

# The outcomes training model and guide



# The outcomes training model and guide

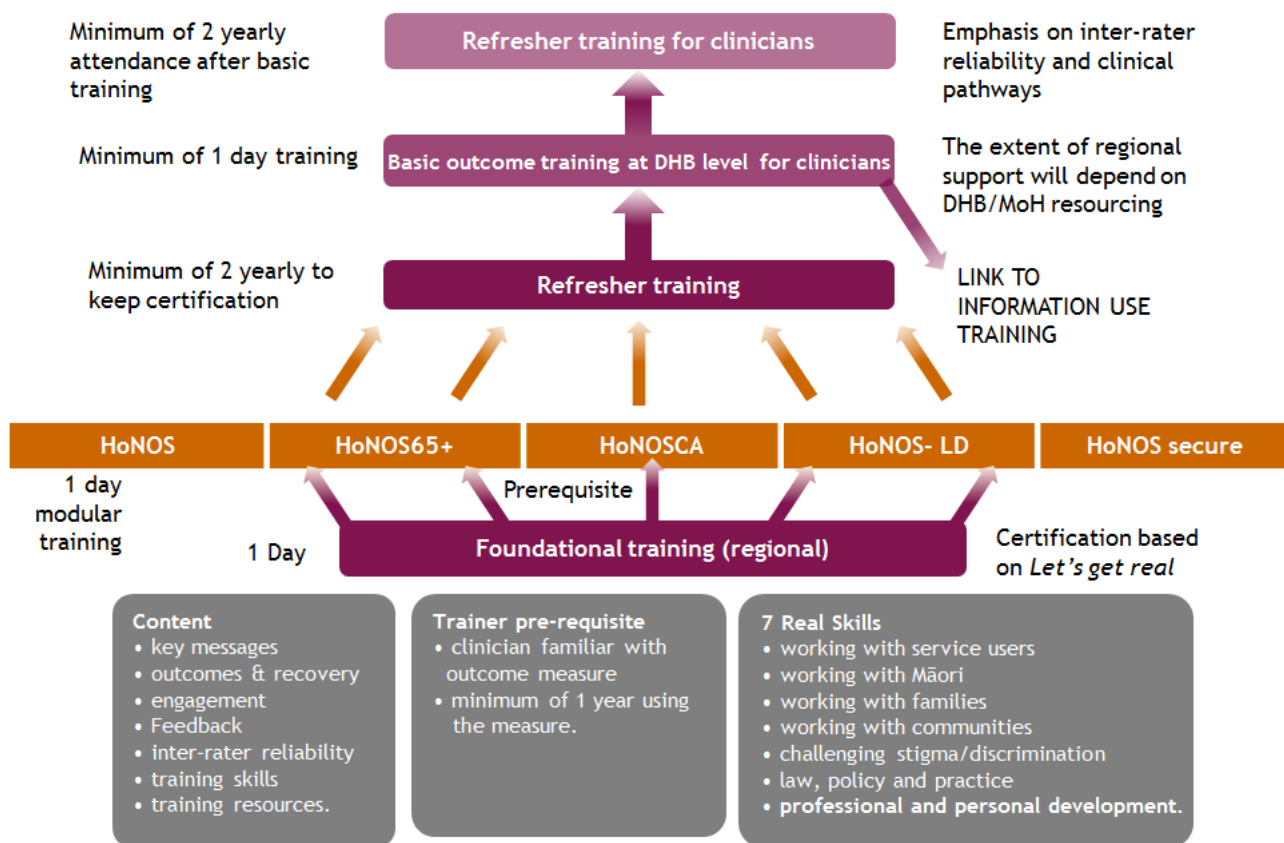
The outcomes training model can best be described as a regionally focused modular training programme using a ‘train the trainer’ approach.

Training for the trainers will be provided by Te Pou.

Trainers will be expected to provide the basic and refresher training at district health board (DHB) and/or at a regional level to clinicians.

This training model aims to achieve greater consistency in training through clarity of expectations, leading to improved inter-rater reliability and the integration of outcomes into clinical pathways.

## Outcome training model



# Guide to the training model

## Foundational training

Te Pou will provide the foundational one day training. This training will have a regional focus, in order to indicate to DHBs how they can cooperate and share resources. The training will focus on key messages, namely: engagement, providing service user feedback on outcome scores, inter-rater reliability, training skills and understanding key resources such as the Information Collection Protocol (ICP) and the clinicians rating glossary. All trainers participating in the one day training will need to have familiarity with the outcome tools and at least one year using the measure(s). Te Pou will certificate all trainers successfully completing the foundation training at practitioner level using the *Let's get real* frame work to enable them to complete the specific one day modular courses for the HoNOS family of measures.

## Current trainers

Those who were MH-SMART trainers will be eligible to have MH-SMART certification rolled over automatically.

However to retain their outcomes training certificate they will be required to have completed one refresher day training in a two year time period. This will be effective from 1 February 2011. They will also be required to provide a minimum of one training to clinical staff in their service in the two year period.

## Specific outcomes measure training

To attend the specific outcome measure training it is a pre requisite that trainers have attended the foundation training. Once again this training will be certified to enable trainers to provide training in the specific outcome measure to their clinical staff.

## Refresher training for trainers

All trainers will be required to attend a refresher training once every two years. This training will reflect the needs of participants by focusing on the outcome tools of participating individuals. In time, dependent on demand, there may be a need for refresher training for specific outcome measures.

## DHB and regional level training to clinicians

Trainers will be expected to provide training at their local level (DHB or regional dependent on resourcing), using the resources provided from the foundation, specific outcome measure training and refresher training. This training should aim to be at least one day in length. Te Pou will make available an expected content for this day to provide guidance to trainers.

## Refresher training to clinicians

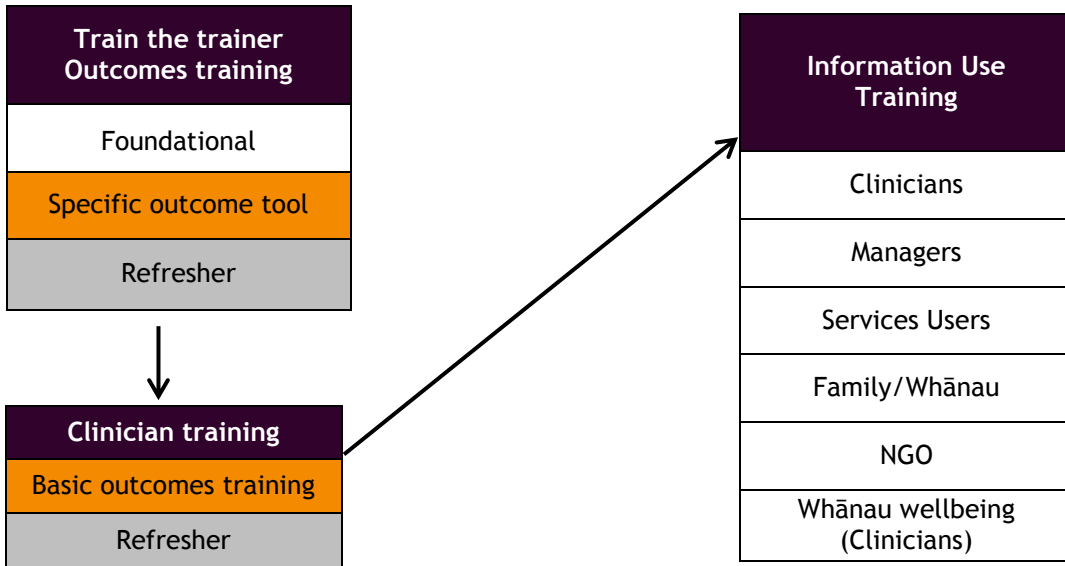
All clinicians are expected to attend some form of refresher training within a two year period following the basic training. This training needs to be provided by certifier trainers. However, Te Pou's online training resource may prove invaluable for this.

There is currently a variation in the way refresher training is provided. Te Pou will provide some guidance to trainers on the content of this refresher training.

## Information use training

Connected to the outcome training model is the need for training in the use of information. Te Pou are contracted to provide training to specific sector groups in using information. A strong focus of this training will be using outcomes information. The sector groups are clinicians, service users, NGO's, managers and family facilitators as indicated in the following simple model.

## Collection use



## Best practice training model

The best practice training model is one which has training provided by clinicians and service users jointly where practicable. Collaboration between clinicians and service users is fundamental to modelling best practice.

In demonstrating scoring between clinicians and service users, the key matter for all of the HoNOS family of measures is to make sure clinicians are doing the actual rating. However, it is a matter of clinical judgement how clinicians collaborate with service users, for example scoring the HoNOS with the service user present or after the clinical interview. It is important to note, the HoNOS is not itself sufficient as the basis for a comprehensive clinical interview but it can be part of an interview.