



Government of South Australia

Department for Communities
and Social Inclusion

Domiciliary Care



Implementing outcome measurement tools in community care: consumer and staff perspectives

Cathy Lock, Doris Rembicki

National Community Care Outcomes Workshop - Sydney, 2 March 2015

Domiciliary Care

- Introduction – Dom Care then and now
- Outcomes measures routinely used include:
 - Clinical
 - Goal attainment
 - Client satisfaction and exit surveying
- This paper will outline Dom Care's exploration of care related QoL as an indicator of service impact, based on the Adult Social Care Outcomes Toolkit (ASCOT)
(PSSRU, University of Kent, Canterbury UK).

2003 OPUS Pilot

- Trial of the Older People's Utility Scale for Social Care (OPUS-SC) tool (5 care related QoL domains)
(PSSRU, University of Kent, Canterbury UK)
- Tool identifies levels (3 point scale) of met need with and without services
- Pre- and post-services (at 3 months) completion of OPUS by staff only
- Results compared with the Barthel's Index and IADL score, global functional and sustainability ratings

2003 OPUS Pilot

Findings

- Personal (Barthels), social (IADL) and global function measures remained static
- OPUS showed a significant reduction in the level of unmet need across time
- OPUS showed a significant difference in the ratings of unmet need with and without services at a point in time
- Acceptable to staff (*note: risks of bias*)

2003 OPUS Pilot

Findings

- Missing domains:
In 51% of cases other issues identified not covered in OPUS domains
 - mainly carer issues, sustainability/viability, rehab potential
- Dom Care core service priorities did not match weighting of the domains, ie safety rather than, say, control
- Addition of a 'medium' rating category would increase sensitivity to change

2003 OPUS Pilot – application of findings

Dom Care intake screening - adaption of ONI to include

- Unmet need score in ADL/IADL functional domains
- Overall care sustainability question
- Carer stress rating

Incorporated into ONI+ screening tool from 2005/6.

Still in use.

2012 Having Outcomes Measured Effectively (HOME) Project *(HACC Innovations Funding Program)*

- To develop a way to reliably and systematically measure the impact or benefit of community care services for older people over time
- To move beyond outputs and functional measurement towards *'Do we make a difference?'*
- To pilot-test a client outcomes measurement approach & tools for all clients at entry assessment and review

Outcomes tools pilots



Government of South Australia
Department for Communities
and Social Inclusion

Key project questions

- Is this method acceptable to clients and staff?
- Are tools valid in our service setting?
- Can a staff tool provide a proxy measure for client tool?
- Will the tools measure change?

Tools

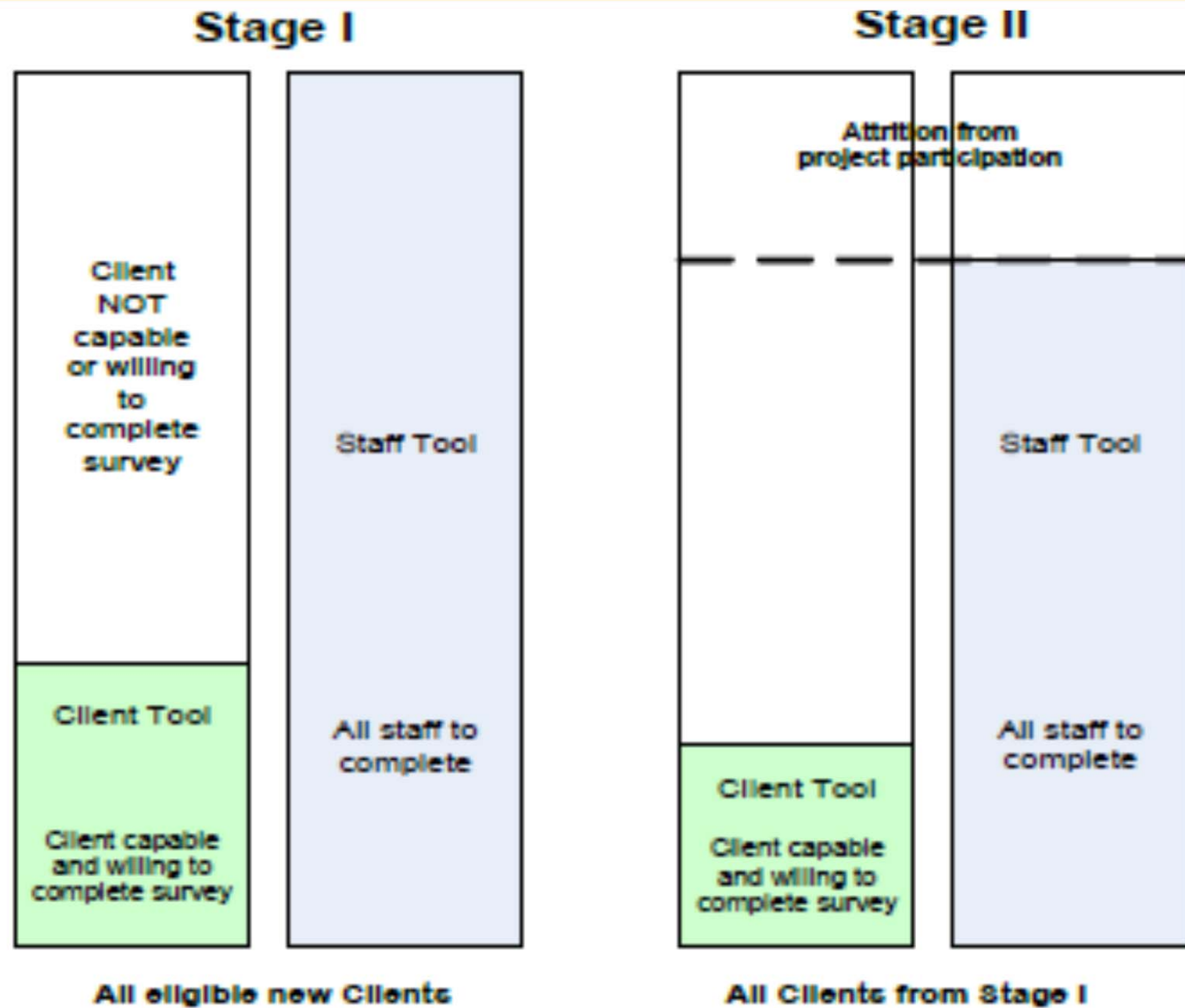
- Client tool - ASCOT SCT4 (9 domains, 4 levels)
(PSSRU, University of Kent, Canterbury UK)
- Staff tool - Hybrid four-level tool based on ASCOT SCT4
- Supplementary questions at Stage II
- Plus feedback questions about using the tools

Outcomes tools pilots



Government of South Australia
Department for Communities
and Social Inclusion

2012 HOME Project Methodology



2012 HOME Project

Participation

Stage I n = 682 clients

- Clients offered the questionnaire = 386
- Clients returned the questionnaire = 171 (44.3%)
- Staff return rate = 60%

Stage II n = 206 clients

- Clients offered the questionnaire = 112
- Clients returned the questionnaire = 75 (66.9%)
- Staff return rate = 80%

2012 HOME Project

RESULTS - CLIENT TOOL

- High acceptability amongst clients who responded, but 75% of clients were unwilling/unable to self complete
- Stage I (pre-services) rated low needs in key ADL domains (but these were highest functioning clients)
- Stage II ratings did show evidence of positive changes over time (after services)
- Data analysis showed that client tool results
 - CAN be generalised to those who took but did not return the questionnaire
 - CANNOT be generalised to those not invited to self-assess

2012 HOME Project

RESULTS – STAFF TOOL

- Mixed staff acceptability
- Evidence of positive changes between Stage I and II
- But NO EVIDENCE that tool can be used as a proxy measure for clients who did not self-assess
- Staff more confident with single question ratings
 - ‘sustainability of care situation’ - increased by 71%
 - ‘carer capacity to continue caring’ - statistically significant increase from Stage I to Stage II

2012 HOME Project

Key challenges

- Practical issues for collecting outcomes data within current practice
- Interpreting change in scores - Clinical significance may be more important than statistical significance
- Is a QoL tool possible for a whole client population including those who can't self rate?
- Attribution - isolating the impacts of particular services from other factors influencing QoL



HOME CARE PACKAGES PROJECT 2014

- 6 month pilot of a consumer directed care model, with individualised budgets and CDC practices and systems
- 30 participants
- Adapted ASCOT SCT4 tool used as a self completed pre-entry QoL questionnaire to inform goal setting and care planning
- Evaluation included
 - repeat QoL questionnaire after 6 months
 - structured phone interviews re impacts of the services and model

Outcomes tools pilots



Government of South Australia
Department for Communities
and Social Inclusion



HOME CARE PACKAGES PROJECT 2014

Pre-Pilot QoL questionnaire

- High acceptability by clients
- Overall participant QoL rating profiles consistent with HOME Project findings
- Domain based QoL questions valued by clients and staff as a background to goal setting and service planning

Outcomes tools pilots



Government of South Australia
Department for Communities
and Social Inclusion



HOME CARE PACKAGES PROJECT 2014

Post-Pilot questionnaire (6 months after entry)

- Showed individual rating changes consistent with other Pilot observations
- ‘Overall QoL’ scores little changed, but individual domain improvements
- Strongest changes in the ‘Control’ domain, and ‘How the way I’m helped makes me feel about myself’
- Interviews: ‘Impact of pilot’ question produced more directly attributable global measure

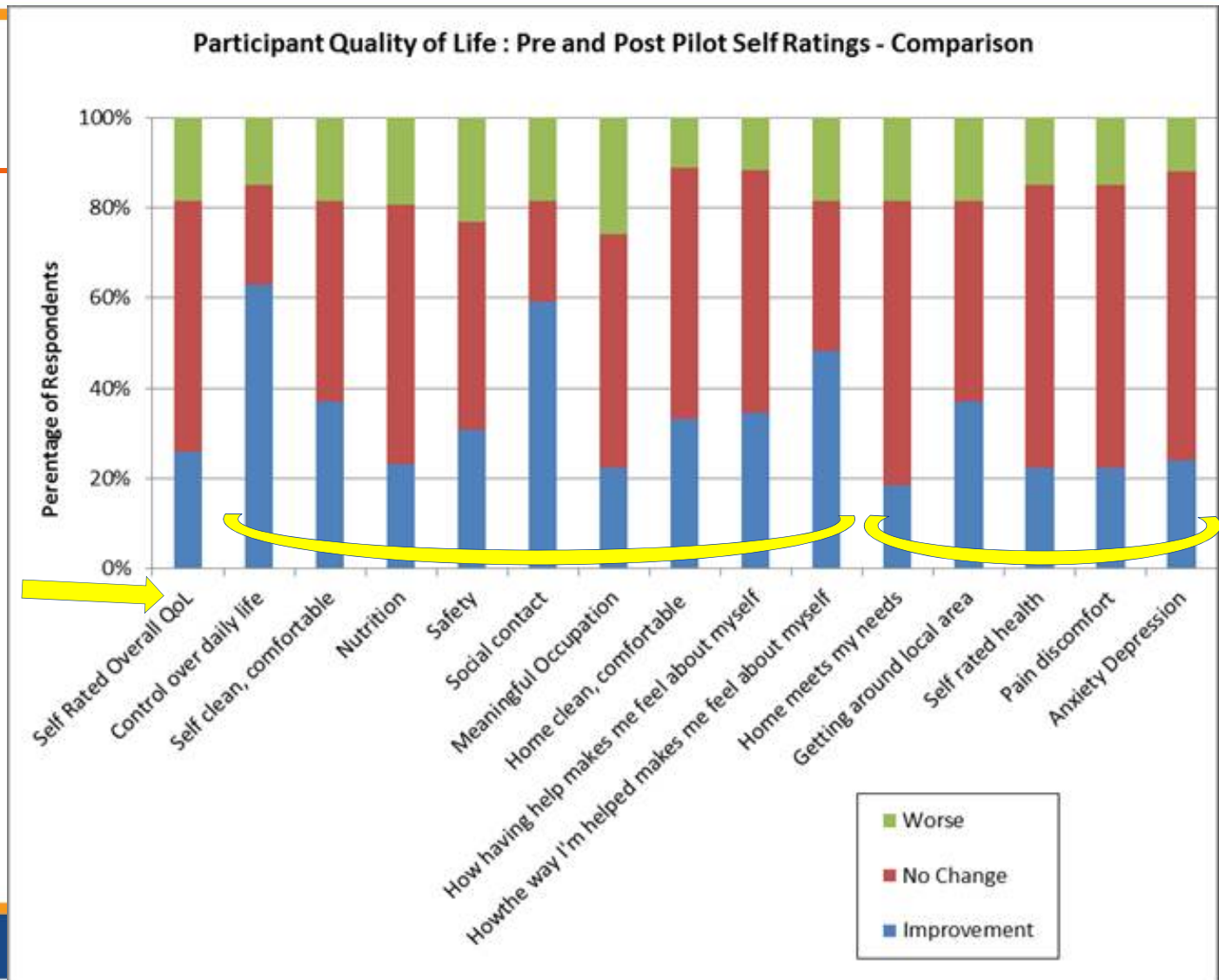
Outcomes tools pilots



Government of South Australia
Department for Communities
and Social Inclusion



Post-Pilot
Questionnaire
(6 mths post entry)





2014 Client Profiling Project

- Developing a population service level profile
- Reverse application of QoL domain based tools, using domain count as indicator of complexity & need

Issues to add to the discussion

1. Application of QoL tools – purposes vary

- Individual client QoL profile and change over time
- Provider client population profile and change over time
- Population sampling - snapshot including self rated 'impact of community care' measures
- Risk reduction (unmet needs reduction) in specific domains
- Impact of community care as a whole or a specific aspect of care eg service type, quality, quantity, model of delivery

Issues to add to the discussion

2. Which tools?

- QoL rating, or unmet need, or goals?
- Self rating QoL tools exclude population groups
- Provider rated QoL domains (ACCOM)
 - ACCOM approach depends on holistic unbiased assessment
 - Selected domain focus to reflect specific service types?
- Single measure questions
- Acceptability/usability for clients and providers

Issues to add to the discussion

3. QoL scores as a change measure

- 'No change' may not reflect the real outcome
 - Movement from informal to formal care
 - Alongside functional decline
 - Clinical significance vs statistical significance
- Service provision within changing health/social profiles and life contexts
- Attribution for change problematic if no 'without services' rating

Issues to add to the discussion

4. The future

After the introduction of the new Commonwealth model

- Who will fund?
- Part of national aged care evaluation?
- How to capture privatisation?
- How will the outcomes information be used?

Domiciliary Care

Thank you

Dom Care acknowledges the work of Netten, A., Forder, J., Beadle-Brown, J., Caiels, J., Malley, J., Smith, N., Trukeschitz, B., Towers, A., Welsh, E. and Windle, K. (2011) Adult Social Care Outcomes Toolkit v2.0: Main guidance, PSSRU Discussion Paper 2716/2, Personal Social Services Research Unit, University of Kent.