

Creating Readiness for Change

An NGO's approach to
implementing outcome
measures



Connect

- Providing Mental Health Services since 1993
- Large NGO (80 staff; 400 clients)
- Residential Rehab; Community Support; Packages of Care; Dual Diagnosis Program; Employment Support; and Peer Support.

Outcome Measurement - Stakeholder Views

- Ministry
 - NGO Sector
 - Service users
 - Connect staff
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Readiness Assessment

From Psychiatric Rehabilitation
Measures readiness for change
across 5 areas:

- Need for Change
- Commitment to Change
- Environmental Awareness
- Self Awareness
- Personal Closeness

Connect - Readiness Assessment Jan 2007


- Need for Change: 3
- Commitment to Change: 1-2
- Environmental Awareness: 1-2
- Self Awareness: 3
- Personal Closeness: 3

Assessment: Develop Readiness

Developing Readiness

- Need for Change
 - Commitment to Change
 - Environmental Awareness
 - Self Awareness
 - Personal Closeness
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Connect: Criteria for choosing tools

- 1. Inclusive Language**
 - 2. Easily Communicated**
 - 3. Easily Collected**
 - 4. Inclusive Process**
 - 5. Improve practice**
 - 6. Diverse Range**
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Connect - Readiness Assessment Nov 2008

- Need for Change: 4
- Commitment to Change: 3-4
- Environmental Awareness: 3
- Self Awareness: 4
- Personal Closeness: 4

Assessment: Ready

Current Outcome Measures

- Client & Family surveys
- Readiness Assessment
- HoNOS
- Severity of Dependence Scale (SDS)