



Te Pou

o Te Whakaaro Nui

NGOs & Outcome Readiness

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Te Pou

Overview of presentation

- ❖ Introduction/Background
- ❖ Introducing the 10 step critical success factor approach
- ❖ Where to from here?

Introductions/barriers

- ❖ Creating an outcomes focused mental health community
- ❖ Learning from past experiences
- ❖ MH-SMART programme

Create a change management approach & Staff Buy-in

- ❖ Discussions
- ❖ General information
- ❖ Reading material
- ❖ Vision (MH-SMART strategy & AMHOCN strategy)

Identify early Adopters/Champions

- ❖ Key personnel
- ❖ Understand local conditions
- ❖ Persuasion (MH-SMART strategy & AMHOCN strategy)

Build Outcomes into Long term strategy

- ❖ Differentiate between tactics and strategy
- ❖ Ensure funding documents reflect long term commitment to outcomes
- ❖ (MH-SMART strategy)

Connecting outcomes to personal planning

- ❖ Primary purpose of outcomes collection
- ❖ Clinical and service documentation
- ❖ Explicit connection with personal planning and goal setting (MH-SMART strategy)

Identify a project group

- ❖ Leadership
- ❖ Steerage of the project
- ❖ Ensure sufficient expertise on the group (clinical, outcomes, information collection, IT)
- ❖ (MH-SMART strategy)

Identify domains and indicators

- ❖ Identification of the domains and indicators which the NGO/Service wants to assess
- ❖ Identification of match with existing valid/reliable outcome tools
- ❖ (MH-SMART strategy)

Identify training needs/training model

- ❖ Centralised train the trainers (MH-SMART)
- ❖ Regional training
- ❖ Localised training
- ❖ Online training (Te Pou & AMHOCN)

Collection/information systems

- ❖ Information systems in place (National Mental Health Information Strategy 2005)
- ❖ Understanding of the information systems (National Mental Health Implementation plan 2006)

Reporting process

- ❖ Identification of reporting process phases (collection, analysing, disseminating, training)
- ❖ Utility of information (National Mental Health Information Strategy 2005, Te Pou Information Strategy 2008)

Review Process

- ❖ Importance of review for outcomes implementation (Te Pou website, AMHOCN, NHS outcomes report 2008)

Parting thoughts

- ❖ “Those who do not learn from the past are condemned to repeat it”