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Co-Developer of Outcomes Orientated Approaches to Mental Health (OO-AMHS)



Lincolnshire Partnership 
NHS Foundation Trust



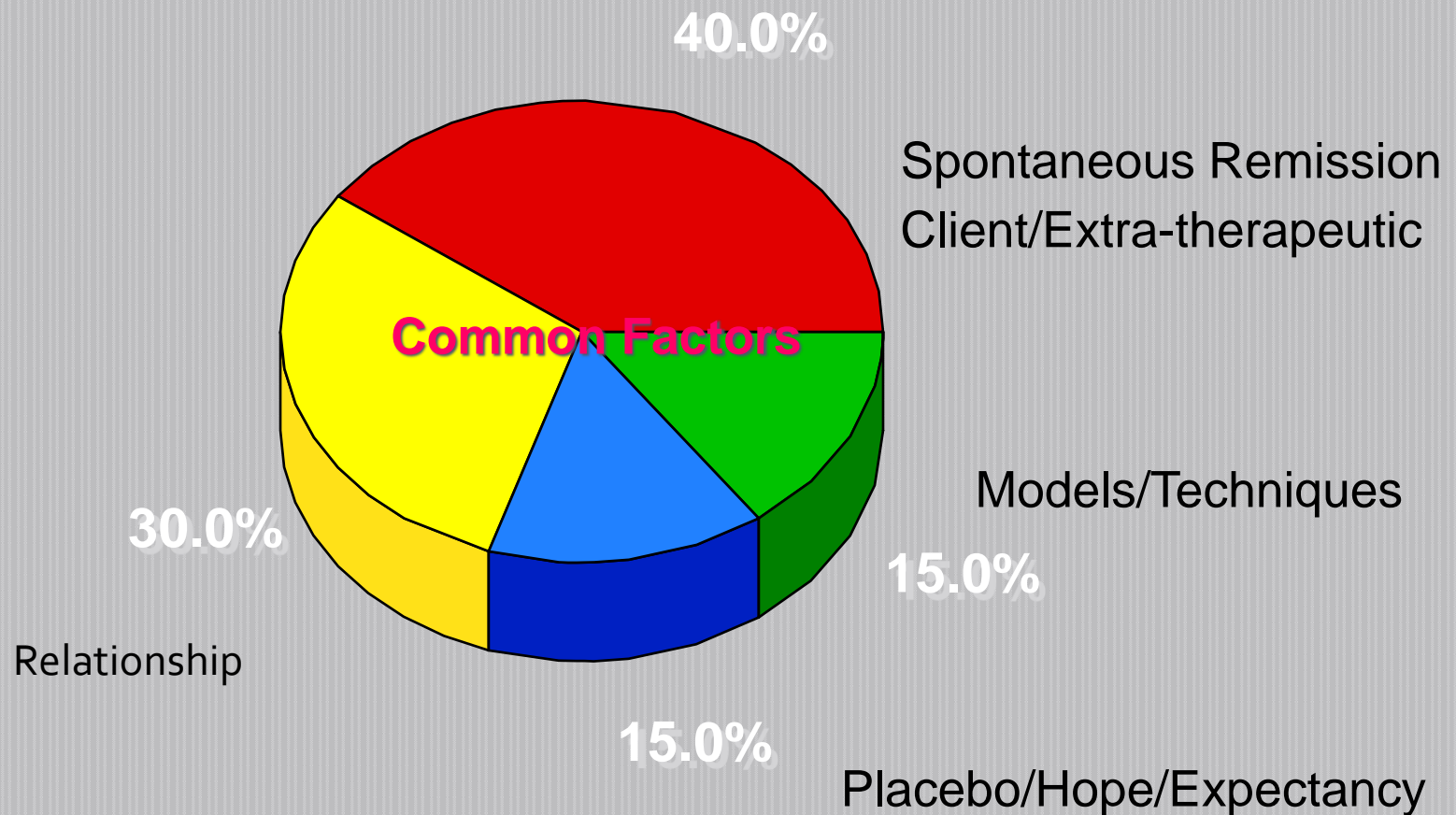
Inspiration

- Only 15% of patients with mental health problems recover (*Centre for Social Justice, 2012*)
- 24% entering community CAMHS get worse
- A need to report recovery metrics in addition to activity metrics (*DoH, 'Closing the Gap', 2014*)
- A feasible online feedback/data management system is required for reporting recovery
 - With clinical utility
 - Incorporates brief PROM measures that address factors that are most likely to influence therapeutic outcome
 - Permits charting of therapeutic progress for patient and clinician
 - Aggregates outcomes data

Key Findings from Research

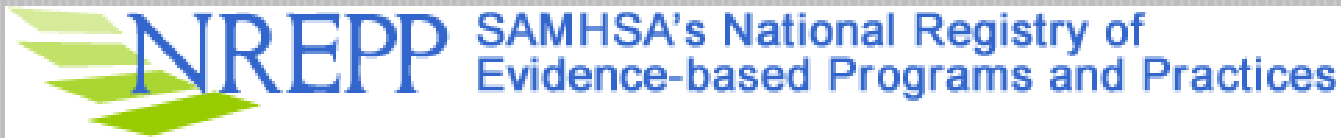
- Research finds therapy is effective for mental health problems (70%)
- Model or technique has a minimal impact on outcomes.
- Extra-therapeutic factors such as social circumstances and motivation have biggest impact on outcomes
- Quality of therapeutic alliance important.
- Regular monitoring of progress and alliance improves outcomes (10 RCTs).

Common Factors of Clinical Change



Lambert, M. (1986). Implications of Psychotherapy Outcome Research for Eclectic Psychotherapy. In J. Norcross (Ed.) *Handbook of Eclectic Psychotherapy*. New York: Brunner/Mazel.

Evidence Base



Quality and Productivity: Proposed Case Study

Improving the efficiency of mental health services: an outcome orientated model

Provided by: **Lincolnshire Partnership NHS Foundation Trust**

Publication type: Proposed quality and productivity example

Sharing QIPP practice: What are 'Proposed Quality and Productivity' examples?

QIPP Evidence provides users with practical case studies that address the quality and productivity challenge in health and social care. All examples submitted are evaluated by

CORE Principles

OO-AMHS Whole Service Transformation

- **CONSULTATION**: pay attention to extra-therapeutic factors
- **OUTCOME**: Monitor outcome session-by-session. If no change by session 5, review with patient and MDT.
- **RELATIONSHIP**: Monitor the alliance session-by-session.
- **ETHICS OF CARE**: Develop a whole team ethos. Teams are the drivers of change.

OO-Tracker

A secure web-based automatic feedback and data management system that supports the practical application of an **Outcomes Orientated Approach** to the delivery of **Mental Health Services (OO-AMHS)** for adults and children.



OO-Tracker Features

- A therapeutic tool that supports clinician decision making
- An electronic feedback system that incorporates session by session PROMS suitable for use in mental health
- Powerful reporting capability reporting outcomes for individual clinician, team, service for PbR cluster, treatment or diagnosis
- Supports the development of team ethos and supervisory structures
- Supports dialogue between service users, carers and clinician empowering them to have a voice and choice in the treatment and care they receive

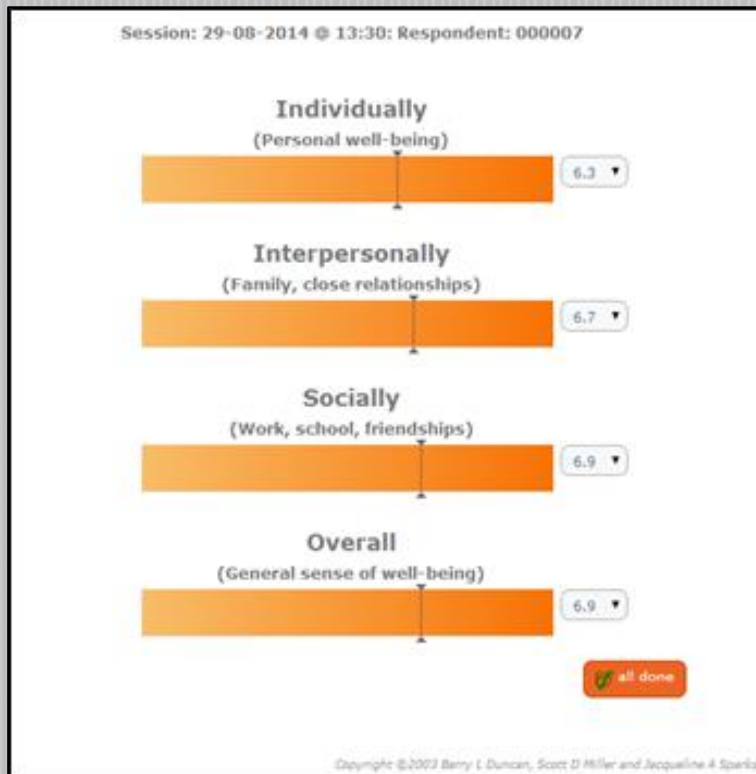
OO-Tracker Objectives

- Speed up adoption of OO-AMHS innovation in clinical practice
- Automatically generate on-going, session by session patient related outcome data from use of ultra brief measures in terms of clinical improvement or deterioration
- Build a culture of partnership and collaboration by developing team cultures that are recovery focused and support the use of outcomes data for clinical reflection, supervision and whole team development
- Support engagement with service users and carers and promote dialogue between them and their clinician ensuring their preferences are discussed

Measures

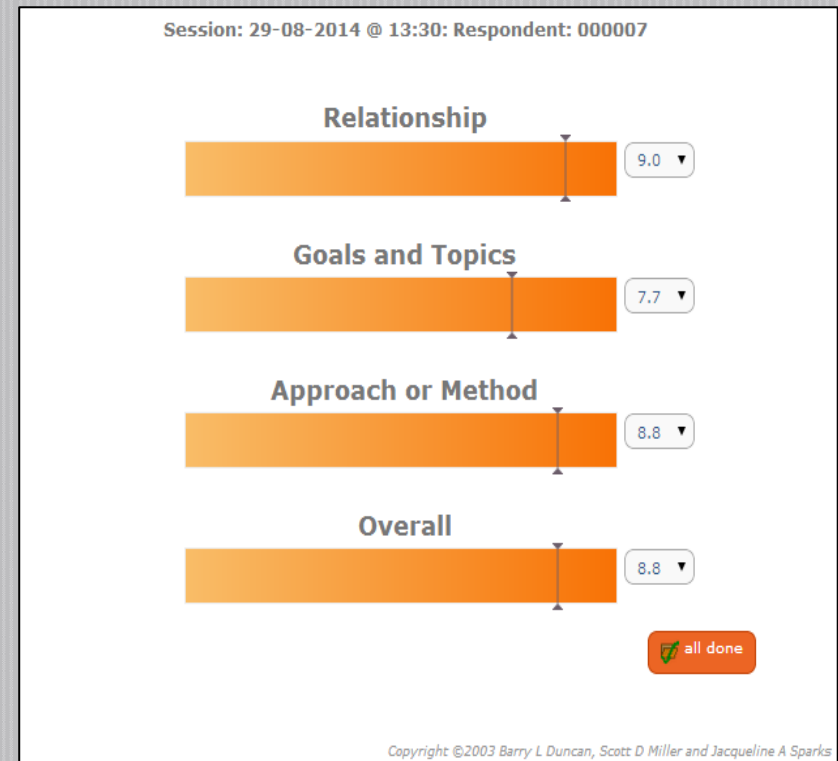
At the start of the session

Outcomes Rating Scale (ORS)



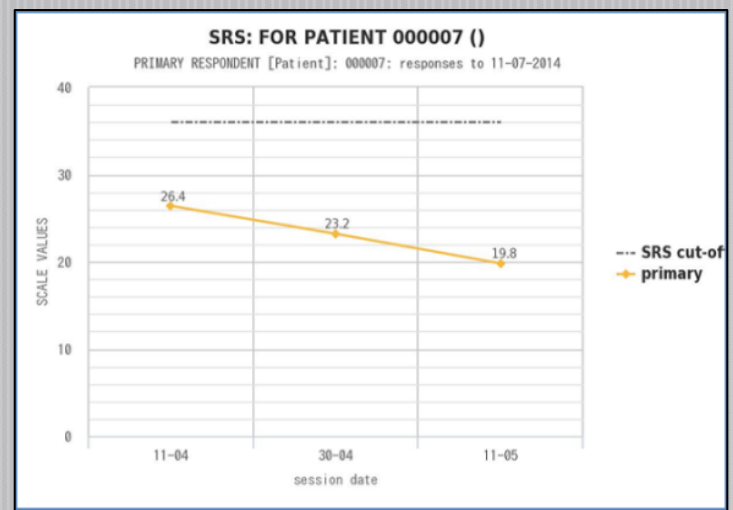
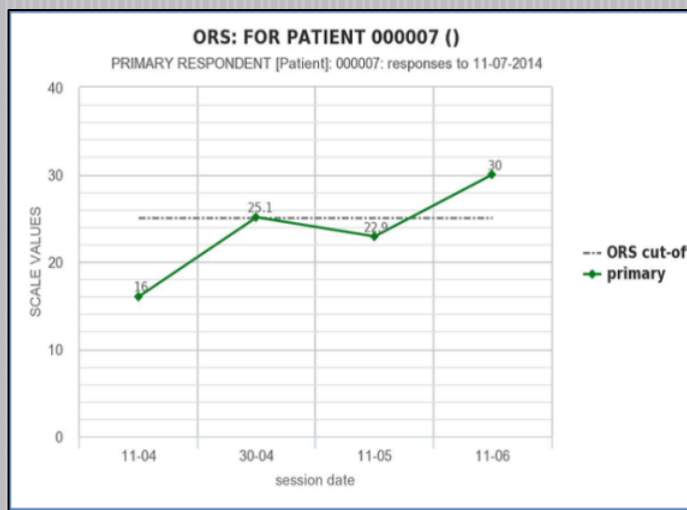
At the end of the session

Session Rating Scale (SRS)



Electronic Administration

- OO-Tracker, provides electronic administration of ORS and SRS with direct input by each service user and/or carer, session-by-session
 - Captures scores automatically
 - Charts progress and therapeutic alliance graphically
 - Allows clinicians to provide verbal and visual 'real-time' session-by-session feedback to service users and their carer/s (when appropriate)



Early Warning System

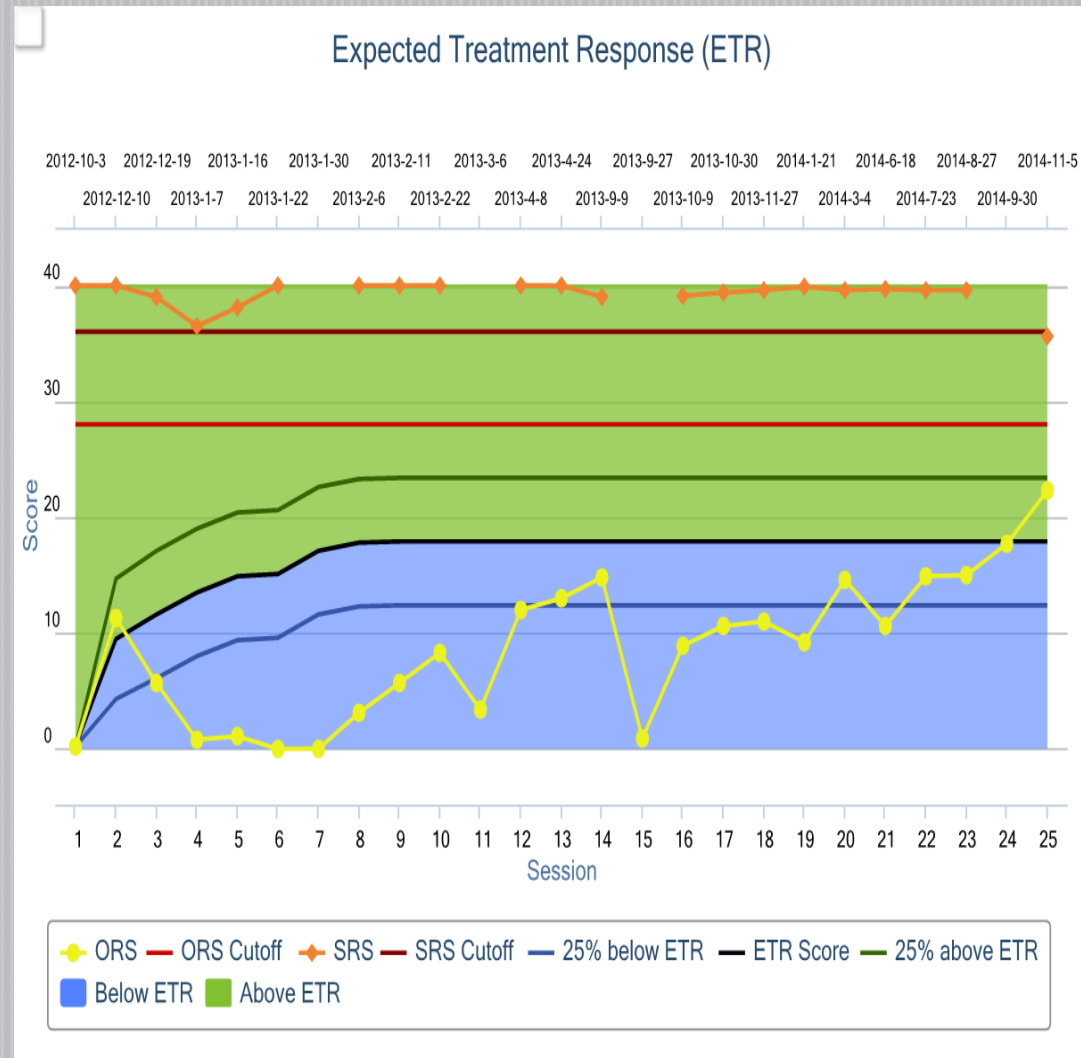
OO-Tracker has an in-built early warning system (traffic light)

- Alerts clinicians to individuals at risk of poor clinical outcome and helps identify those who have reached likely maximum expected benefits from services received.
- Avoids individuals getting stuck in long term treatment with little change or benefit
- Avoids early 'drop-out' from treatment and DNAs (Did Not Attend).
- Serves as a prompt for clinicians and supervisors - highlighting cases for team or supervisory discussion. This may lead to improvement as a result of change in therapeutic approach or change of clinician.



No Improvement after 5 Sessions?

- Discuss with patient
- Discuss with family
- Discuss with MDT/supervision
- Change approach
- Change clinician
- Carry on for agreed period.



Outcome Orientated Indicators - OOI'S

Reports by patient, clinician, supervisor, manager.
Will collate reports by cluster, team, intervention type.

patient age range for this treatment

Adult

NHS Cluster designation *

9: Cluster Under Review (*Not Clustered)

-- select --

0: Variance (*Low severity)

1: Common Mental Health Problems (*Low severity)

2: Common Mental Health Problems (*Low severity with greater need)

3: Non-Psychotic (*Moderate severity)

4: Non-Psychotic (*Severe)

5: Non-Psychotic Disorders (*Very severe)

6: Non-Psychotic Disorder of Over-Valued Ideas (*Not categorised)

7: Enduring Non-Psychotic Disorders (*High disability)

8: Non-Psychotic Chaotic and Challenging Disorders (*Not categorised)

9: Cluster Under Review (*Not Clustered)

10: First Episode Psychosis (*Not categorised)

11: Ongoing Recurrent Psychosis (*Low symptoms)

12: Ongoing or Recurrent Psychosis (*High disability)

13: Ongoing or Recurrent Psychosis (*High symptoms and disability)

BSTN: Boston CAMHS

Jim Nory

Attendance	open	discharged
Total number of patients*	1	--
Total number of patient sessions	--	--
Total number of sessions attended	-- (--%)	-- (--%)
Total number of DNA sessions	-- (--%)	-- (--%)
Total number of cancelled sessions	-- (--%)	-- (--%)

ORS Change	open	discharged
Average ORS intake score	--	--
Average most recent ORS score	--	--
Average raw change in ORS score	--	--
Effect size of change: intake -> recent ORS	--	--

Recovery	open	discharged
Number with positive change of 5 points or more	-- (--%)	-- (--%)
Number above the clinical cut-off	-- (--%)	-- (--%)
Number above the clinical cut-off and / or have achieved a positive change of 5 points or more	-- (--%)	-- (--%)
Number with no change	-- (--%)	-- (--%)
Number with deteriorating change of 5 points or more	-- (--%)	-- (--%)

Time and treatment	open	discharged
Number open to the service for more than one year	-- (--%)	-- (--%)
Number open to the service for more than two years	-- (--%)	-- (--%)
Average treatment duration (days - first to most recent session)	--	--

Discharged	open	discharged
Discharged: treatment completed	--	-- (--%)
Discharged: patient dropped out of treatment	--	-- (--%)
Discharged: referred to another agency	--	-- (--%)
Discharged: referred to a specialist service	--	-- (--%)
Discharged: referred for inpatient treatment	--	-- (--%)

Overridden	open
Number of outcomes over-ridden	-- (--%)

Summary

- OO-Tracker is simple, cheap and easy to use
- Requires minimal training
- Supports OO-AMHS implementation and helps clinicians to maximise existing skills by working more productively
- Direct patient entry avoids the need for costly administrative support
- It's bespoke data-base and online ORS/SRS administration system enables ongoing feasible data tracking of outcomes orientated indicators (OOI's)
- It's powerful reporting capability provides outcomes data to be aggregated with one 'click'

OO Impact

- Improvement in the quality of NHS mental health care
- Efficiency savings – decreasing costs and increasing capacity
- Development of positive therapeutic relationships and dialogue between service user and clinician, ensuring services respond to their preferences

OO Benefits

- Increased recovery rates
- Identification of those with no signs of reliable improvement/change
- Reduction in long-term use of services of no benefit
- Reduction in DNA's
- Avoidance of early drop-out from treatment
- Improved therapeutic efficiency and positive therapeutic relationship

OO Evidence of Impact

- **53%** reduction in cases receiving service for over two years to **18%**
- Annual inpatient referrals dropped from **15 to 3**
- Significant drop in none attendance rates
- 900 discharged cases – **76%** showed clinically significant improvement (above clinical cut off)
- Only **7%** deteriorated
- CAMHS **capacity increased** – Tier 2 services have doubled capacity with the same number of staff, largely due to a dramatic increase in the length of time patients require treatment

OO-CAMHS Lincoln Team

- Reduction in cases receiving service for over two years from **34% to 18%**
- Reduction in cases receiving service for over one years from **59% to 29%**
- Discharged over **450** cases (analysis of 344).
- **77%** clinically significant positive change, **17%** no change, **6%** deteriorated.

Annual appraisal -ST

- Discharged: 83 patients (as keyworker).
- 80% clinically significant positive change, 17% no change, 3% deteriorated.
- Effect size: 1.4
- Average change on ORS: +10.9

A Solvable Problem

- Current follow up outpatient DNA rate in LPFT adult mental health services: **19%**
- ST DNA rate 6 months to April 2014: **3%**
- Do you know how many are getting better?
- Do you know how many are discharged significantly better or worse?

OO Implementation Support

- OO-Tracker is available to clinicians using OO-AMHS delivery in clinical practice
- OO-AMHS training is available via 8 online interactive e-learning modules
- Train the trainer course (incorporating above e-learning) has been accredited by the British Psychological Society
- A service transformation toolkit (book) published to support implementation
- Online OO-Tracker User Guide, including video available

Lincolnshire Partnership NHS Foundation Trust

Welcome to the OO-AMHS e-learning Modules

Click here to login

Outcome Orientated Approaches to Mental Health Services (OO-AMHS)

A UK e-learning package to implementing the Heart and Soul of Change Project's Partners for Change Outcome Management System (PCOMS)

Outcome Orientated Approaches to Mental Health Services (OO-AMHS) won an East Midlands, Health, Education and Innovation Clusters (HEIC) Regional Innovations Award May 2011.

OO-AMHS is a whole service model that draws on a large international evidence base that has consistently shown certain extra-therapeutic factors (such as social context) and intra-therapeutic factors (such as therapeutic relationship) are most likely to influence outcome. OO-AMHS is designed to incorporate this evidence into a whole service model that can improve outcomes for those experiencing mental health problems, at the same time as maximising efficient promote recovery face.

The British Psychological Society Learning Centre

Outcome Orientated Child and Adolescent Mental Health Services (OO-CAMHS): A whole service model

Sami Timimi¹, Dianne Tetley², Wayne Burgoine³ and Gill Walker⁴

Abstract
The international evidence base on factors that most influence outcomes in mental health care finds that matching therapeutic intervention to diagnosis has a clinically insignificant impact on

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OUTCOMES ORIENTATED CHILD MENTAL HEALTH SERVICES

OO-CAMHS

A UK Implementation of the Heart and Soul of Change Project's Partners for Change Outcome Management System

Service Transform

Sami Timimi, Dianne Tetley, Wayne Burgoine

It's all about the outcomes

Child psychiatrist Sami Timimi outlines how he led the development of an outcomes orientated service model for delivering CAMHS in Lincolnshire

The Outcomes Oriented (OO) CAMHS model has been developed and implemented in a community CAMHS team in Lincolnshire. It won an East Midlands Regional Innovation Fund award in November 2010 to help develop the model and implement it across Lincolnshire CAMHS. The model person. Complex cases can be created by over intervention that distances people from their existing strengths, abilities and resilience and instead reinforces feelings of vulnerability and lack of resources. We try to avoid more than one agency working on any one problem at any one time and use professionals patient of how they are progressing can by itself improve the outcome. If there is no sign of progress after 3-6 sessions, there is a high risk of no improvement from treatment (Lutz et al, 2009). Monitoring outcomes keeps the clinician focused on whether what they and their patients are doing together is making a

Outcome Orientated Mental Health

OO Awards

- 'NHS East Midlands Innovation Award: OO-CAMHS (2010) – An Outcome Orientated Approach to the Delivery of Child and Adolescent Mental Health Services' www.oocamhs.com
- 'East Midlands, Health, Education and Innovation Clusters (HEIC) Innovation Award (2011): OO-AMHS Training Staff, Supervisors and Managers in Outcome Orientated Approaches to the Delivery of Mental Health Services: An e-learning Package' www.innovationforlearning.com/LPFT/
- 'East Midlands, Health, Education and Innovation Clusters (HEIC) Innovation Award (2012): National Role Out of the OO-AMHS e-Learning Package: Training NSPCC Clinical Practitioners and Managers in an Outcome Orientated Approach to the Delivery of Face-to-Face Services for Looked After Children'
- Medipex – 'Yorkshire, Humber and East Midlands Innovation Champions of the Year' (2012-13)
- Academic Health Science Network (ASHN) Innovation Finalist (2014)

Expressions of Interest

- Lincolnshire commissioners supported implementation across Lincolnshire CAMHS Services – CQUIN
- Implementation in North East Lincolnshire CAMHS (Grimsby)
- Request to implement across 9 LPfT integrated CMHT's
- National CYP IAPT programme has endorsed the use of the ORS and SRS in their routine outcome monitoring
- Joint application to the Health Foundation with CORC and Roehampton University to roll out OO-AMHS with OO-Tracker to 8 sites in England
- NSPCC rolled out nationally across England and N. Ireland
- Headspace – Australia national youth mental health foundation to implement OO-Tracker November 2014
- Interest from numerous NHS mental health providers and social enterprises

Questions