

IMPLEMENTING ROUTINE OUTCOME MONITORING IN SPMHS

| | WHAT DOES GOOD LOOK LIKE | SUCSESSES | CHALLENGES | ACTIONS FOR IMPROVEMENT |
|---|--|-----------|------------|-------------------------|
| #1 LEADERSHIP, VISION AND CULTURE | <ul style="list-style-type: none"> • Every member of the service, from front line staff through to senior leaders and board members, understands which measures are used in service and why • The language of ROM is included in strategic documents and there is a clear vision statement around collection and use • There is a continuous drive to improve practices around outcome and feedback measures | | | |
| #2 EMBEDDING MEASURES AS PART OF THE EVERY DAY | <ul style="list-style-type: none"> • ROM data is given as much time / emphasis as traditional key performance indicators such as referrals and waiting times • Experience and knowledge of ROM forms part of the recruitment process • Feedback from measures is reviewed as part of supervision discussions • Service users are informed, upfront, which measures are used and why they are important | | | |
| #3 BUILDING STAFF CONFIDENCE AND CAPABILITY | <ul style="list-style-type: none"> • Staff work together to find solutions and strategies to mitigate risks and challenges • ROM training is part of the induction process • ROM training is part of any corporate training programme and continuous professional development offer • Team meetings promote ROM discussion and shared learning | | | |
| #4 PRACTICAL CONSIDERATIONS AND PROCESSES | <ul style="list-style-type: none"> • There is easy access to paper versions of the tools • Written processes, detailing which tools to use and when, are in plain sight • It is clear how data is inputted and stored in IT Systems | | | |
| #5 BASIC IT REQUIREMENTS | <ul style="list-style-type: none"> • Investment has been made to make systems fit for purpose • ROM data is easily extractable and reportable • Staff are formally trained in how to use the IT correctly | | | |
| #6 SUSTAINING THE EFFORT | <ul style="list-style-type: none"> • ROM successes are celebrated and there are clear feedback loops to show how ROM data has aided service decisions • ROM staff champions are clearly visible and accessible • Communities of practice are embraced and supported through regular attendance and contribution | | | |
| #7 ANALYSING AND REPORTING AGGREGATED DATA TO INFORM SERVICE DECISIONS | <ul style="list-style-type: none"> • There is a good level of data completeness and representativeness within reporting periods • Data is grouped appropriately and interpreted at the right level • A range of impact information forms a comprehensive dash board | | | |