

**Improving the quality of psychological
intervention through the routine use of outcome measures**

Psychology - Greater Newcastle Cluster

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Overview of Presentation

- Nature of the problem
- Solution
- Planning & implementing the solution
- Outcomes
- Sustaining change
- Future scope

Nature of the problem

- No consistent method of evaluating clinical outcomes and monitoring the effectiveness of intervention/s
- Using ad hoc approaches to evaluate client progress; typically client self-report and therapist observations
- Research demonstrates therapists often fail to recognise deterioration or over-estimate improvement in clients

Solution

- Routine administration of standardised outcome measures increases likelihood of treatment success
 - Allows therapist to assess and monitor change in distress/symptomatology
 - Involves and informs the client in therapy
 - Therapist uses this information to inform and guide therapy
 - Provides a mechanism to monitor and analyse the effectiveness of interventions provided by individual psychologists and the team collectively

Planning & Implementing Solutions

- Establishing appropriate outcome measures
- Informing and involving the client in the process
- Enhancing psychologists' commitment to the process
 - Creating a database
 - KPI

Outcomes

- 2 data collection phases
- Clinical Outcomes
 - 56-58% significantly improvement during/after receiving therapy
 - No comparable research to benchmark against
- Usage of measures
 - Increased use of measures in initial session by 65%
 - Increased routine administration of measures from 37% to 59%

Outcomes (continued)

- Client experience

Initially

“Is this pointless – no-one can tell how I feel from a piece of paper”

Outcomes (continued)

After several sessions

“I can tell in myself if I’m getting better but the questionnaire is useful as I can see improvement and the results are reassuring. It really just saves me the time of writing down my feelings as the questions are already written down and all I have to do is tick them, so the questionnaire results really are your emotions on paper. It is useful as it helps the psychologist understand how I’m feeling, where to start and what to work on”.

Sustaining Change

- Regular feedback on KPI's
- Each psychologist accesses, evaluates and reflects upon the effectiveness of therapy they provide using the database
- Clinical outcomes reviewed, discussed quarterly and presented at relevant professional meetings
- Routine use of outcome measures is a criterion in all recruitment activities

Future Scope

- Integrate the measures and subsequent data analysis with existing IT so a separate database wouldn't be needed
- Efficiency and effectiveness to form the basis for evaluating team and individual performance
- Future benchmarking against past performance and performance of similar teams

Questions