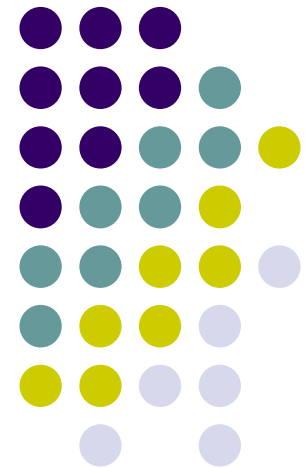
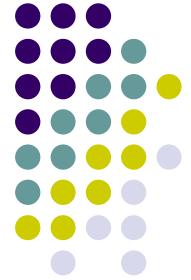


Are You Getting Better? Developing Effective Outcome Measures

The Access Partnership Conference
20th November 2008
Dr Elizabeth Roberts





Overview of Session

- An introduction to outcome measures
- Are you an effective service:
 - Outcome measures and service delivery
 - Outcome measures and commissioning
 - Patient-reported outcome measures

Health Outcomes



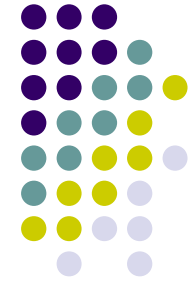
- Outcomes are the results of the healthcare processes i.e. what happened due to intervention and treatment by your service and was that was intended
- Outcome are not just about the effectiveness of treatments but also the effectiveness of those providing treatments

They're Not New



- Florence Nightingale's scale:
 - Relieved
 - Unrelieved
 - Dead

Health Outcome Measures



- Outcome measures show what your service has achieved in relation to health needs and service aims rather than simply what you have done (measures of activity).
- Compared to individual and service-wide objectives:
 - Individual: what impact on the health need of individual patients (from perspective of patients and perspective of clinicians)?
 - Collective: what impact on the overall health needs of the wider community?

Why are Health Outcome Measures Important?



- OHE Commission on NHS Outcomes, Performance and Productivity:
 - “Although it is not practical to apply outcomes measurement everywhere at once, it is reasonable to expect that within 5 years patient outcomes data will be collected for the majority of NHS activity”
 - “Measurement of patient outcomes and use of that information to drive better commissioning of services should be made an explicit element of the Government’s vision of “world class commissioning”
- Outcome measures included in NHS Operating Framework for 2008/09 for four conditions as a pilot

Outcome Measures => An Effective Service?



- What are the characteristics of an effective service?
- How does this impact on stakeholders?
- Effective = ?
 - Fit for Purpose
 - Making an Impact on Patient Health
 - Meeting Objectives

Outcomes Measures and Service Delivery



- What are you trying to achieve?



Understanding your Service



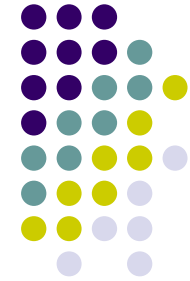
- What are the different elements of the service you provide?
- Who are the target populations for each service you provide?
- What proportion of patient referrals and patient contacts relate to each element of the service profile?
- How much staff time is allocated to each element of the service profile?
- What different patient contact and non-contact activities take place for each element of the service profile?
- How does the patient caseload vary for each element of the service profile i.e. which ones are resource intensive?
- How does each element of the service profile contribute to meeting the aims and objectives of your service?

Outcome Measures and Commissioning



- Commissioners are required to:
 - Develop a set of clear, outcome-focused, strategic priorities and investment plans
- Your services will need to demonstrate how the outcome-focused plans will be met:
 - Provide information to commissioners on the impact of your service not just the volume of activity

Counting Activity vs Measuring Impact



- How many patients have you seen?
- How many complaints were received by your service?
- What was the first-to-follow-up ratio?
- What was the DNA rate?
- What proportion of the at-risk population have you seen?
- How many patients reported improvements in their health?
- How many patients achieved the treatment goals set by staff?
- How many patients experienced crisis admission?

Outcome Measures and Patients



- What is the outcome of the health intervention:
 - From the perspective of the patient?
 - From the perspective of clinicians?



Patient Reported Outcome Measures (PROMs)



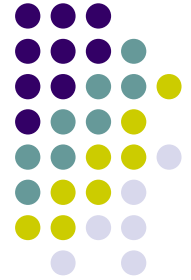
- PROMs provide a patient perspective on the clinical outcomes of NHS services
 - Changes in health status measured by PROMs at two different points in time (e.g. before and after an operation) can be used to derive measure of the impact of health care interventions.
- Potential benefits include:
 - Supporting patients and GPs to make choices over treatment (including making the data available through NHS Choices)
 - Supporting clinicians and managers to benchmark their own performance
 - Supporting commissioners to judge the quality of care offered by their providers including assessing intervention thresholds and pathways



What is a Good Outcome?

- Improving health status e.g. increased mobility following surgery
- Maintaining health status e.g. for mental health conditions
- Extend length of life or quality of life e.g. for certain terminal conditions

Key Learning on PROMs



- Consider:
 - Whether disease-specific or generic measures should be used (or both)
 - How patients and staff are involved in data collection (depending on the type of measure)
 - If adjustments need to be made before comparing outcomes across sites or locations e.g. case mix, age of patients
 - How data will be analysed and reported

For More Information on PROMs...



- Patient-Reported Outcomes Measurement Group
(<http://phi.uhce.ox.ac.uk/home.php>)
- EuroQol / EQ-5D standardised instrument
(<http://www.euroqol.org/>)
- Chartered Society of Physiotherapy
(<http://www.csp.org.uk/director/effectivepractice/outcomemeasures.cfm>)
- OHE Commission on Outcomes, Performance and Productivity
(<http://www.ohe.org/page/Commissionreport.cfm>)