Implementing Routine Outcome Measurement

Kate Dalzell CORC Practice Lead
The Child Outcomes Research Consortium

The UK’s leading membership organisation that collects and uses evidence to improve children and young people’s mental health and wellbeing

**Our vision:** for all children and young peoples’ wellbeing support to be informed by real-world evidence so that every child thrives

**Our mission:** to promote the meaningful use of evidence to enable more effective and child-centred support, services and systems to improve children and young people’s mental health and wellbeing.

**Our values:** we are **honest, curious, challenging** and **respectful**
### CORC Self Review and Accreditation Framework

<table>
<thead>
<tr>
<th>Leadership &amp; Management</th>
<th>Step achieved</th>
<th>Staff Development</th>
<th>Step achieved</th>
</tr>
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<td>1  2  3  4</td>
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<tr>
<td>Organisational Vision</td>
<td></td>
<td>Understanding of use of different data sources (including measures)</td>
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<tr>
<td>Organisational commitment to collection and collation</td>
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<td>Use of particular data sources (including measures)</td>
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<tr>
<td>Organisational commitment to interpretation and use</td>
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<td>Training and Continued Professional Development (CPD)</td>
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<tr>
<td>Organisational culture supportive of use and learning</td>
<td></td>
<td>Review of measures and feedback in supervision</td>
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<thead>
<tr>
<th>Infrastructure &amp; Information Management</th>
<th>Step achieved</th>
<th>Service user involvement</th>
<th>Step achieved</th>
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<td>1  2  3  4</td>
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<td>1  2  3  4</td>
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<tr>
<td>Enabling data use in direct practice with clients</td>
<td></td>
<td>CYPPC understanding of measures</td>
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<tr>
<td>Enabling use of data at practitioner level</td>
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<td>Communication with CYPPCs about measures</td>
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<tr>
<td>Enabling use of data at team level and service level</td>
<td></td>
<td>Collaborative setting of goals and choice of measures</td>
<td></td>
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<tr>
<td>Enabling use of data at system (area) level</td>
<td></td>
<td>CYPPC feedback on support</td>
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Activating the model

**Week 1**

**Analyse**
- Partnership meeting
- Agree shared objectives
- Self-review using framework
- Implement Current Practice and Attitudes survey

**Week 9**

**Plan**
- Develop a Prioritised Action Plan
- Emphasis on SMART
- Communications plan and Governance

**Week 26**

**Review**
- Revisit Self-Review Framework
- Review impact
- Identify next steps based on lessons learned

**Week 22**

**Do**
- Deliver Prioritised Action Plan
- Monitoring issues and impact
- CORC coaching/mentoring/advice
- CORC support as required
## CORC Implementation Support

### Implementation support
- Coaching, mentoring or advice in delivering a Prioritised Action Plan
- Rhythms for reviewing and monitoring activity
- Communication and engagement

### Embedding measurement
- Training on choosing and using measures
- Process redesign to improve data collection rates
- Data collection protocols and infrastructure
- Shared outcome and measurement frameworks

### Working with data
- CORC reports/ developing local reports
- Performance management routines that embed meaningful use of outcome data
- Facilitated sessions on analysis, interpretation and use of data
Over-arching principles

- Strategically led
- Continuous improvement
- A collaborative approach which involves children, young people and their parents and carers
- A ‘whole system’ approach, involving staff across services and at every level
Huge diversity
A rich picture for ‘meaningful’
outcome measurement

Established CORC members
- Geographies
- Partnerships
- Local population
- NHS requirements
- Range of services

Voluntary pioneers
- Size
- Types of employee
- Income source & funder requirements
- Infrastructure
- Organisational priorities

Education
- Mainstream or specialised provision
- Academy chains and local clusters
- Primary or secondary
- Targeted or whole school
- Commissioner and/or provider

NHS requirements
Over-arching principles

Strategically led

Continuous improvement

A collaborative approach which involves children, young people and their parents and carers

A ‘whole system’ approach, involving staff across services and at every level
‘Whole system’? Shared ethos

• The context for each area is unique
• Application of CORC principles will look different in different areas
• Areas might seek to embed a shared ethos. For example -
  • Liverpool: cross partnership use of the Self Review Framework
  • South Derbyshire: focus on young people’s goals
  • Tameside and Glossop: use of a core set of measures that reinforce person-centred approaches
'Whole system'? Cross organisation reporting

- A movement beyond individual service evaluation, towards thinking about data at a whole system level
- CORC reports that look across the different providers in an area
‘Whole system’? Data linkage

In school
Absences, behavioural incidents and attainment (e.g. SIMS)

Sees 3rd sector counselling service based in school
Contacts and outcomes (e.g. CODE)

Referred to NHS CAMHS
Contacts (e.g. RiO)  Outcomes (e.g. COMMIT)

Sees GP, given medication
Contacts and medication (e.g. EMIS)

Data linkage
‘Whole system’? Shared outcome and measurement framework

- Vision, leadership and shared purpose
- Embedded: data seen by the right people at the right levels
- Research and best practice
- Local insight
- Measures are valid, reliable, practical, meaningful
- Clarity about what is important & where services can impact
- Extensive engagement
## What might it look like?

**Tower Hamlets Transformation Plan for Children and Young People’s Mental Health and Wellbeing**


<table>
<thead>
<tr>
<th>Outcome cluster</th>
<th>Outcomes</th>
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<tbody>
<tr>
<td><strong>Symptom improvement / maintenance</strong></td>
<td>1. My issues with mental health are reduced</td>
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<tr>
<td><strong>Functioning</strong></td>
<td>2. I can carry out the daily activities expected of me</td>
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<tr>
<td><strong>Achievement of goals</strong></td>
<td>3. I lead a healthier lifestyle</td>
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<tr>
<td><strong>Empowerment:</strong> <strong>Self-determination</strong></td>
<td>4. I am able to take part in activities that are important to me</td>
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<tr>
<td><strong>Empowerment:</strong> <strong>Self management</strong></td>
<td>5. I am working towards developing my potential</td>
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<tr>
<td><strong>Improved interpersonal relationships</strong></td>
<td>6. On balance, I feel good about myself</td>
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<tr>
<td><strong>Family / carers</strong></td>
<td>7. My life has a sense of purpose</td>
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<tr>
<td><strong>Improved experience</strong></td>
<td>8. My family / carers and I have a better understanding of my mental health</td>
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<tr>
<td><strong>Improved access and early intervention</strong></td>
<td>9. I am able to manage when things get difficult</td>
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<tr>
<td><strong>Reducing exclusion and stigma</strong></td>
<td>10. I am able to build and maintain good relationships</td>
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<td></td>
<td>11. I am able to express my feelings</td>
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<td>12. I am supported as part of a family</td>
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<td>13. My family and I have a positive experience of mental health services</td>
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<td>14. My family and I feel listened to by mental health services</td>
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<td>15. I feel safe from harm</td>
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<td></td>
<td>16. My family and I can access services when we need it</td>
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<td></td>
<td>17. My family and I know where to go when I want help</td>
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<td></td>
<td>18. My physical health needs are considered alongside my mental health needs</td>
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<td>19. My family and I do not feel we are treated differently on account of my mental health</td>
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<td></td>
<td>20. My cultural and religious needs are met</td>
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1. Improve health and wellbeing
2. Improve resilience enabling flourishing lives
3. Reduce inequalities for those affected by mental health issues

April 2105
South Derbyshire: Tracking Service Impact from Individual to Commissioner

Who am I? What are we working on together?

Individual Outcomes

What good was the experience?

Strategic Outcomes

Did we achieve what set out to achieve?

Delivery Outcomes

How well is our service helping CYPs and how good is their experience?

How well are we improving the health and quality of life for our population?
Headstart: Common Measurement Framework

Outcomes
- Improved well-being
- Fewer mental health problems
- Greater academic engagement
- Fewer risk-taking behaviours
- Improved employability
Questions?