

Local impact: National Clinical Audit of Psychosis QI Webinars – Outcome Measurement

What did we do?

In May and June 2020, the National Clinical Audit of Psychosis (NCAP) hosted 5 regional QI webinars for Early Intervention in Psychosis teams on outcome measurement. These covered:

- Presentations on the audit findings on outcome measurement, barriers and solutions in collecting outcome data, and QI models, tools and measures
- A Q&A and open discussion session, focusing on improvements made in collecting outcome measurement data (OMD) and how teams are doing this

Key impacts are summarised below:

Ideas for Repurposing Routine Outcome Measures were Shared

- A staff member in one service **rebranded 'routine outcome measures'** to **'therapeutic ROMs'** and ran workshops to help staff use the worksheets as a tool to increase curiosity of patients
- Importance of **making the data useful** for patients and care coordinators, rather than seeing them as measures imposed by the government that has to be done as part of an audit

“This can't be seen as being about performance management, this has to be seen as being driven by our clients and our clinicians and valuing it”

Participants Took Away Ideas for How to Share Practices

- **Future Collaboration Platform** is a good resource and platform
- Opportunities to share good practice through the Royal College of Psychiatrists and NCAP, such as **newsletters and these webinars**
- **Talk to regional leads** who can focus on the use of OMD and give platforms for teams to share their work with others
- **Team away days and business meetings** are great spaces to not only explore data, but share good practice

“It wasn't about the process of collecting data, it was the value of what lay in that collection both for an individual and the service”

New Opportunities to Use and Collect Data were Developed

- **Using Health of the Nation Outcome Scales (HoNOS** – a measure of health and social functioning) to identify where patients with psychosis have come into the Trust but have not been referred to the correct team
- Collating all audit data on a spreadsheet and reviewing it at the start of the year to **highlight differences and produce local action plans**
- Hub manager sending out weekly emails to the whole team listing **which records need their outcome measures completing** to improve collection
- Using data to discuss areas of improvement within the region to **'buddy up' teams to run learning days** together and take away practical tips on making improvements

“Policy provides a scaffold for innovation to grow up – without that scaffold of policy directives and initiatives, it makes it hard to sustain local innovation; they work together”