todd Co.
Charles Myers – 1915

Appointed to offer opinions on cases of shell shock and gather data for a policy to address the burgeoning issue of psychiatric battle.

“A pioneering but frustrating struggle to get psychological evidence and applied psychology accepted.”

1873 - 1946
NHS launch – healthcare ambitions 1948

“ILLNESS IS NEITHER AN INDULGENCE FOR WHICH PEOPLE HAVE TO PAY, NOR AN OFFENCE FOR WHICH THEY SHOULD BE PENALISED, BUT A MISFORTUNE, THE COST OF WHICH SHOULD BE SHARED BY THE COMMUNITY.”

ANEURIN BEVAN ‘FATHER’ OF THE BRITISH NHS

“No society can legitimately call itself civilised if a sick person is denied medical aid because of lack of means”

Aneurin Bevan

NHS PRODUCTION PROCESSES

- Inputs
  - Money
  - Staff
  - Land

- Processes
  - Attendances
  - Diagnostic tests
  - Waiting time

- Outputs
  - Finished consultant episodes

- Outcomes
  - Lives saved
  - Improvement in health-related quality of life
Era of the new psychopharmacology — 1950s - 1960s

- first generation of psychoactive medications
- account for effect on people
- research
- measurement
- evidence
- science.
Avedis Donabedian — 1960s

“Outcomes, by and large, remain the ultimate validation of the effectiveness and quality of medical care.”

Donabedian A. Evaluating the quality of medical care. Milbank Memorial Fund Quarterly 1966;44:166-206
“Patients have the right to expect that outcome will be measured post-treatment and at follow-up, and any necessary remedial treatments will be instituted.”

(1988)
Professor Gavin Andrews — 1980s -1990s

Australian Professor of Psychiatry — his work has been key to increasing appreciation of outcome measurements.
“As the regulator of health and social care, our role is to use our inspections and what people tell us, to identify what is working well and why, and what does not work. We want this to drive improvement, with providers learning from the services that we rate as good and outstanding.”
Professor John Wing — 1990s

Director of the MRC Social Psychiatry Unit at the Institute of Psychiatry, London, for 25 years.

Main developer of HoNOS, developed computer algorithms for outcomes, champion of assessment, diagnosis and treatment of categorised disorders.
Professor Tom Trauer — 1990s - 2000s

Leading researcher in psychiatric outcome measurement and advocate for mental health service development.

1944 - 2013
Bill Buckingham 1990s – current

- Trans-Tasman mental health reform advisor.
- National policy development.
- Eminent psychologist.
- KPIs and outcome measurement.
- Psychometrician.
Dr. Barry L. Duncan and Dr. Scott D. Miller
2000s

Developed client directed outcome informed therapy collaboratively.
And in New Zealand

• Professor Graham Mellsop
• Dr Janice Wilson
• Dr Daryle Deering
Timeline

1850s
Florence Nightingale

1910s – 1940s
Ernest Amory Codman

1910s – 1940s
Charles Myers

1960s – 1970s
Avedis Donabedian

1980s
Professor John Wing

1980s
Dr. Paul Lelliott

1980s
Professor Gavin Andrews

1960s – 1970s
Dr. Paul Ellwood Jnr

1990s
Professor Tom Trauer

1990s
Bill Buckingham

2000s
Doctor Scott Miller
And Doctor Barry Duncan
Are we nearly there yet?
Suite of proposed outcome measures/domains for New Zealand

- Clinical
- Addictions
- Māori
- Functioning
- Self-rated
Where is the outcomes culture now?
Distribution in general mental health problems for ADOM treatment start and end for matched pairs, January – December 2016

Index of severity for HoNOS at admission or review by team, October – December 2016

Index of Severity: sub-clinical = all items <2, mild = at least one item > 1 and all items <3, moderate = at least one item >=3, severe = at least 2 items >=3 using first 10 items. Source: Ministry of Health, PRIMHD extract, 6 April 2017.
Service improvement examples

Northland DHB and HoNOS
Paul Clements and Grenville Hendricks
Service improvement examples
Tāngata whai ora views on outcome measurement
Have you ever?
Have you ever?
Were you involved in conversations about HONOS or outcomes measures?
HoNOS ratings - Ray Rapata
HoNOS ratings - Ray Rapata
Outcomes culture? What outcomes culture?

Discuss in pairs:

• What are some of the barriers that currently prevent service users from being involved in the conversations services have about their outcomes information?
So we’ve completed your three monthly assessment. Things have definitely changed for you in some areas... Let’s not go into which areas though... or whether they have clinically improved or look to be getting worse. You also won’t need to worry about the patterns we’re noticing in your symptoms...
If you were using a mental health service

• What would be valuable to you in being involved in the outcomes rating process?
• What might you value in having access to your own outcomes data over time?
• Are there other ways that outcomes information might benefit you?
What measures do you use?

Exercise

• How do you use the information gleaned from them?
• Do you use outcome measures already?
• How do you share outcomes with service users?
• How are you going to use them in the future?
Outcomes revolution?
Future now, future soon, future beyond
...the outcomes universe beyond?
LEARN from the past
LIVE in the present
BELIEVE in the future