

CRITICAL SUCCESS FACTORS: NGO OUTCOMES IMPLEMENTATION

[This page complements the presentation on the day of the Outcomes Forum.](#)

It is a simple 10 step critical success factor approach to implementing outcomes measurement into services. Based evidentially on the MH-SMART approach to DHBs in New Zealand and AMHOCN (Australian Mental Health Outcomes & Classification Network) approach to working with public mental health services in Australia, it tries to keep the processes of implementation straight forward and achievable.

The critical success factors are:

1. Create a change management approach and get buy-in from the staff
2. Identify early adopters and champions
3. Build outcomes into long term strategy
4. Explicitly connect collecting outcomes to the primary purpose of the service user outcomes through connecting outcomes to goal setting and personal planning
5. Identify a project group to oversee outcomes development
6. Identify the domains and indicators you want to collect outcomes on as a service and seek to identify which valid/reliable outcomes tool addresses them
7. Identify training needs and training model
8. Identification of a collection/information system
9. Identification of a reporting process for individual and aggregated reports
10. Identification of a review process for outcomes implementation