

CORC in the context of CAMHS transformation
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CORC Member Forum, November 2015

CORC in the context of transformation

The role of outcome measurement in the transformation of child and young person mental health services

New CORC initiatives to apply CORC expertise in support of system change. Supporting -

- The use of outcome measures in a wider range of contexts
- Cross-service/ system-wide dialogue about improving outcomes
- Embedding outcome monitoring and improving the quality and use of data in all contexts and at all levels

How is CORC supporting members and the sector?

1. Build learning and support the use of outcome measures in a wide range of contexts
 - CORC for Schools
 - Smaller voluntary organisations
 - CORC in social care
2. Supporting cross-service/ system-wide dialogue about improving outcomes
 - Cross-sector data linkage
 - CORC for Commissioning and CORC Area Reports
 - Outcomes frameworks and measurement frameworks shared across partners: funders, providers, service users/ communities
3. Embedding outcome monitoring and improving the quality and use of data in all contexts and at all levels
 - Self review and accreditation framework
 - Reshaped reports
 - Member support – training, improving processes, embedding ROM
 - Researching the data

Promoting, protecting and improving our children and young people's mental health and wellbeing

Promoting, protecting and improving our children and young people's mental health and wellbeing



Published by Department of Health and NHS England 2015

Future in Mind and Local Transformation Plans – a central role for outcome measures

- **Local leadership** to deliver national ambitions
- **Commissioner** led, in collaboration with **providers, schools** and **service users**

Transparency and accountability across the system to drive improvements in outcomes

- Clear information about investment and local population needs

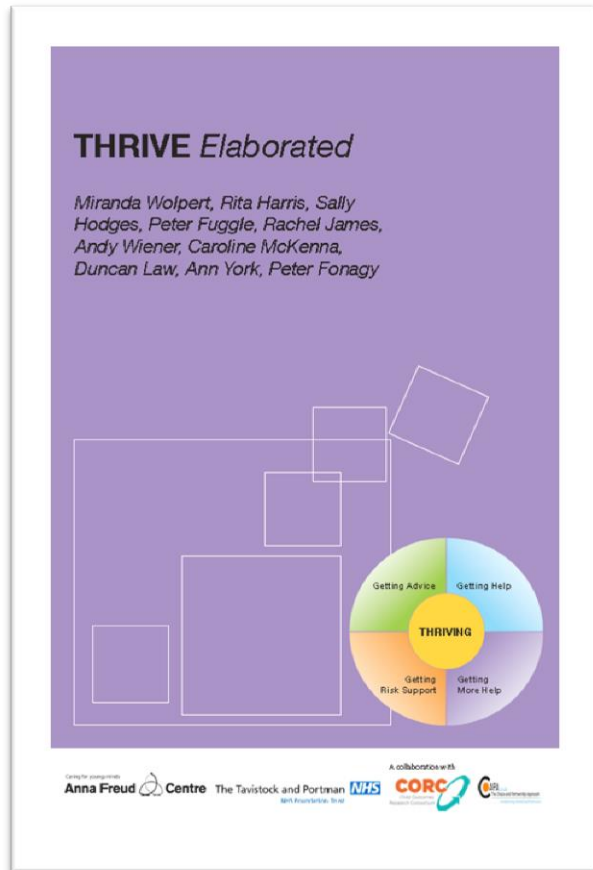
Principles for service transformation

- **Collaborative practice** with CYP and families
- Use of **evidence-based treatments**
- Rigorous **focus on outcomes**
- **Regular feedback** of outcome monitoring to children, young people, families and in supervision

Monitoring improvement

- Developing a robust **set of metrics** - access, waiting times and outcomes – and **benchmarking**

CAMHS Future ?



2gether NHS Foundation Trust	Dorset Healthcare NHS Foundation Trust	Open Door Young People's Consultation Services
42nd Street	East Lancashire Hospitals NHS Trust	Oxford Health
5 Boroughs Partnership NHS Trust	East London NHS Foundation Trust	Pennine Care NHS Foundation Trust
Action for Children	Family Matters, Plymouth	Plymouth Community Healthcare CIC
ADHD Foundation	Goulburn Valley Health - Australia	Safeguarding and Quality Assurance (Doing What Counts and Measuring What Matters, Islington)
Anna Freud Centre	Great Ormond Street Hospital	Sheffield Children's NHS Trust
BACP	Greater Glasgow & Clyde NHS	SLAM
Barnet, Enfield & Haringey Mental Health NHS Trust	Hackney Children's Social Care	South Essex Partnership NHS Foundation Trust
Berkshire Healthcare FT	Hertfordshire Partnership NHS Trust	South Staffordshire and Shropshire Healthcare NHS Foundation Trust
Birmingham Children's NHS Trust	Homerton Hospital	South West London & St George's Mental Health NHS Trust
Bradford District Care Trust	Isle of Wight Sp CAMHS	Southern Health & Social Care Trust
Cambridgeshire & Peterborough Mental Health Partnership NHS Trust	Jersey Health and Social Service Department CAMHS	CAMHS in Northern Ireland
Camden CCG	Leeds community healthcare NHS Trust	Stockholm BUP
Central and North West London NHS Foundation Trust	Leicestershire Partnership NHS Trust	Surrey and Borders Partnership NHS FT
Central Manchester and University Hospitals NHS Trust	Liverpool CAMHS Partnership	Sussex Partnership NHS Foundation Trust
Chesterfield & North Derbyshire Royal Hospital NHS Foundation Trust	Midlands Psychology CIC	Tees, <u>Esk</u> and Wear Valleys NHS Trust
Childhood First	Newcastle City Council	The Family School
Cornwall Partnership NHS Trust	Norfolk and Suffolk Foundation Trust	The Place2be
Coventry and Warwickshire Partnership Trust	North Bristol NHS FT	Virgin Care
Cumbria Partnerships NHS Foundation Trust	North East London Foundation Trust	West London Mental Health NHS FT
Derbyshire Healthcare NHS Foundation Trust	ASP	Worcestershire Health and Care Trust
	North Staffordshire NHS Trust	
	Northern Norway University Hospital	
	Northumberland, Tyne & Wear NHS Foundation Trust	
	Northumbria Healthcare NHS Foundation Trust	

The CORC Team



Exploring CORC data

- Published since the last forum:
 - The relationship between child and parent-reported shared decision making and child-, parent-, and clinician-reported treatment outcome
 - Associations between evidence based practice and mental health outcomes in child and adolescent mental health services
 - Interpreting standardized and idiographic outcome measures in CAMHS: what does change mean and how does it relate to functioning and experience?
 - The association between ethnicity and care pathway for children with emotional problems in routinely collected child and adolescent mental health services data

Implications for practice:

Measuring what matters (Jacob et al in press)

- Below are examples of indicators relating to the sort of goals agreed by children, young people and families accessing services
- Goals Based Outcomes (GBO) may be useful in relation to bespoke goals agreed

Overarching theme	Agreed goal	Some possible outcome indicators that can be used
Relationship /interpersonal:	Make more friends	Strengths and Difficulties Questionnaire (SDQ); Child Outcome Rating Scale (CORS)
	Have better family relationships	SCORE Index of Family Function and Change-15 (SCORE-15)
	Have less fights	Me and My School (M&MS)
	Better management of child's behaviour by parent	Brief Parental Self-Efficacy Scale (BPSES)
Coping with specific problems and symptoms	Less symptoms PTSD	Impact of Events Scale (IES)
	Less low mood	Strengths and Difficulties Questionnaire (SDQ); Revised Child Anxiety and Depression Scale (RCADS); How are things: Depression/low mood (PHQ-9)
	Manage intrusive thoughts and compulsive behaviours	OCD subscale of Revised Child Anxiety and Depression Scale (RCADS)
Personal functioning:	Doing better at school	Number of days attending school; academic achievement
	Feeling happier	Short Warwick-Edinburgh Mental Well-being Scale (SWEMWBS)

Research Strategy

- Characterising the CORC dataset:
 - Exploring the types of children seen;
 - An examination of co-morbidity in the dataset;
 - An exploration of outcome measures used with different groups
- Missing data analysis
- How might multilevel factors affect outcome?
- An exploration of clinically meaningful change; beyond significant differences
- Service use of LAC

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What does this look like in practice?

Transparency

Openness about outcome measures data in engaging the local community around mental health and co-production of services

Use of outcome measures in direct work with child or young person to support emotional health and mental wellbeing

Collaborative practice

School

Not for profit/
Vol service

Statutory
NHS
service

Social
care
service

Public
health
service

Youth
Offending
/ Justice
service

Use of outcome measures data by organisation/ service to improve support

Evidence based
practice

Monitoring impact

Accountability

Use of outcome measures data by service funder/ commissioner to understand need and direct resources

What does this look like in practice?

CORC Boards

Openness about outcome measures data in engaging the local community around mental health and co-production of services

Use of outcome measures in direct work with child or young person to support emotional health and mental wellbeing

CORC for Schools

School

CORC Voluntary Pioneers

Not for profit/
Vol service

Statutory
NHS service

Social care service

Public health service

Youth Offending / Justice service

CORC Self-review and accreditation

Use of outcome measures data by organisation/ service to improve support

CORC research

Reshaping CORC reports

CORC for Commissioners

Use of outcome measures data by service funder/ commissioner to understand need and direct resources

CORC for Schools

Ofsted recommend that schools should be *‘working with others to provide interventions for pupils with mental health problems’* with *‘regular reviews to assess the effectiveness of the provision and lead to changes where necessary’*

- Help schools use outcome measures to: deliver young person-centred services; track the impact of emotional wellbeing support; and interpret and act on the information collected.
- School reports will look at the relationship between emotional health and other factors e.g. attainment, attendance
- We are now working piloting our reports with schools to make them as practical, accessible and useful as possible
- Get in touch if you would like to know more!



CORC Voluntary Pioneers

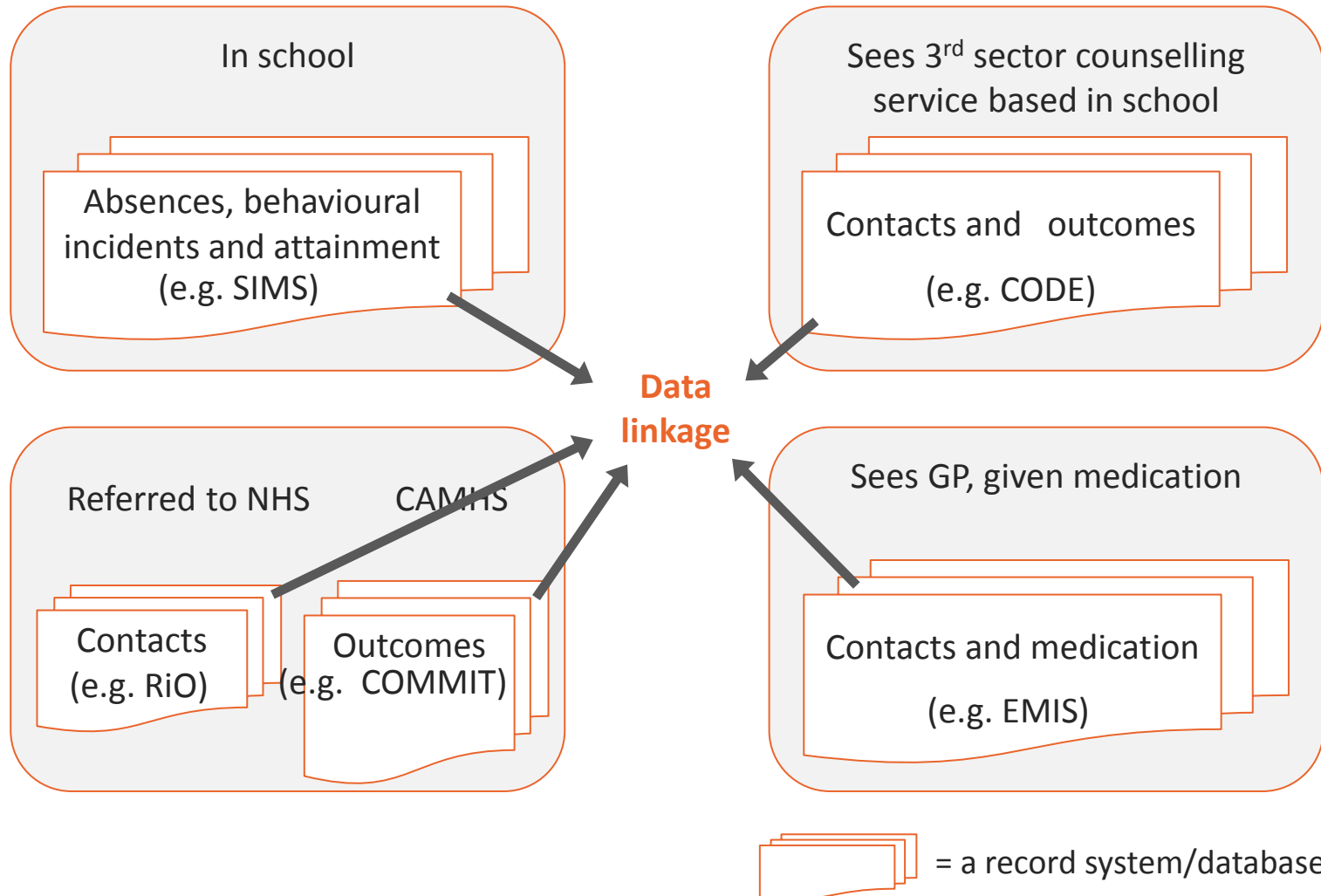
- For voluntary sector organisations with turnover of under £500k
- Trial CORC approaches for free
- Receive a CORC report based on six months of data
- Build CORC understanding about the challenges and opportunities of routine outcome monitoring in smaller organisations

Cross Sector Data Linkage - project

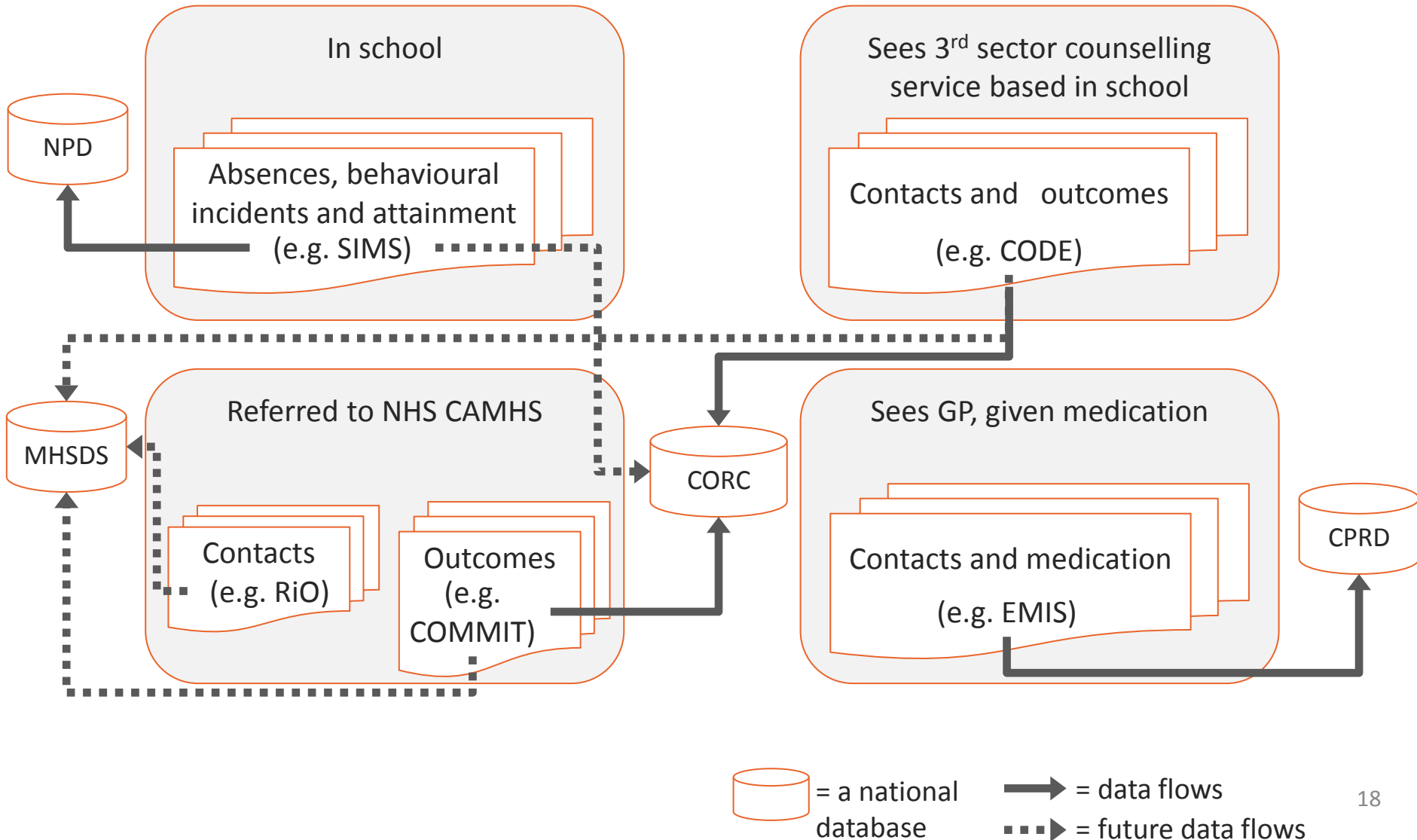
- Supporting areas to develop a linked local area data set to monitor the implementation of strategies to improve wellbeing
- Support to CCGs, local authorities, specialist commissioning teams and Health & Wellbeing Boards working with their local providers of services in:
 - **Selecting the best outcome measures and indicators**
 - **linking data across agencies** and organisations
 - Feedback of cross agency and **organisational trends in outcomes and performance**
 - Allow - and benefit from - the use of data for **research**

What do we mean by data linkage?

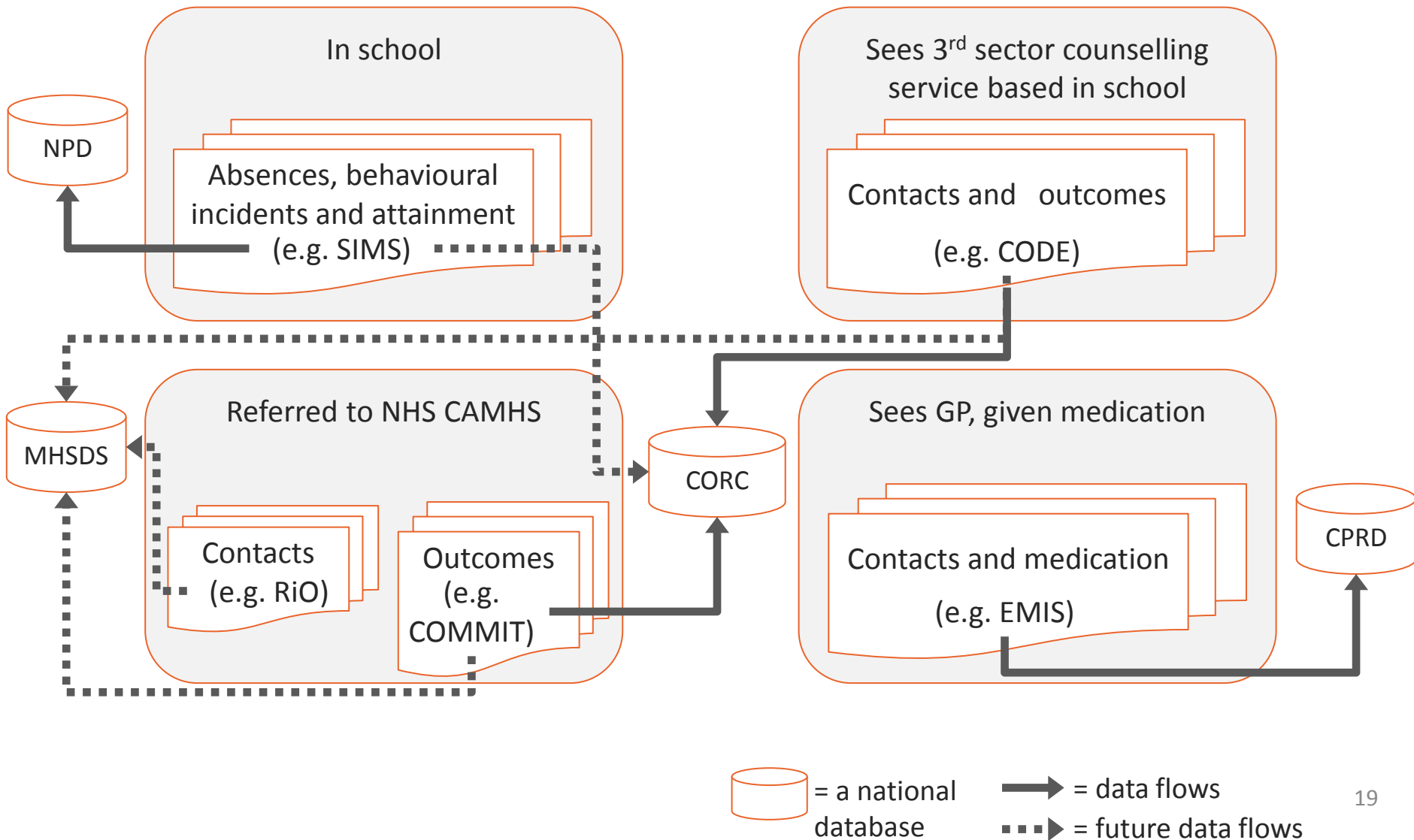
- Consider a young person, Jonny, age 15



Note: Some person-level data from local record systems are collated nationally



Note: Some person-level data from local record systems are collated nationally



CORC for Commissioning

- To promote a collaborative approach to the use of outcome and experience measures which draws on the expertise of
 - service users
 - service providers
 - service commissioners
- To engage across the system
- And in all phases of the cycle



Ways in which CORC supports commissioners

Developing outcomes frameworks

Intelligence about a range of measures suitable for different purposes

Advice on incorporating outcome measures into contract specifications and contract monitoring regimes

Collaborative work with commissioner and local partners/ market to identify measures for use (Facilitation of stakeholder meetings/ meet the buyer events)

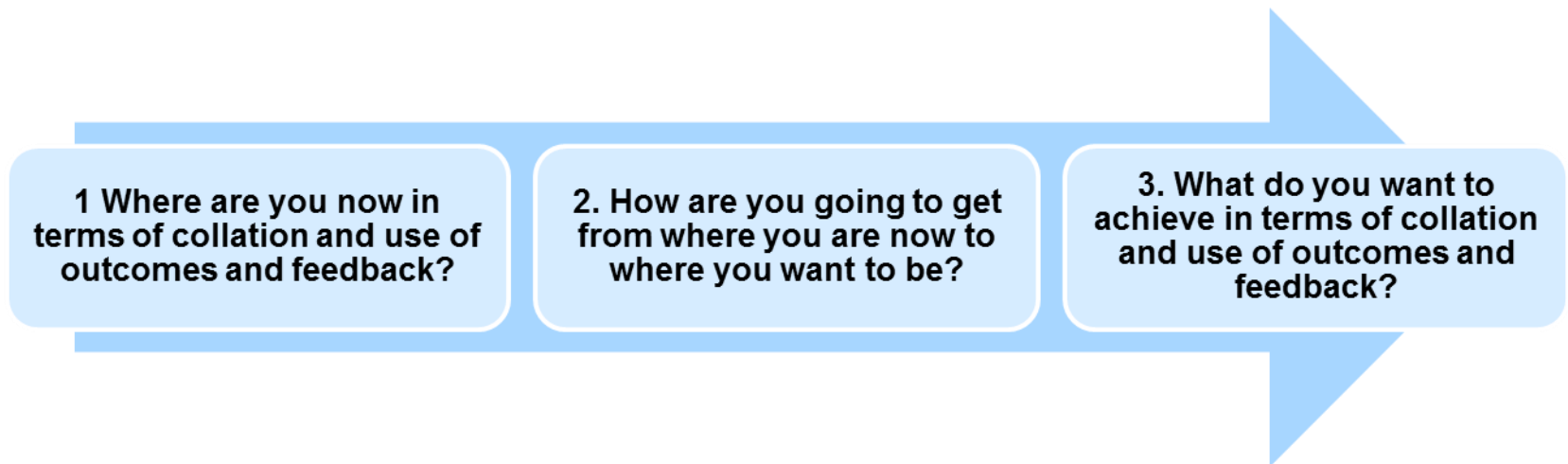
Analysis of outcome data – for needs analysis or reviewing service impact (Commissioner reports with breakdowns by provider and CORC benchmarks)

Support on interpreting and discussing flawed data meaningfully (MINDFUL approach) as part of contract management discussion or deep dive data review

Support to providers – training, integrating the use of measures, improving data collection rates and data quality

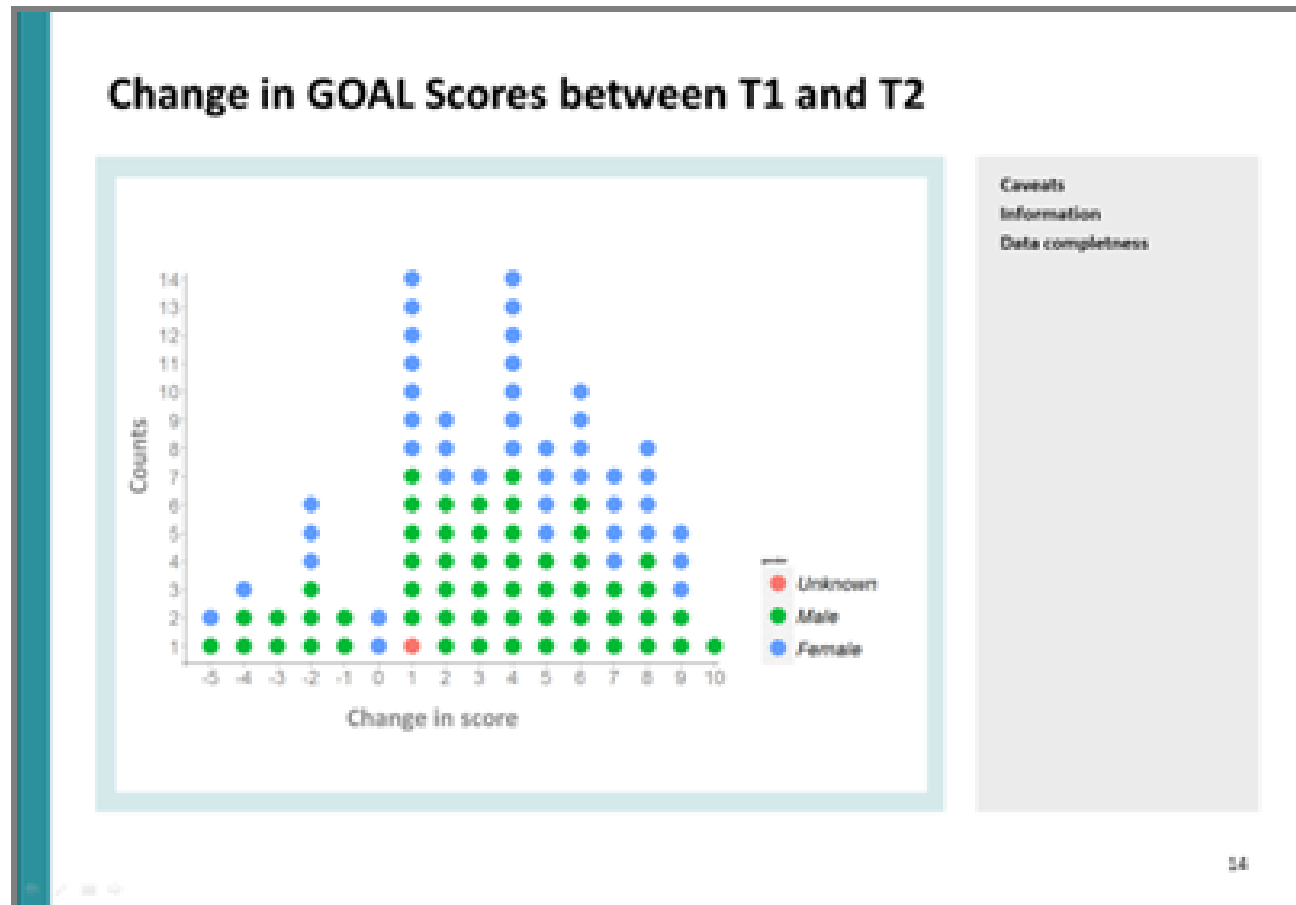
Embedding outcome monitoring – more throughout the day

- Self review and accreditation framework



- Member support – training, improving processes, embedding ROM

Reshaping reports- more later




Improving your collection of outcome measure data


- *The data collection process must be simple and minimally disruptive... (Boswell et al 2015)*
- Mentoring and hands-on support to review ROM collection processes and identify changes to improve your collection rates
- Using a systematic approach to process mapping and redesign will help identify the points in the process which will yield the biggest improvements for the least amount of change
- Shows where process 'waste' is occurring that can be easily eliminated




Include ME


 Include ME

afclient01's toolbox


signout | 




AFCLIENT01
My profile
Change wallpaper
Our Agreement




GETTING TO KNOW YOU
Tell us about yourself




SHARED AGREEMENT
Agree your preferences




MY RELATIONSHIPS
People in your life




DOODLE GOALS
Explain and track




MY SESSIONS
Your records




MY PLANS
Plans & Safety Plans




MY DECISIONS
Make a Shared Decision




MY LIBRARY
Helpful resources




MEASURES
Take or view



FEELINGS EXPLORER
How do you feel?



MY STRENGTHS
Consider and rate



DOODLE DRAW
Make a drawing

[← back to my toolbox](#)
[signin](#)

DOODLE GOALS

My Goals

+ add new goal

I want to feel closer to mum

I want to feel closer to mum

no progress made towards the goal

goal has been reached fully

where I am at the start

where I want to be

add a comment

add a comment

update

MY DECISIONS

Going back to school

Delete this Decision

Help yourself to make this decision by thinking about the different options you have. For each of the options, try and think of reasons FOR and AGAINST picking that option. You can rate these reasons using the weights to remember how important they are to you.

Go back to school now

Delete this Option

FOR	AGAINST
I won't be behind in my school work <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	I can't keep up with other people <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
I can see my friends <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	I might get bullied again <div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
<div> + Add a new reason FOR </div>	<div> + Add a new reason AGAINST </div>
<div> 6 FOR </div>	<div> 9 AGAINST </div>
<div> CALCULATE </div>	
<div> + Add an option </div>	

My Final Decision

×

?

I made this decision on Wed Nov 11 2015

I want to go back to school and see how it goes. If I go and I start to feel worried, I can phone my worker after school for support

I made this decision with Sarah

I am going to review this decision on Wed Nov 25 2015

Edit

MEASURES

choose measure

view measures history

Look at...

all measures

SDQAssessment+Parent

PHQ9

SDQAssessment+Child

Score15

RCADS

SFQ

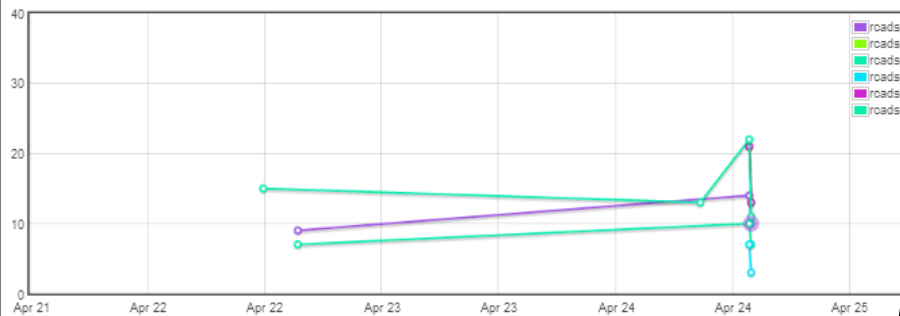
FeedbackBullseye

CGAS

Goals

see overview of rcads

Measure Name	Completed By	Date Completed	Information
RCADS	Frederick	24/04/14	Social Phobia: 13 Normal Range Panic Disorder: 13 High Score Major Depression: 11 Normal Range Separation Anxiety: 10 High Score Generalized Anxiety: 7 Normal Range Anxiety: 3 Normal Range
RCADS	Frederick	24/04/14	Social Phobia: 21 High Score Panic Disorder: 21 High Score Major Depression: 22 High Score Separation Anxiety: 14 High Score Generalized Anxiety: 10 Normal Range Anxiety: 7 Normal Range
RCADS	Frederick	24/04/14	Major Depression: 13 Raised Score
RCADS	Frederick	22/04/14	Separation Anxiety: 9 High Score
RCADS	Frederick	22/04/14	Generalized Anxiety: 7 Normal Range
RCADS	Frederick	22/04/14	Major Depression: 15 High Score



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6 of 6 rcads completed

newer >

MEASURES

choose measure

view measures history

Look at...

all measures

BPSES

ESQADD

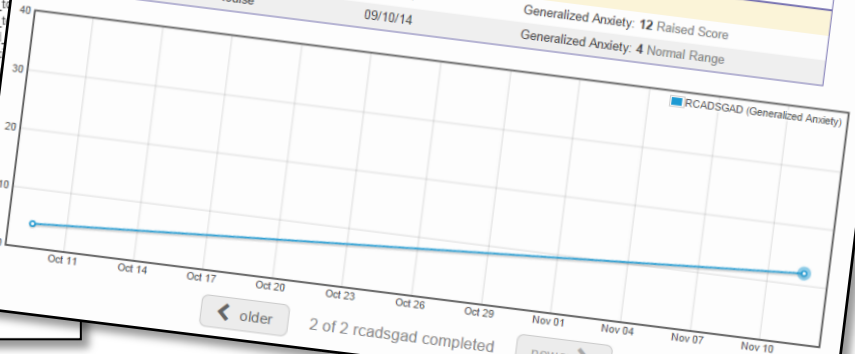
FeedbackBullseye

RCADSGAD

SDQAssessment+Child

see overview of rcadsgad

Measure Name	Completed By	Date Completed	Information
RCADSGAD	louise	11/11/14	Generalized Anxiety: 12 Raised Score
RCADSGAD	louise	09/10/14	Generalized Anxiety: 4 Normal Range



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2 of 2 rcadsgad completed

newer >

Don't miss the CORC Member Forum – Friday 27th November, CORC Head Office, 4-8 Rodney Street, N1 9JH London

Our Members' Forum is taking place on Friday 27 November and we are delighted to be welcoming **Claire Bethel** from the **Department of Health**, speaking about **CAMHS policy agenda and how CORC might help support this**, and **John Mellor-Clark** exploring learning from the **CORE measurement approach**. The event theme is “**CORC in Times of Transformation**” and there will be a range of presentations and workshops exploring approaches to transformation plans, recent research, and updates from the team about CORC projects—including upcoming changes to CORC reports—as well as opportunities to liaise with colleagues and the CORC team.

[See our November 2015 member forum programme](#)

The event is open to CORC members and our close collaborating partners. To register for a place please visit the link: <https://www.surveymonkey.com/r/MembersForum27Nov15>

We look forward to seeing you there!



Briefing on new processes of data submission (November 2015)

Major changes are underway in national data collation and we have received requests from members for user-friendly information. This document provides an update on planned changes to the CORC+ route of data submission as well as an accessible overview of Mental Health Services Data Set (MHSDS) submissions. [Click here to view all you need to know about new processes for data submission \(almost\)](#)

Free support for CORC Voluntary Sector Pioneers

The CORC Voluntary Sector Pioneers project is an opportunity for smaller voluntary sector organisations to trial CORC approaches for free—and for CORC to find out more about the challenges and opportunities of routine outcome monitoring in smaller organisations. The project is open to not-for-profit organisations with an annual turnover of under £500,000 p.a., who will be able to access CORC support over a six-month data collection period and receive a trial CORC report.

[Find out more about what is involved](#)

Expressions of interest can be made up to 31 December using [this form](#). To find out more or express interest please contact your local Regional Support Officer or the CORC inbox at corc@annafreud.org

See our [November 2015 CORC newsletter](#) for the latest information about CORC's projects