



# Equip Background

- Established in 1990
- Contracted to WDHB and ADHB
- Current contracts include CSW, POC, Res Rehab, OA CSW and Caring for the Caregivers groups.
- Equip service users have access to a dietician, CBT therapists, Chaplin, housing specialist and career planner within Equip.
- Measuring outcomes since 2003, database developed to support this.



# Assessments used by Equip

- Internal service user assessment data.
- Service user satisfaction surveys.
- Service user family satisfaction surveys.
- Employee satisfaction surveys.
- Employee stress surveys.
- Timesheets for support staff.



# The Community Health Record

- The Community Health Record (CHR) (Falloon and Associates, 2000) is a standardised psycho-social tool that measures outcomes across a number of domains, these include;
  - Accommodation (including hospital and respite use).
  - Relationships/friendships.
  - Occupation (type and amount).
  - Education.
  - Leisure activities.
- The CHR is completed each 6 months with every service user and is entered into the Equip database.
- In 2008 Equip revised the CHR to measure service user goal achievement. Data from this will become available later in 2009.
- The Equip database allows this data to be examined by the Equip service, locality, gender, ethnicity, support worker (or any combination of these).



# CHR sample questions

**Household** in past 6 months (26 weeks total)  
— number of weeks in each setting

<input type="text"/>	<input type="text"/>	living alone
<input type="text"/>	<input type="text"/>	living with parents/family of origin
<input type="text"/>	<input type="text"/>	living with partner/acquired family
<input type="text"/>	<input type="text"/>	living with friends or other people

Long Term Goal (✓ the applicable box)

	N/A	Maintain	More
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Friendships**

0 = no social contacts throughout past 6 months

1 = occasional superficial social contacts

2 = some superficial social contacts

3 = some close friends

4 = many friends

Long Term Goal  
(✓ box if applicable)  
N/A Maintain

<input type="text"/>	<input type="text"/>
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Friendships goal  
Working towards  
(number of desired goal)

**Constructive Work/Educational Activity in Past 6 Months**

(consider all housework, childcare, specific hobbies e.g. sports, gardening, cooking, travel, arts & crafts, especially in retired or disabled, sheltered/volunteer work, educational activity)

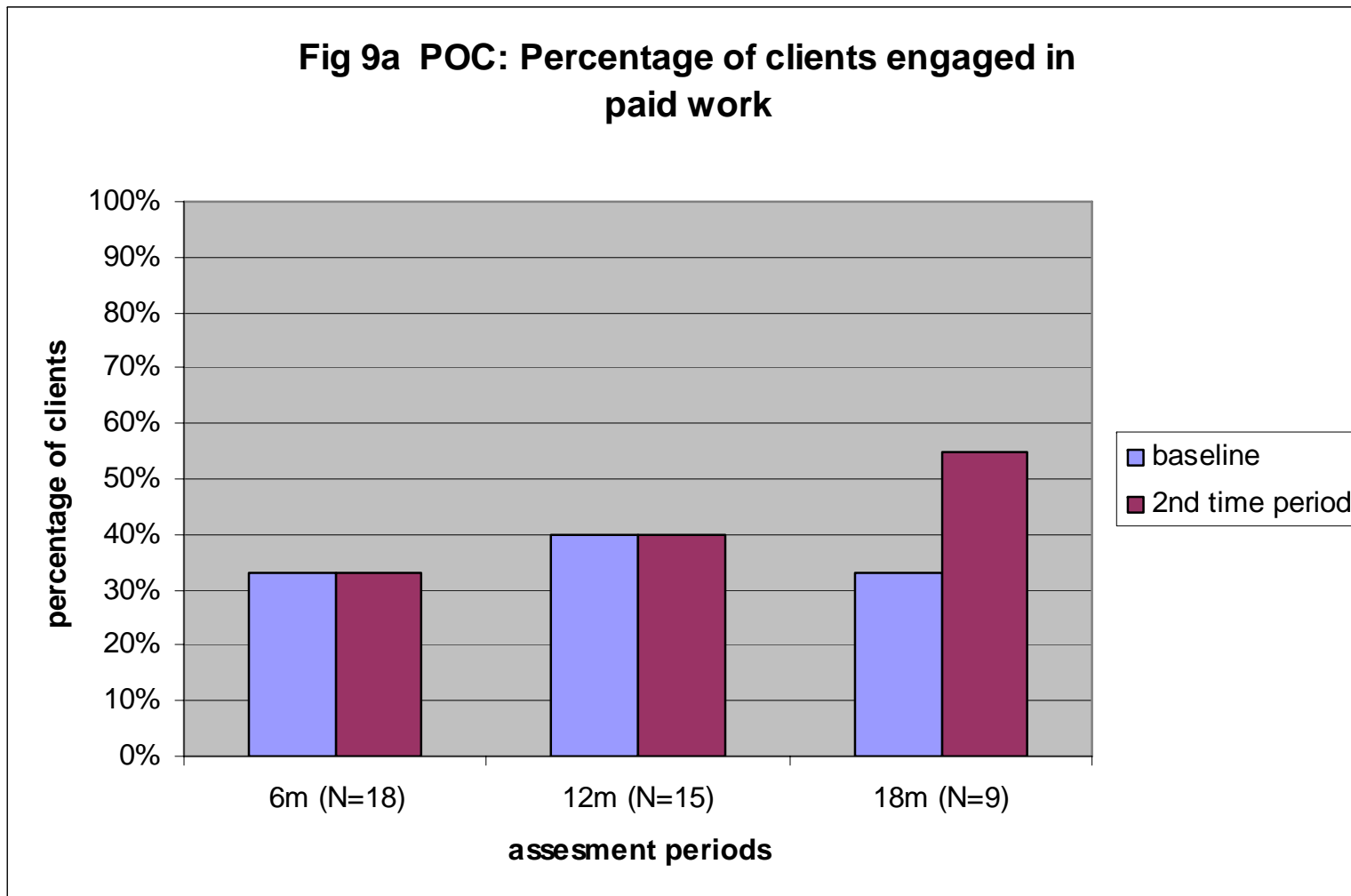
**Average hours spent in each activity per week**

Paid work	<input type="text"/>	<input type="text"/>
Education/studying (include home study)	<input type="text"/>	<input type="text"/>
Hobbies and sports etc*	<input type="text"/>	<input type="text"/>

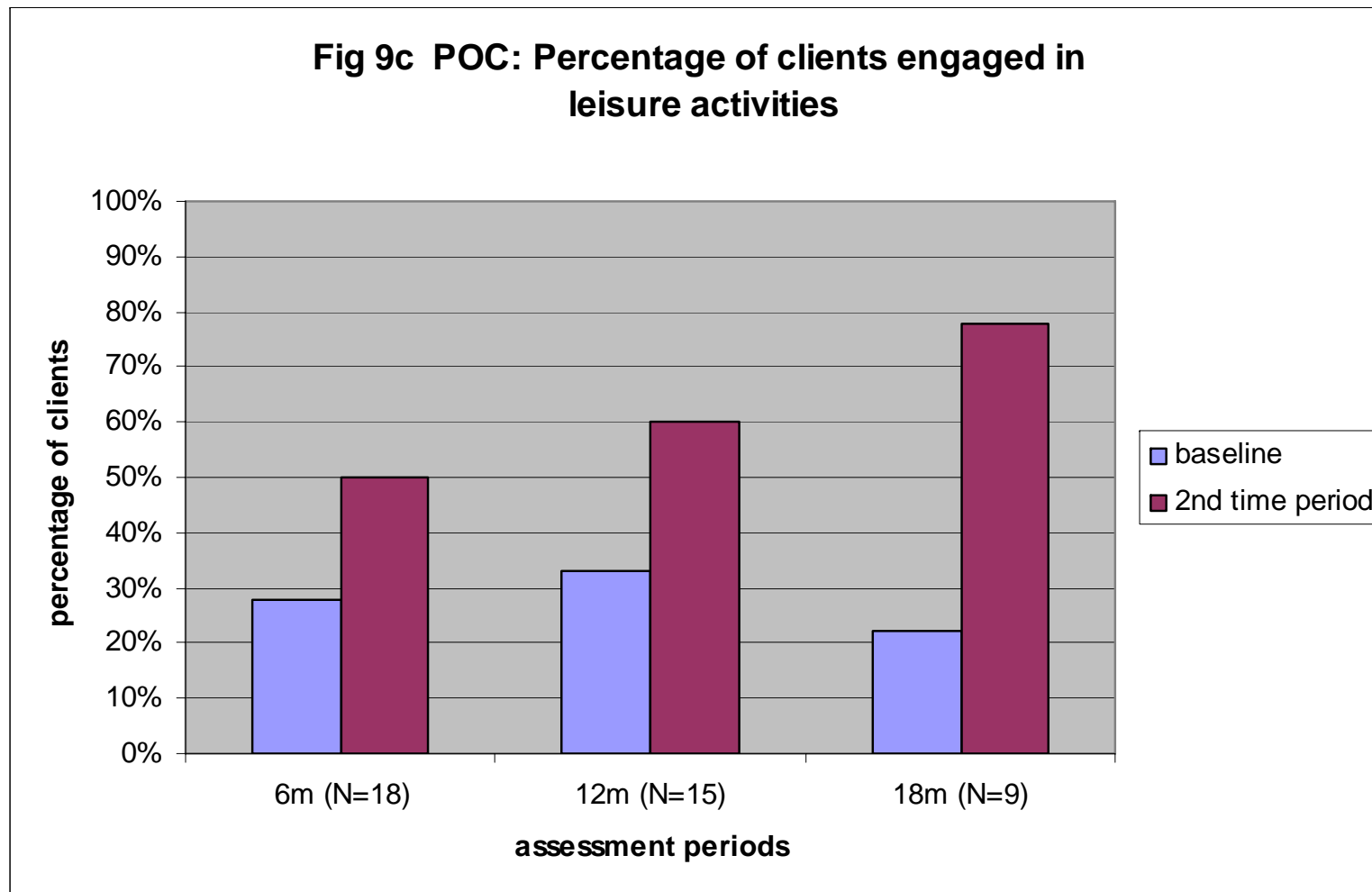
Long Term Goal (✓ the applicable box)

	N/A	Maintain	More
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# CHR sample report (1)



# CHR sample report (2)





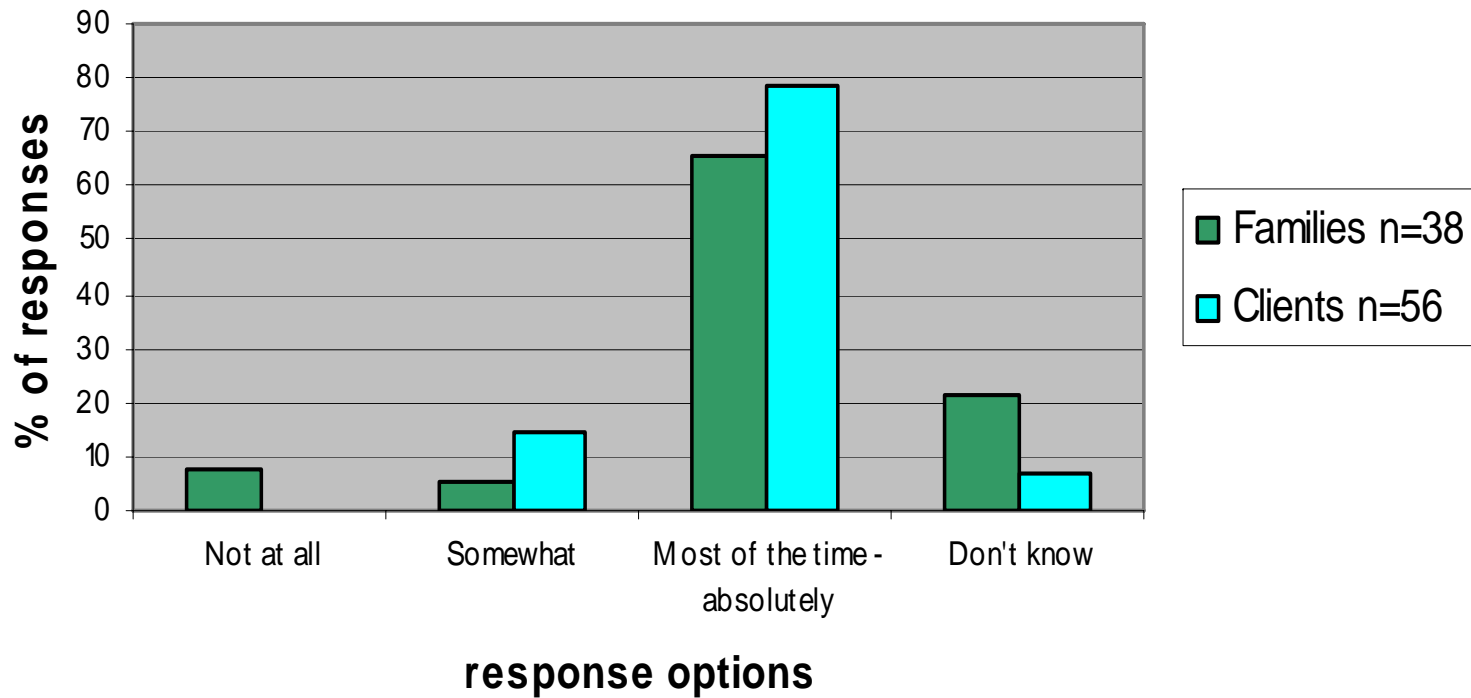
# Service user and family satisfaction surveys

## Postal surveys

- Service user satisfaction surveys are mailed out every 6 months to all service users.
- Service user family/whanau satisfaction surveys are mailed out every 6 months to all service user families.
- Surveys are anonymous and are not linked to service teams.
- Response rate varies between 25% to 42% approximately.
- Ongoing challenge to increase the survey response rates. Highest response rate was achieved when follow up phone calls were utilised.
- Surveys kept short (10 to 12 questions with section for comments) and prizes are used to 'entice' a greater response.

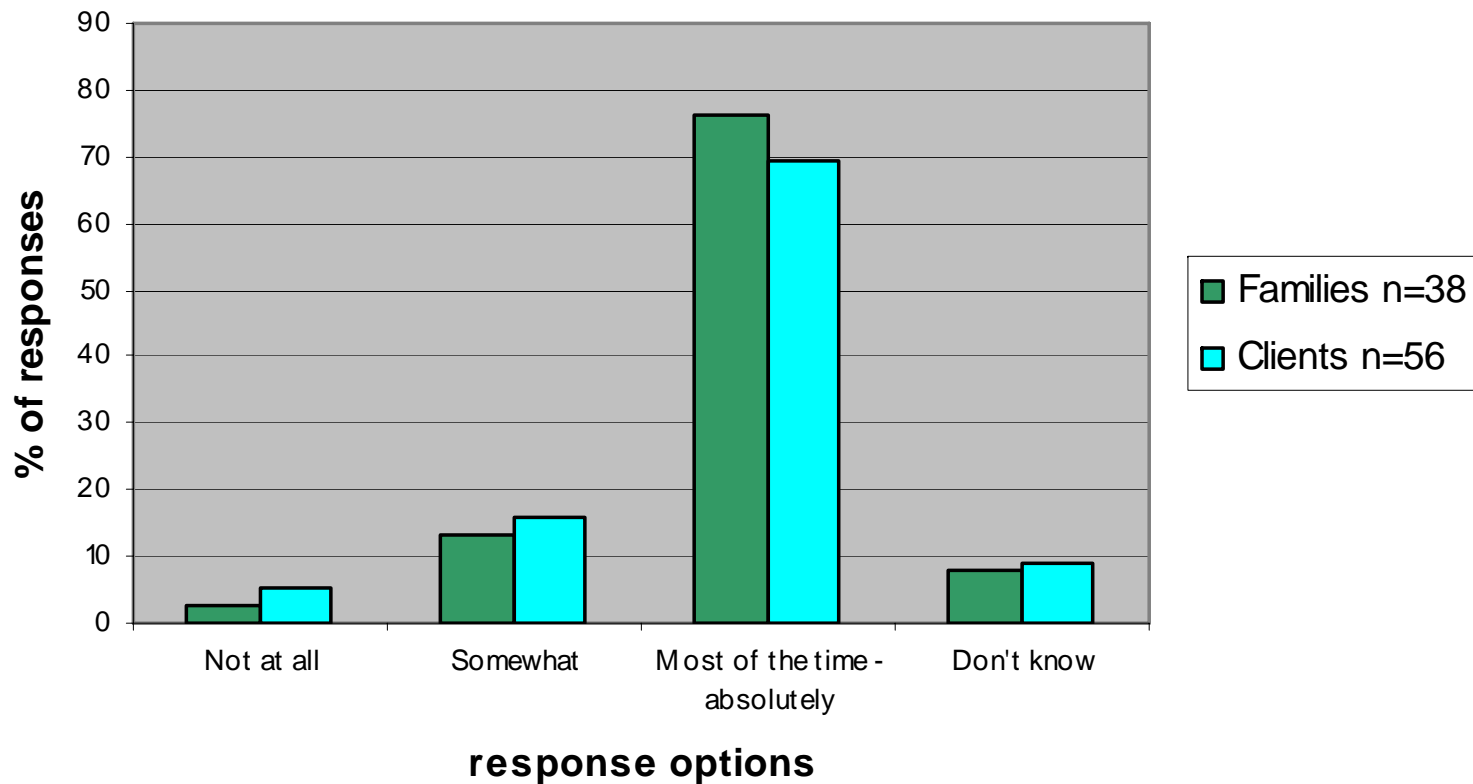
# Satisfaction surveys sample report (1)

**Fig 16: Client and family satisfaction: assistance in maintaining accommodation**



# Satisfaction surveys sample report (2)

**Fig 15: Client and family satisfaction: client relationships with family members and others**





# Staff timesheet data

- Staff enter timesheet data directly into the database.
- Timesheets track meetings, purpose of meetings, the Equip service, staff travel distance/time, administration, study and leave.
- The Equip database allows this data to be examined by Equip service, locality, support worker (or any combination of these).



# Sample staff timesheet

TRAINING COPY of DB | Equip Tools: megb on WS041: build 1.1.5.861. (C)2004-2009 by Equip and Belding Computing Devices Ltd - [Staff Timesheets]

File Service users Service user Ngtes Families Maintenance Reports Research Staff Timesheets Windows Help Exit

Timesheet for Support Worker: **Bibfnrb, Gkthyak**  Check  Show codes

Dates: From: 6-01-2009 To: 16-02-2009  All dates  Active staff only  Active Service Users only

Record timesheet | Report on timesheets

Date	Start time	End time	Client	Km start	Km end	Loc	Oper...	Cl Act	Fam Act	Spclst	Other	Group Mtg	Training
6-01-2009	8:30 a.m.	9:15 a.m.		0	0		POC				SU		
6-01-2009	9:15 a.m.	10:30 a.m.	Ttirtpsv, Sidz	0	0		POC				AD		
6-01-2009	10:30 a.m.	11:30 a.m.		0	0		POC				SU		
6-01-2009	11:30 a.m.	11:45 a.m.	Ttirtpsv, Sidz	0	0		POC				CP		
6-01-2009	12:15 p.m.	2:15 p.m.	Dfaqnd, Rhyfqo	14338	14357	CL	POC	PRSV					
6-01-2009	2:15 p.m.	3:45 p.m.	Hmgpunmo, Troc	14357	14382	DL	POC	LVST					
6-01-2009	3:45 p.m.	4:00 p.m.	Izckvjs, Ivposoh	0	0		POC				CP		
6-01-2009	4:00 p.m.	5:00 p.m.		0	0		POC				AD		
7-01-2009	8:30 a.m.	9:00 a.m.		0	0		POC				AD		
7-01-2009	9:00 a.m.	11:00 a.m.	Dwfdqk, Yfpw	14382	14443	CL	POC	PRSV					
7-01-2009	11:00 a.m.	12:15 p.m.		0	0		POC				AD		
7-01-2009	12:45 p.m.	2:15 p.m.	Gkanni, Azgu	14443	14460	CL	POC	LVST					
7-01-2009	2:15 p.m.	4:30 p.m.	Tbkgwij, Mjws	14460	14502	DL	POC	LVST					
7-01-2009	4:30 p.m.	5:00 p.m.		0	0		POC				AD		
8-01-2009	8:30 a.m.	9:00 a.m.	Hmgpunmo, Troc	0	0		POC				SU		
8-01-2009	9:00 a.m.	10:15 a.m.		0	0		POC				SM		
8-01-2009	10:15 a.m.	11:15 a.m.	Qqskgwp, Wrm	0	0		POC				DN		
8-01-2009	11:15 a.m.	11:45 a.m.		0	0		POC				AD		
8-01-2009	11:45 a.m.	12:00 p.m.	Ttirtpsv, Sidz	0	0		POC				CP		
8-01-2009	12:30 p.m.	2:30 p.m.	Izckvjs, Ivposoh	14545	14630	CL	POC	PRSV					
8-01-2009	2:30 p.m.	4:00 p.m.	Hmgpunmo, Troc	14630	14648	CL	POC	LVST					
8-01-2009	4:00 p.m.	5:00 p.m.		0	0		POC				AD		
9-01-2009	8:30 a.m.	9:00 a.m.	Dwfdqk, Yfpw	0	0		POC				CP		
9-01-2009	9:00 a.m.	9:15 a.m.	Lzwlp, Xojs	0	0		CSW				CP		
9-01-2009	9:15 a.m.	10:40 a.m.	Izckvjs, Ivposoh	0	0		POC				AD		
9-01-2009	10:40 a.m.	11:00 a.m.	Izckvjs, Ivposoh	0	0		POC				EW		
9-01-2009	12:30 p.m.	1:00 p.m.		0	0		POC				AD		
9-01-2009	1:00 p.m.	2:00 p.m.		0	0		POC				SU		
9-01-2009	2:00 p.m.	2:15 p.m.	Izckvjs, Ivposoh	0	0		POC				AD		

Duration: 45 min; Kms: 0

The database being used is Equip's Training database

Start | EquipTools | EN | 4:00 p.m. Monday



# Timesheet outcomes sample report

	<b>CSW-WDHB (n=84)</b>
<b>Total hours 100%)</b>	6002
<b>Mean hrs per client per week</b>	1.4

	<b>CSW-WDHB (n=84)</b>	
<b>Total hours</b>	6002	(100%)
<b>F/F</b>	3532	(59%)
<b>Family Meeting</b>	417	(7%)
<b>P2P</b>	485	(8%)
<b>Admin</b>	1524	(25%)



# The Equip database

- Flexible service user and staff management system incorporating
- MOH and DHB reporting requirements (for example PRIHMD)
- Incident/complaint reporting
- Timesheet reporting
- Assessment reporting
- Note taking



# The Equip database cont...

- Developed by the Equip database team.
- Database engine is open source software.
- A modular system that allows new components to be installed and updated quickly.
- New components are quickly linked into existing components.
- Ad-hoc demands can be quickly met.
- Support from Massey University Department of statistics in developing advanced statistical analysis techniques.



# Current developments

- Staff management system that can track staff caseloads over multiple Equip service units.
- Reporting service user goal achievement at an organizational level.