

ROUTINE OUTCOME MEASURES IN AN NGO ENVIRONMENT

...the good and the bad!

Part 2

Not everything that counts
can be counted and not
everything that can be
counted counts.

Albert Einstein

RECOVERY

Recovery is not “what we do”,
nor is it “how we do it”.

It is “why”

WHY?

Everything we do is based in the belief that all people have a right to a sense of self worth, and the potential to live a rich and fulfilling life that holds meaning and purpose.

FROM VISION TO PRACTICE

VISION

healthy lives shaping healthy communities

“WHY”
Values and Culture

STRATEGIC
PRIORITIES



	Subjective	Objective
Individual	<p>People (using and delivering services) This may be evidenced by people realising:</p> <ul style="list-style-type: none"> • hope • personal meaning • purpose • growth and development • satisfaction • their potential • a sense of personal identity • a sense of being valued 	<p>Organisational Effectiveness Effectiveness may be determined by:</p> <ul style="list-style-type: none"> • organisational structure • policies and procedures • sustainability • contractual obligations • growth and renewal • innovation and development • meeting goals/targets/objectives • defining excellence/demonstrating excellence
Social	<p>Service Delivery / Organisational Culture This may be shaped/influenced by:</p> <ul style="list-style-type: none"> • shared understandings and partnerships • mutual support, teamwork • peer support • change • evidence-based best practice • the use of initiative but common measures • respect, transparency, sharing • new possibilities and potentials • pride, achievement, vision 	<p>Community Successful outcomes may be evidenced by:</p> <ul style="list-style-type: none"> • people in employment • improved community mental health • dialogue/sharing/listening • participation and contribution • collaboration and partnership • innovation driven by community priorities • continued institutionalisation/reform of mental health services • a greater proportion of the total mental health “spend” will be received by the NGO sector.

SUPPORTING A POSITIVE DIFFERENCE
IN PEOPLE’S LIVES

OUTPUTS AND OUTCOMES

quantity

quality

effort

HOW MUCH DID WE DO?

- Number of people seen
- Number of people “not seen”
- Contract volume (hours) achieved
- \$ expenditure

HOW WELL DID WE DO IT?

- % people who exit
- % per type of contact
- Qualifications of staff
- % staff turnover / absenteeism

effect

IS ANYONE BETTER OFF?

- Number of support hours provided
- Number of people supported in employment
- Number of people placed in employment
- Budget met

IS ANYONE BETTER OFF?

- % people in employment
- WHOQoL / LSP 16 score change
- Narrative feedback
- Staff training / ESF
- “Best Places To Work” survey

MH-SMART

(Mental Health Standard Measures of Assessment and Recovery)

Five Domains For Measurement

1. Clinical
2. Functional *Life Skills Profile (LSP 16)*
3. Alcohol and Drugs
4. Maori
5. Self Rated *WHOQoL*



Programme for the Integration of Mental Health Data