

# Outcomes Focus Community Living Services

'There are More Questions than Answers'

Benchmarking and Service Improvement



# Innovation in action...

“Sometimes you just have to create what you want to be part of ”

Gerri Weitzman



# Community Living Services...

- CLS services started in 2004 – an innovation by CMDHB
- 6 NGO's partnered with locality based clinical services
- Four unique features of service
  - Low case loads
  - Use of Flexi-fund
  - Building community capacity / community development
  - Personalised support and recovery planning

# A United Nations approach...

“We are , of course a Nation of differences,  
those differences are the source of our  
strength” J Carter.



# A United Nations approach...

- Separate locations, languages
- National and civic pride
- A competitive environment i.e. guarding our own resources
- Doing a good job in our own Countries
- We all have common issues and are largely doing the same things
- Understood the need to:
  - Think Globally and Act Locally, rather than
  - Think Locally and Act Locally

# The things that brought us together ...

- A challenge by the DHB to use information in a way that led to Global improvements to service delivery and outcomes
- Alignment to a common Vision: wanting to improve CLS services
- Agreement to working together to make a difference
- A willingness to talk and learn from each other
- The trick was how to open up a new kind of dialogue – to use and share information in a way that was consistent with achieving our Vision

**...keep us together.**

**An outcomes focus...**

***Focusing on Outcomes***

Allowed the development of a vehicle which  
enabled us to work towards the Vision

**The CLS Benchmarking Forum**

# The CLS Benchmarking forum key elements...

- Vision / leadership: Sue Hallwright
- Formal structure: TOR developed / Frank Tracey chair
- Senior Leadership and 'Buy In': NGO CEOs, Senior Managers, Funder and Planner support, Mental Health Development Team
- Coordination / Communication / Linking Systems: Ross Phillips
- Use of Information expertise, system and content knowledge: Phillipa Gaines / Will Haworth

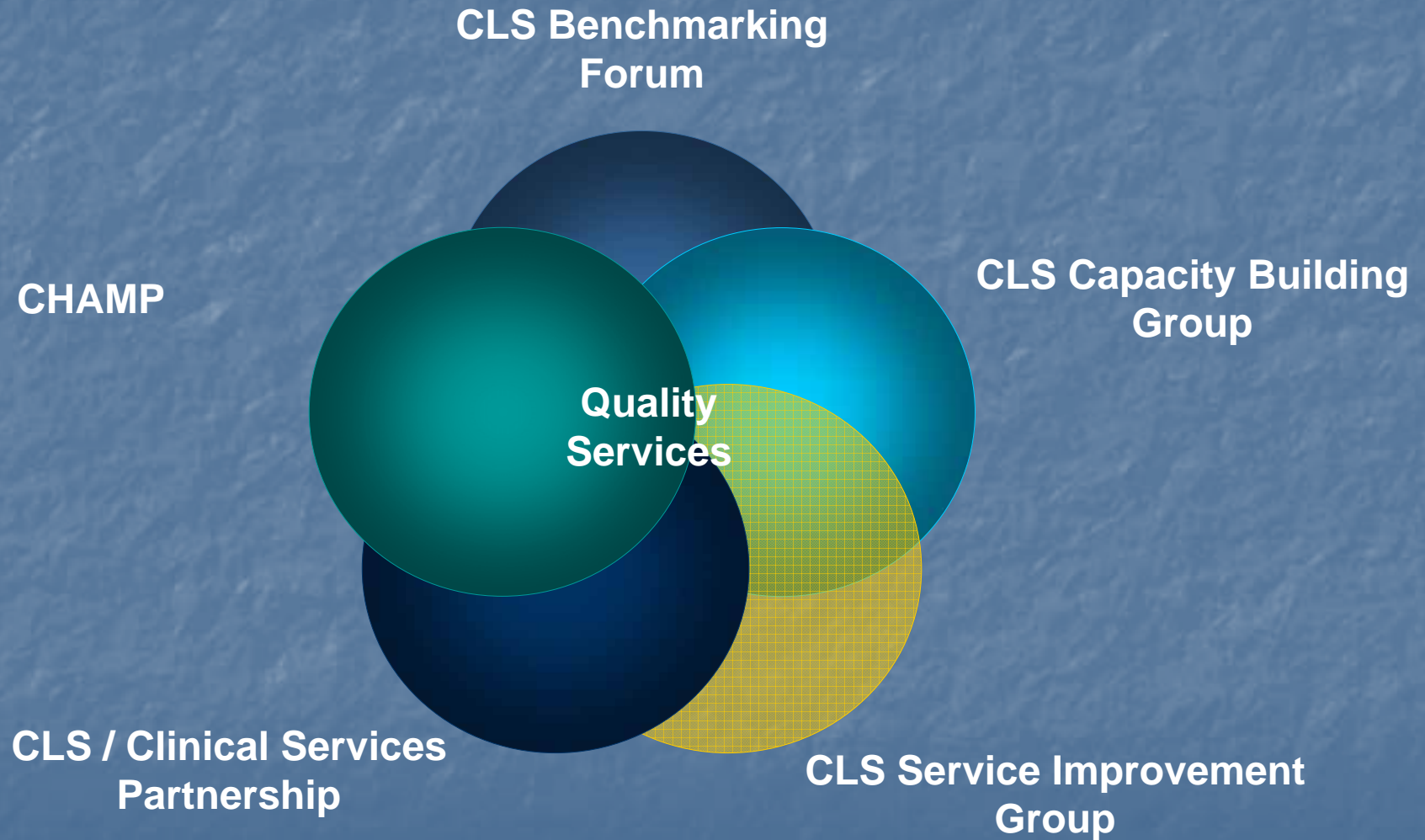
# Key System elements driving progress...

- Funding and planning supporting use of information as a means of service improvement
- “Before you get your questions answered you have to get them asked” B Farr
- The ability for the people using information to question what (it means), why (we are looking at it) and how (it has been created)
- Agreement on domains for reporting – inclusion or rejection and the ability to influence

# Key System elements driving progress...

- "Information is a source of learning but unless it is organized, processed and available to the right people in a format for decision making, it is a burden not a benefit." William Pollard
- Development of understanding of the reporting language / expectations - data dictionary
- Getting reports back changed peoples level of interest (from CEO's to CLS workers capturing and using the data)
- Other local initiatives influencing CLS that contribute to trust and collaboration

# A Systems Perspective...



# What is collected

- At registration
  - Referral data
  - Housing, Location, Employment, Support information
- Monthly
  - Service delivery data (contacts, time, flexi-fund spend)
  - Housing, Location, Employment, Support information
  - Service summary information (FTE, community development, travel)

# How

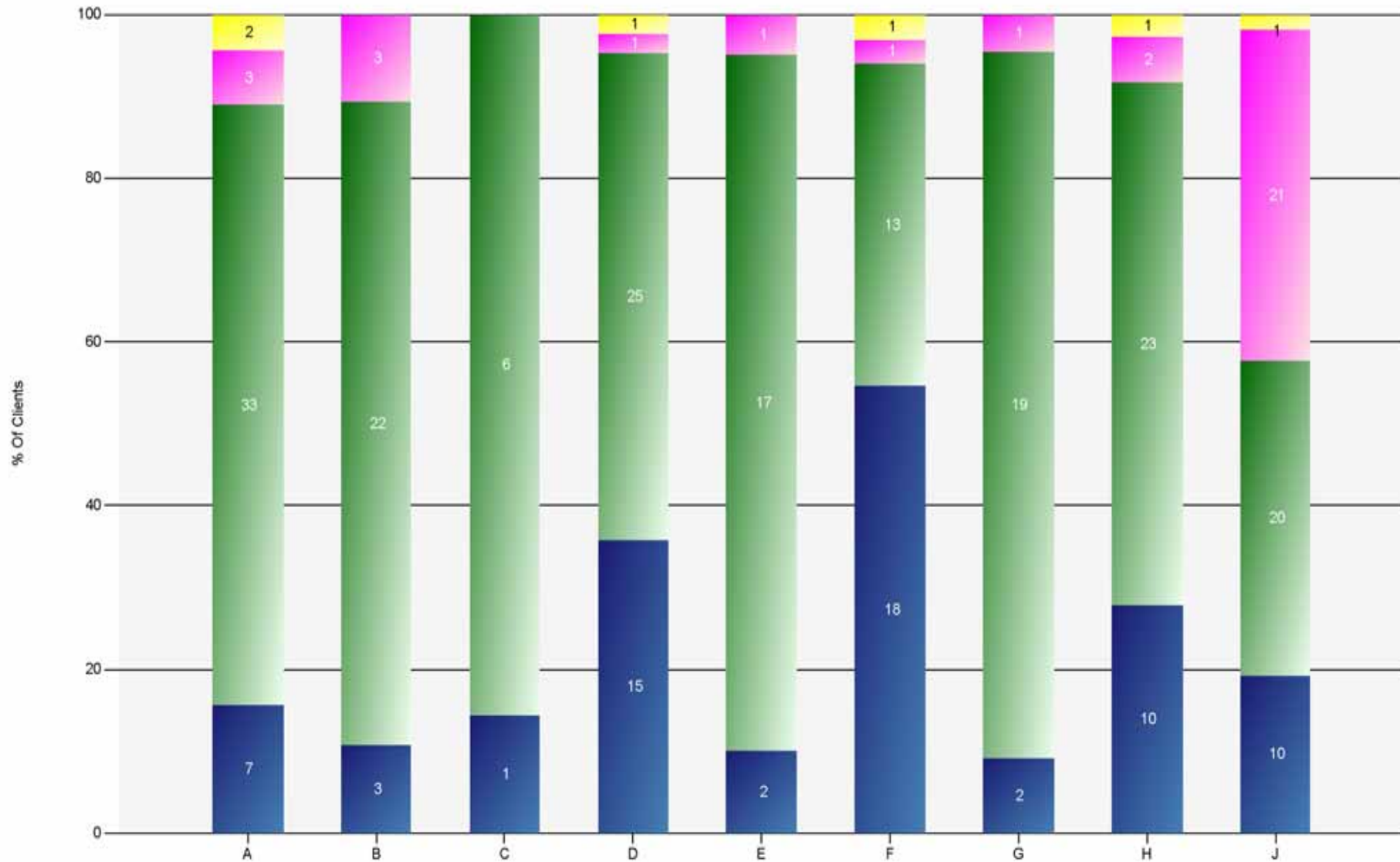
- NGO's use an Excel spreadsheet
  - Picklist options
  - NHI validations
  - XML submission file (Healthlink)
- Validation rules prevent submission of 'dirty data' – error messages automatically returned to NGO for correction prior to acceptance of report
- Stored in data warehouse at CMDHB – NHI specific information gives 'whole picture' of care between clinical and NGO service

# What is reported back?

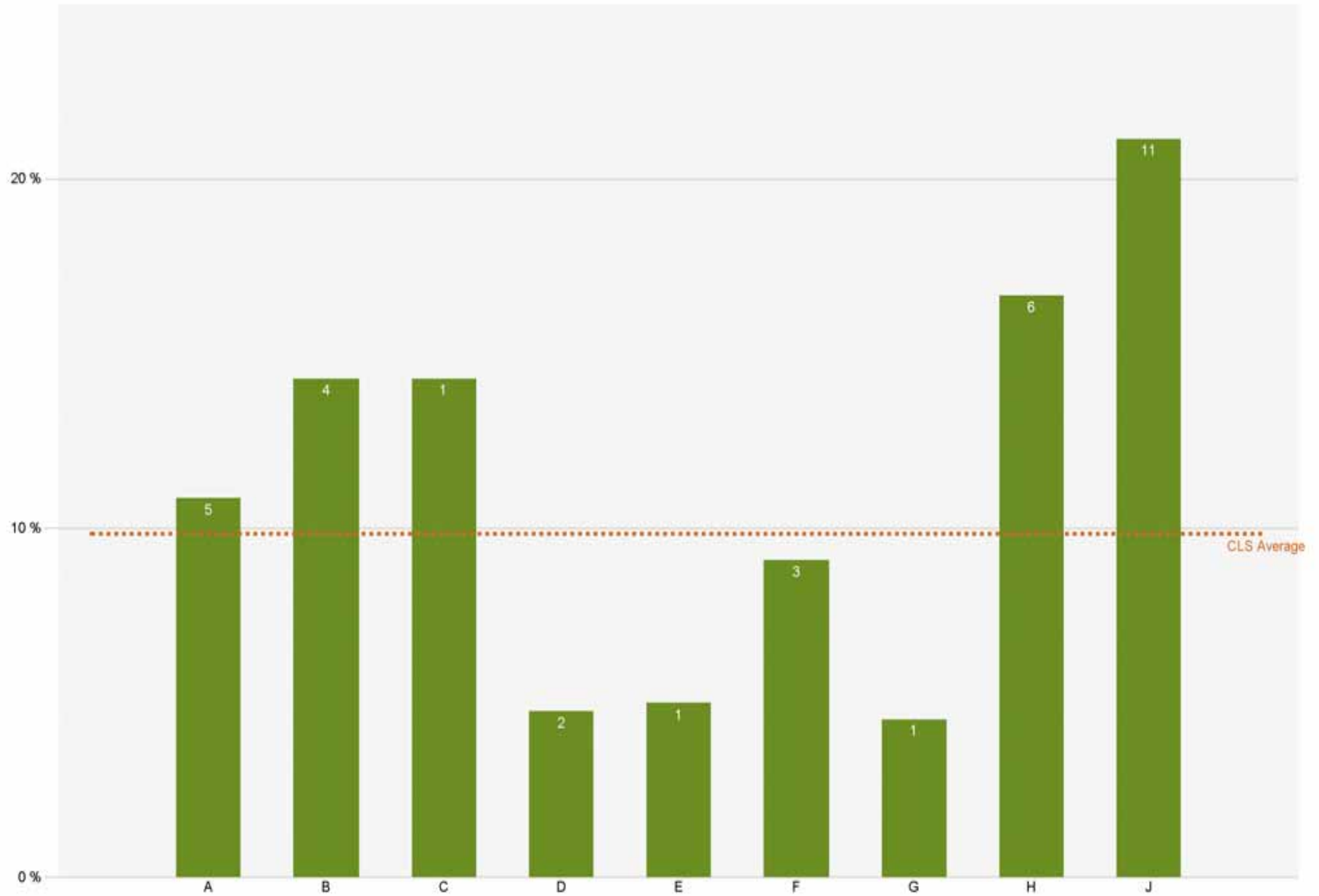
- Three domains. A number of outcomes within each domain
  - Consumer Domain (demographics, access etc)
  - Outcomes and Services (housing, employment, cost of service etc)
  - Quality (acute service utilisation, direct contact time, LOS etc)
- Benchmarked Dashboard with all provider data and averages
- Individualised data for each provider indicating trends over time

Housing Status Since Registration – All Current Clients  
- December 2008

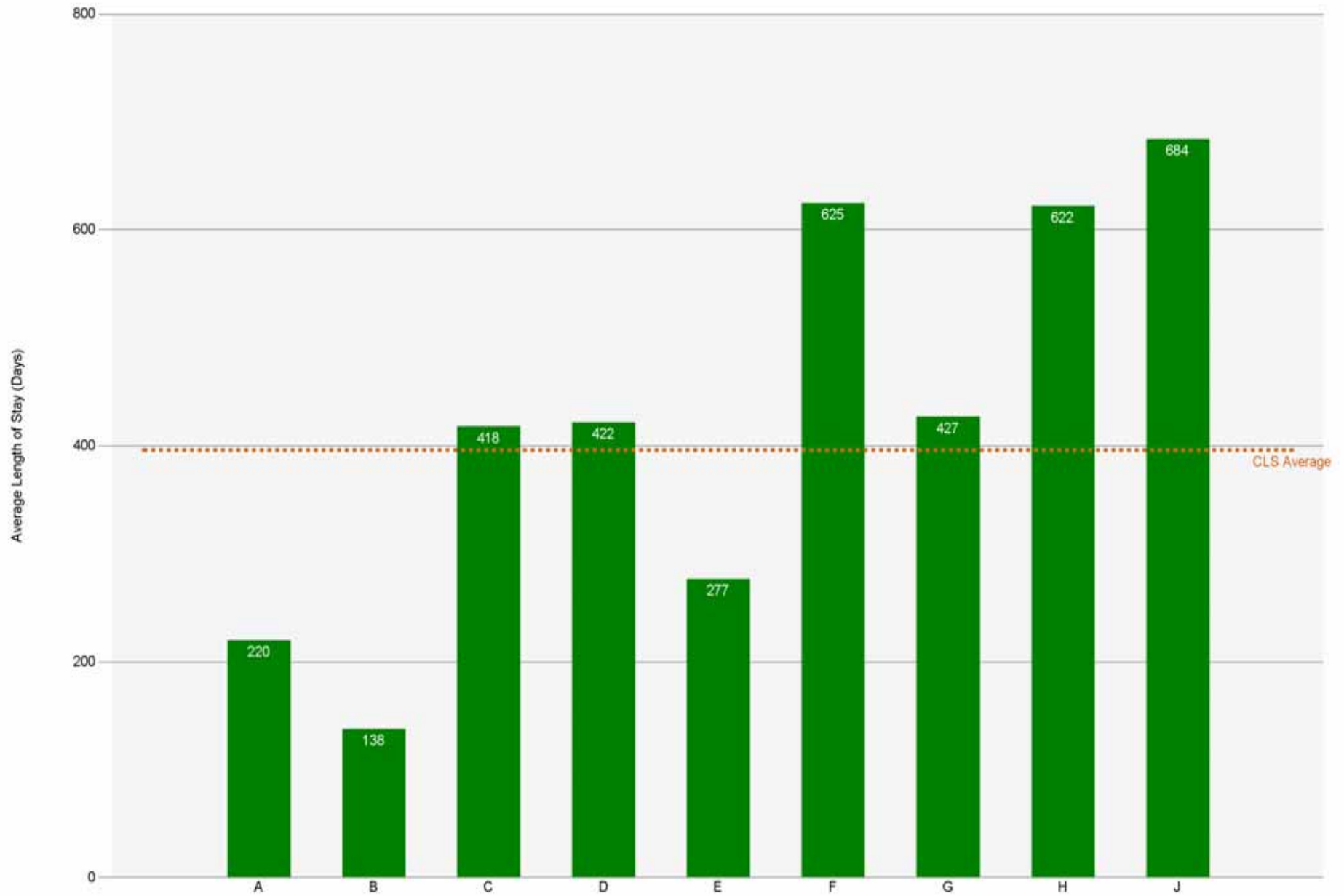
■ Good To Bad    ■ Good To Good  
■ Bad To Bad    ■ Bad To Good



**% of Current Clients who have used Respite or Inpatient Services in the last 3 months - December 2008**

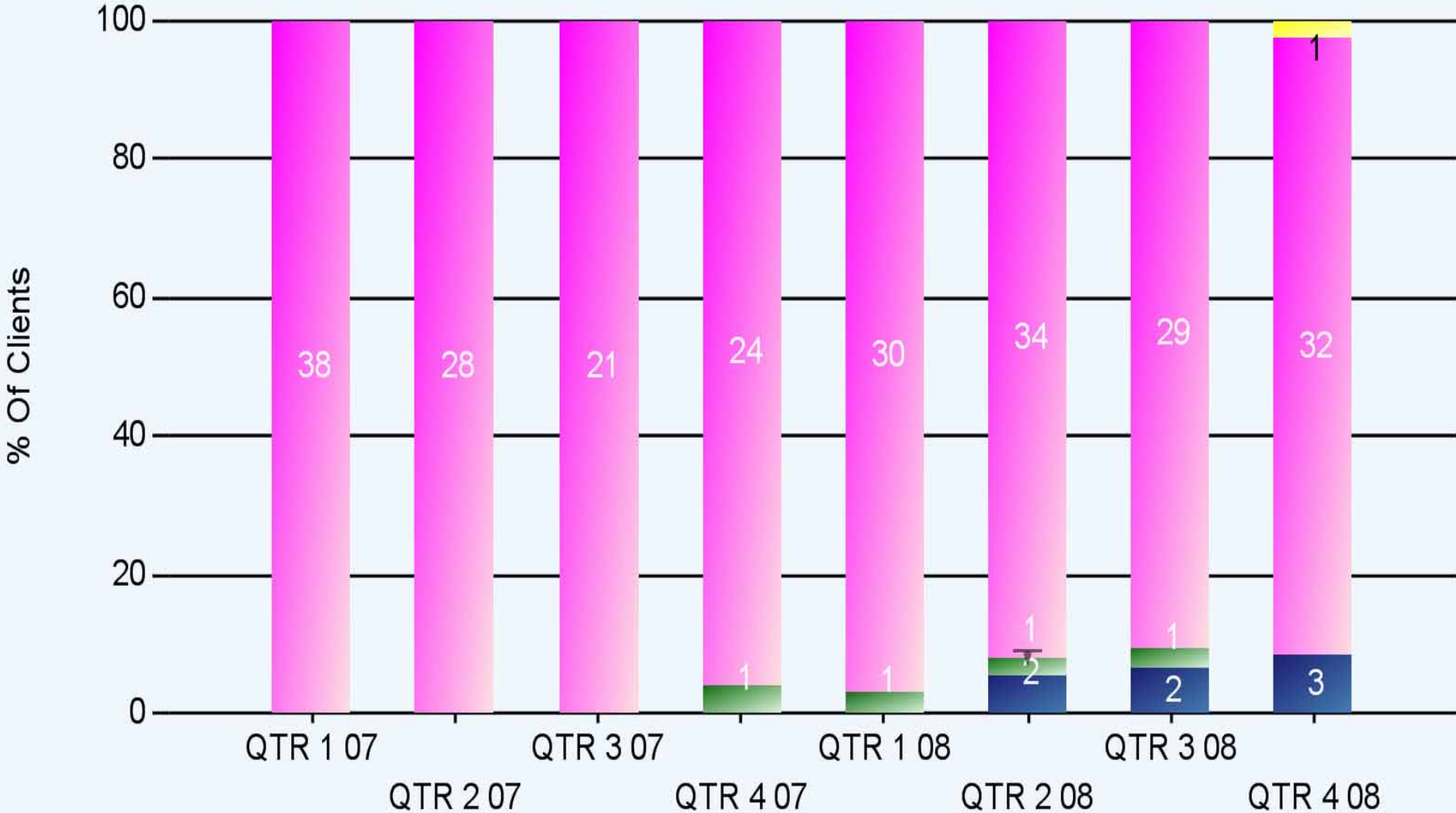


Average Length of Stay in CLS Services (Current Clients)  
December 2008



# Employment Status Since Registration – All Current Clients

- Good To Bad
- Good To Good
- Bad To Bad
- Bad To Good



Innovation comes only from readily  
and seamlessly sharing  
information rather than hoarding  
it” T. Peters



## So again the keys to success...

- Leadership
- Trust
- Genuine collaboration and commitment
- Common purpose and goal
- Creating a safe learning environment – FOR EVERYONE

# Questions Please?



MAHITAHĪ TRUST

