

A Holistic Approach to Outcome Measures

The future of mental health services?

Session Objectives

The session will showcase the holistic approach taken in Wales to introduce and embed Patient/ Person Reported Outcome Measures (PROMS) and Patient/ Person Reported Experience Measures (PREMS) in mental health and learning disability teams.

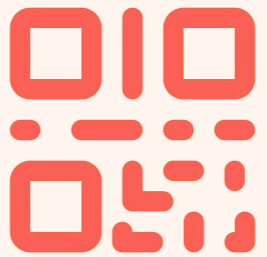
We will share:

- How work with a cross section of pilot sites informed a mechanism to provide national training using QI and compassionate care approaches
- What went well?
- What didn't go so well, including how we did not work as co-productively with those with lived experience as we intended and how we adapted to meet the unexpected challenges of the Pandemic

After this session, participants will be able to:

- Develop a framework for quality improvement in the use of PROMS and PREMS and more proactively involve the voices of those with lived experience
- Co-produce a bespoke theory of change applicable to a diverse range of teams
- Support teams to take a compassionate approach to their staff and service users

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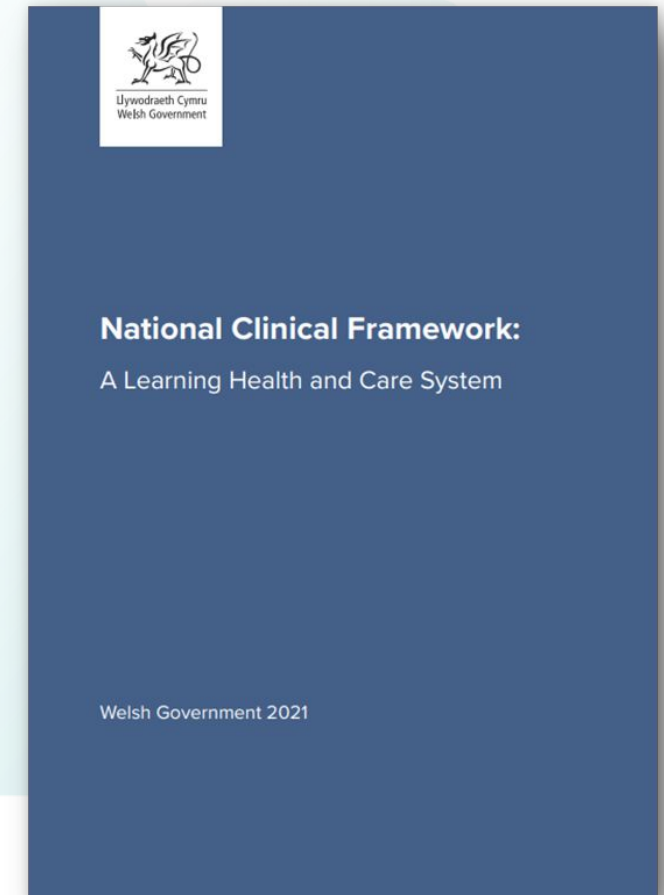
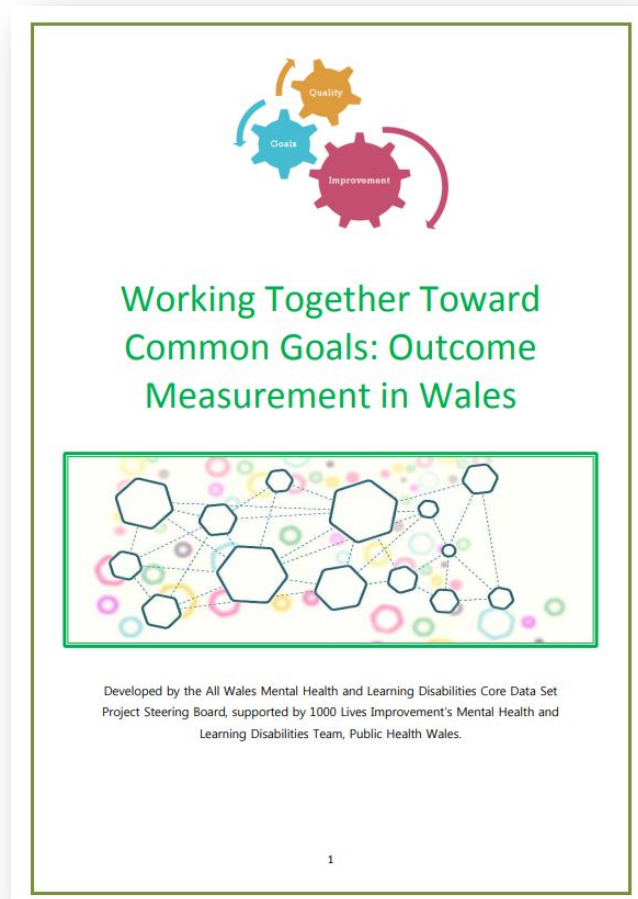
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If you were looking to introduce PROMS and PREMS, what would you need to consider?

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What's our project all about?



Our Ambition

All Mental Health Teams and Learning Disability teams in Wales to be using outcome measure tools routinely by March 2023

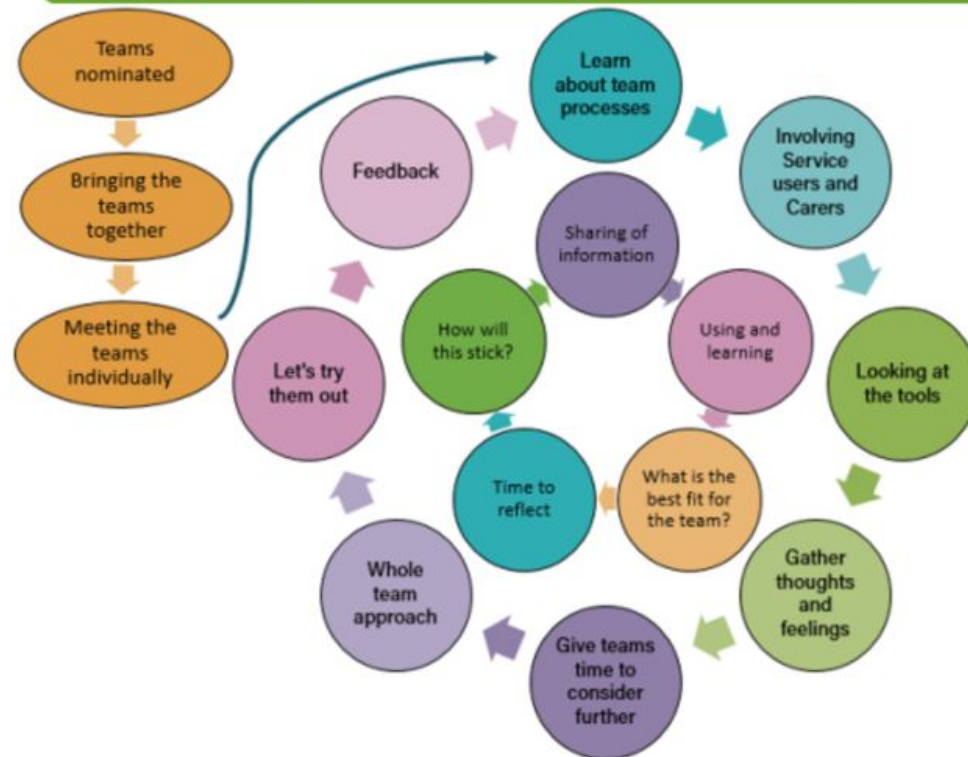
We had 3 years

- Year 1 – Working with Pilot sites
- Year 2 – Design the training
- Year 3 – Delivering the training and supporting implementation

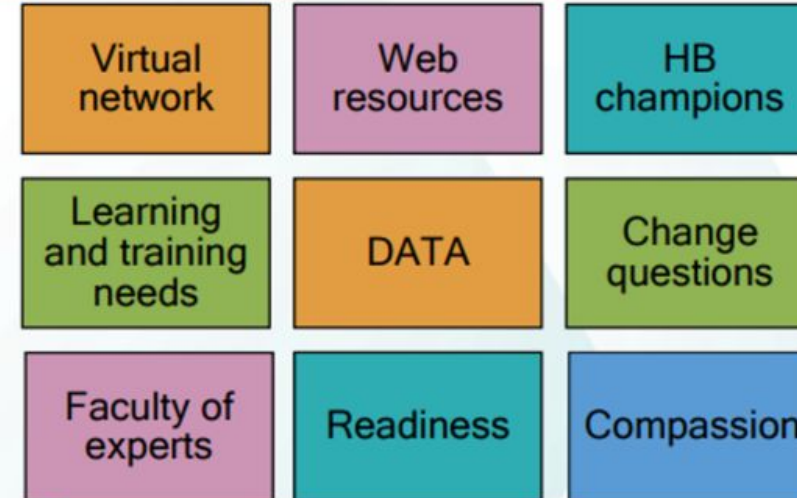
EMBEDDING OUTCOME TOOLS IN DAY TO DAY PRACTICE

The Outcome Measurement in Wales project is part of the Welsh Government mental health core data set programme. It aims to embed outcome focused practice in all mental health and learning disability teams. It will facilitate service users, staff and teams to work effectively together to improve service user wellbeing, experience and attainment of goals.

A NEW APPROACH - 10 pilots sites / 7 health boards



KEY INGREDIENTS



LESSONS LEARNED SO FAR

- ❖ Grab hearts and minds before anything else
- ❖ Make sure the whole team is involved, not just the managers
- ❖ Share learning

CONTACT INFORMATION

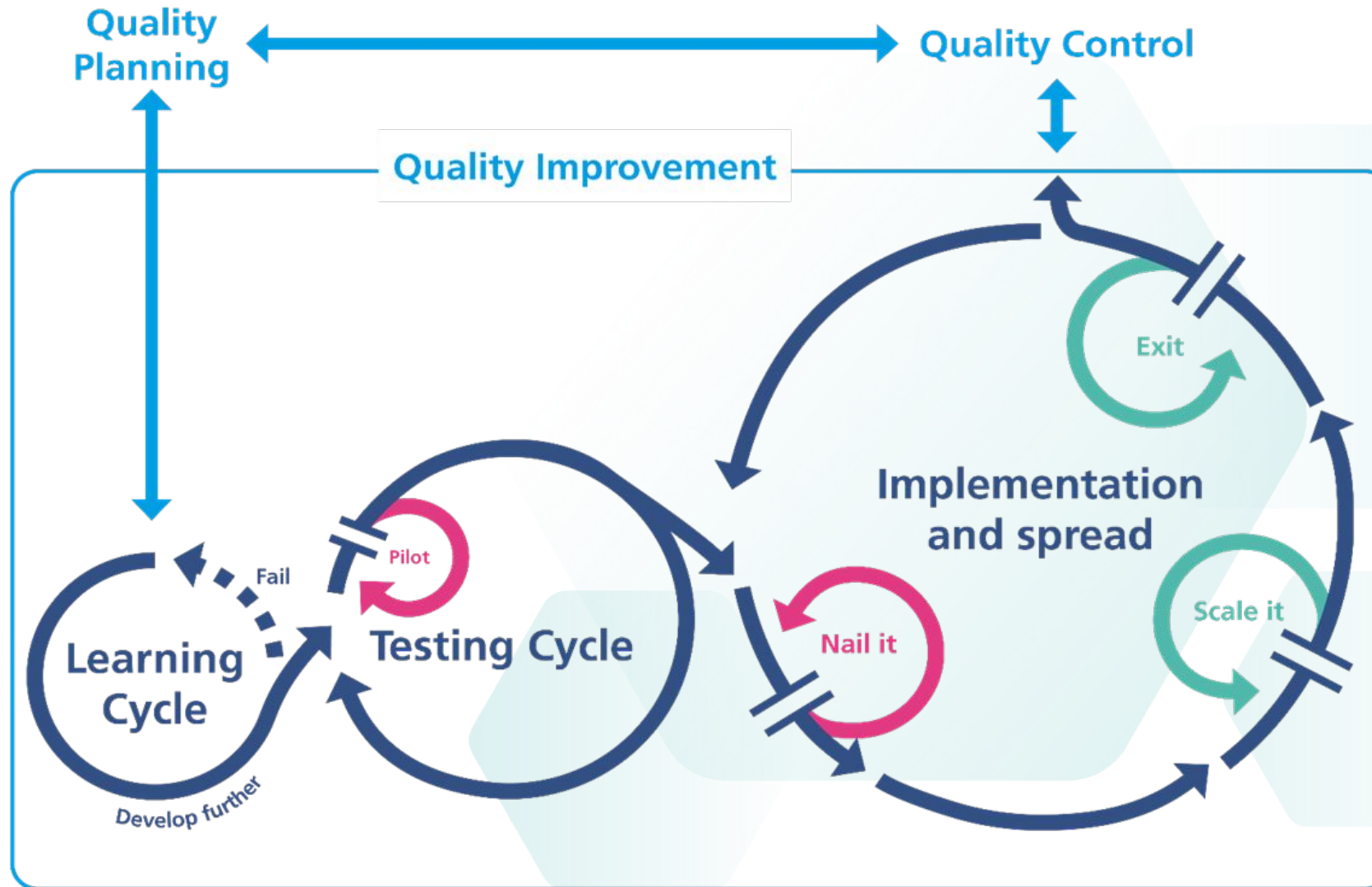
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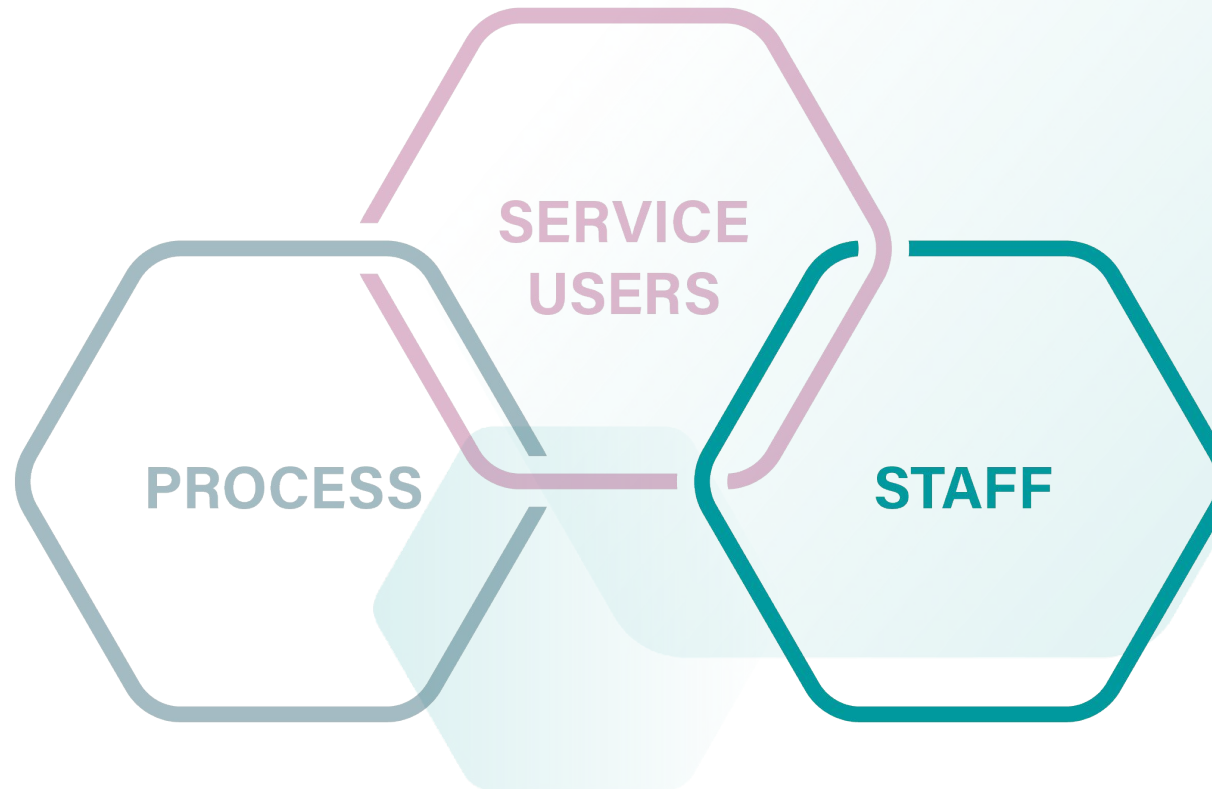
Our Approach



Timeline



Creating optimal conditions for change



A common set of outcome tools for Wales



Data and Measurement for Improvement



What didn't go so well?



What did we learn?



What could we do differently?



What did people say?

Service user data collection may be challenging as the general wards sometimes discharge patients before our next review

Might be good to have 2 half day sessions with time to look at tools and think about it with colleagues in-between.

It's a shame Covid is still making such an impact as face to face would have been lovely

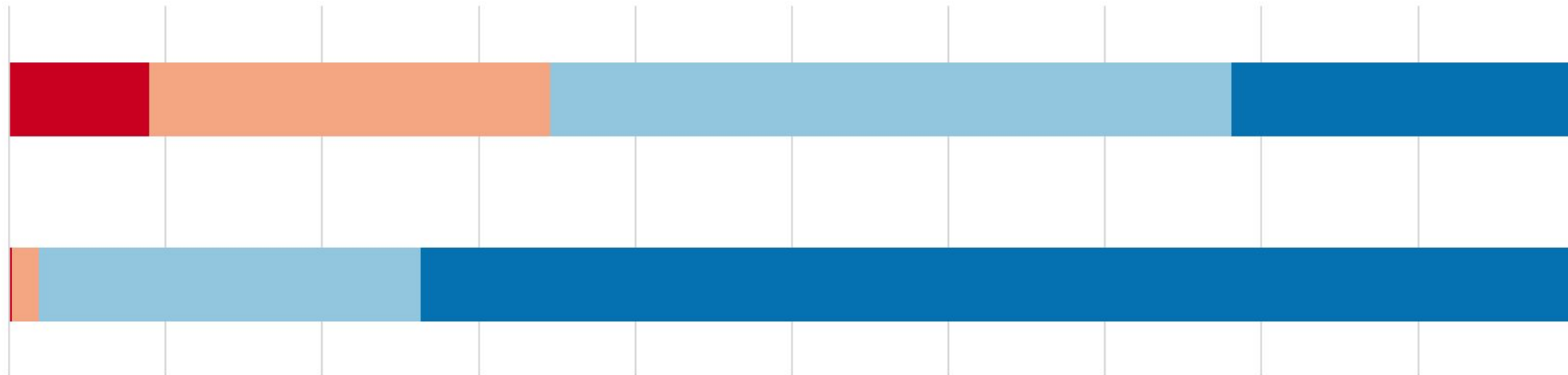
..As I work in dementia service this is not really relevant to my service

Maybe more info on how records are kept

I honestly think this training might be above my paygrade to implement such changes.

Would be good to set a date to re-group and to continue to discuss amongst each other

What did people say?



Before

79

229

388

196

After

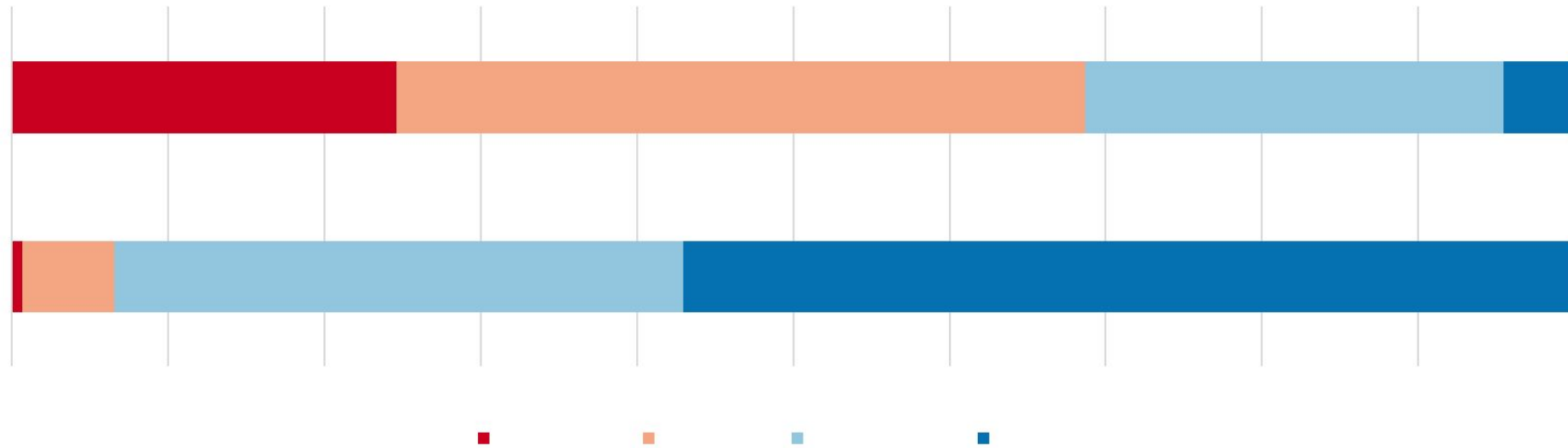
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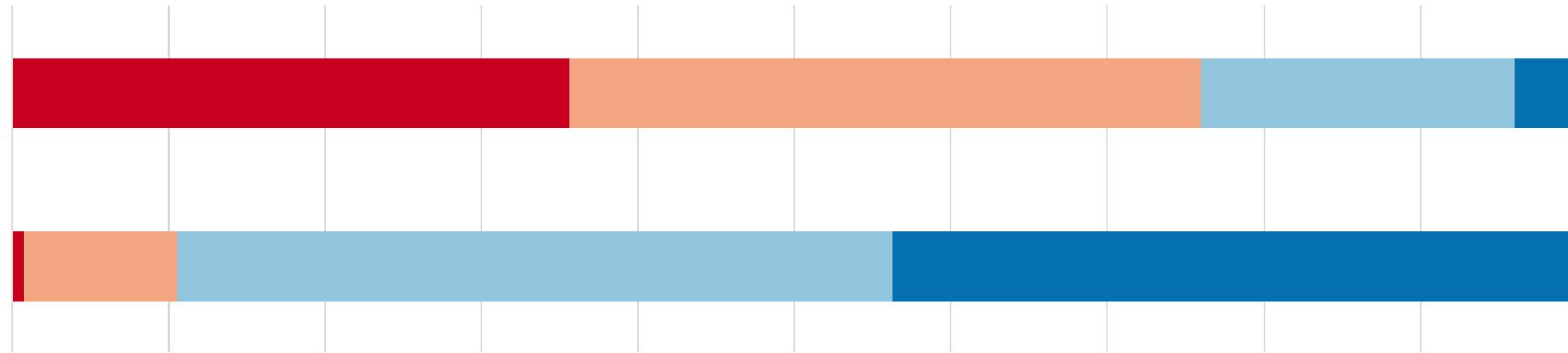
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What did people say?



Before	219	393	239	41
After	5	51	313	491

What did people say?



Before	318	361	179	36
After	6	84	393	376

What did people say?

Training content and delivery was outstanding. I feel very reassured about initiating change in a gentle way.

Excellent training, many thanks. appreciated the offer of ongoing support.

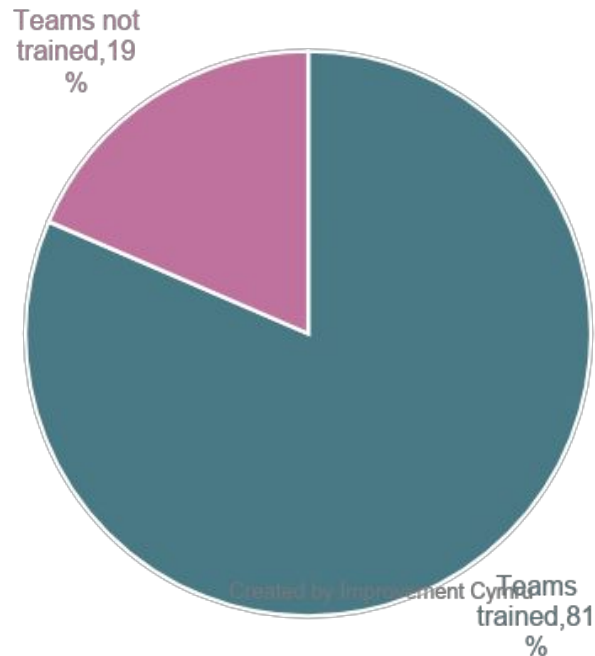
Excellent training, very informative and I am clear of how to proceed

Really good training. Lots of things to take back to the team to discuss and then plan implementation.

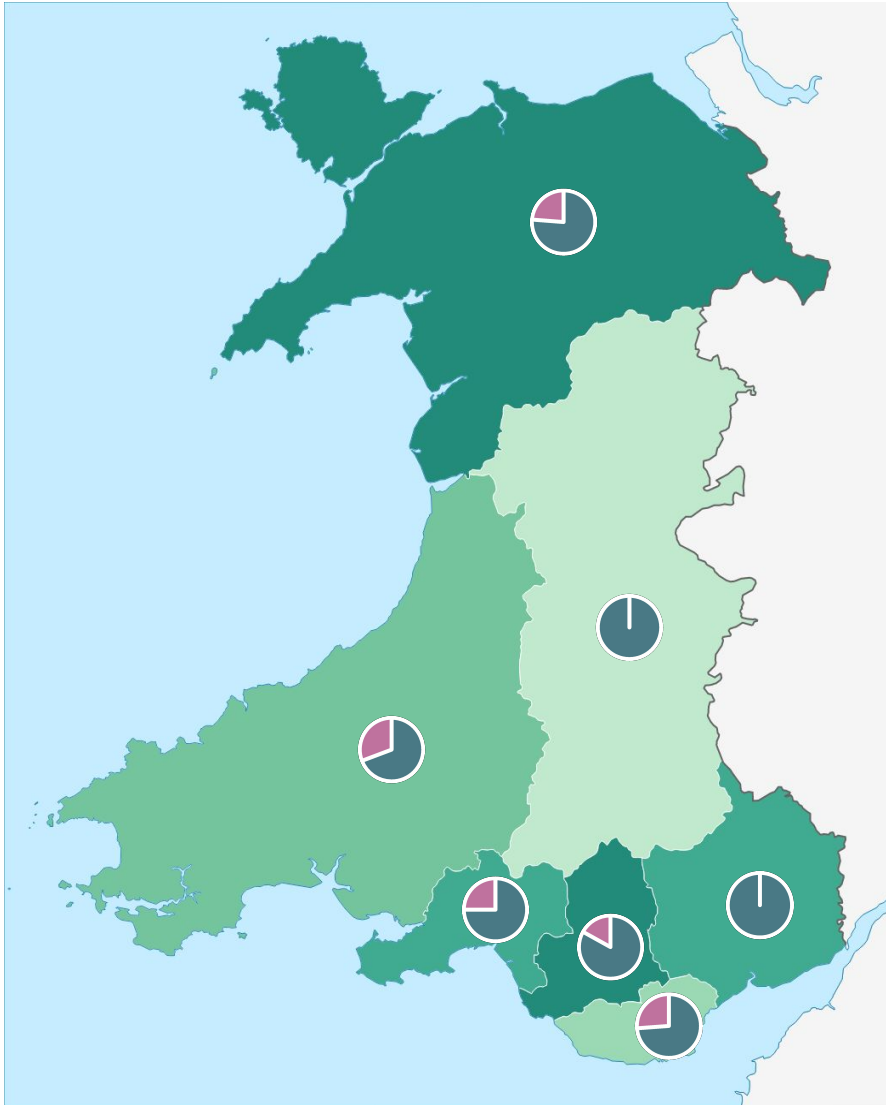
The training was very clear and well-presented



Wales



- Mental Health and Learning Disability (MHLD) teams (both adult and children) were invited to participate
- There are 513 MHLD teams within Wales
- Members from 418 (81%) of those teams had received the training



- NHS Wales is broken down into 7 health boards
- These 7 pie charts represent the total number of teams trained by each health board
- Proportion of teams trained are shown in teal on the pie charts
- 2 health boards had representatives trained from every team

Considerations

- Resources – small team, small budget
- Training – how would a small team deliver this
- Hard work and perseverance –competing priorities within Health Boards
- Resilience and persistence during a pandemic
- Project timescales – necessary extensions
- Novel approach - never done before,
- Challenge to create a definitive list of teams in Wales
- Regrouping and co-production in phase 5 implementation

Reflections - Intentions and Reality of Co-design and Co-production

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Now that you have heard our story, what would you do now to introduce PROMS and PREMS?

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Any Questions?