Introducing Outcomes and Casemix Measures into Team Reviews:
Older Person Services

AMHOCN

"Sharing Information to Improve Outcomes"

An Australian Government funded initiative

Rating the HoNOS 65+

				Monitor ?	Active treatment or management plan ?
Clinically Significant	**4**	Severe to very severe problem	Most severe category for patients with this problem. Warrants recording in clinical file. Should be incorporated in care plan. *Note – patient can get worse.*	✓	✓
	3	Moderate problem	Warrants recording in clinical file. Should be incorporated in care plan.	✓	✓
	2	Mild problem	Warrants recording in clinical notes. May or not be incorporated in care plan.	✓	✓
Not Clinically Significant	**1**	Minor problem	Requires no formal action. May or may not be recorded in clinical file.	**Maybe**	✗
	0	No problem	Problem not present.	✗	✗

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Rating the LSP and its implications

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Rating	Clinicians perspective	Discussed with consumer	Difference in perspective?	Goal Setting (SMART)
3	Generally has a significant impact on consumer functioning in a variety of areas over rating periods	A significant issue for the rater	Rater's obligations in contrast to consumer perspective?	
2	Generally has a significant impact in one area of consumers functioning or moderate impact in a variety of areas over the rating period	Seen as an issue by the rater that requires attention	Rater's concerns in contrast to consumer perspective?	More Active Rater Stance
1	Generally has a moderate impact in one area of consumers functioning or mild impact in a variety of areas over the rating period	An issue that may require attention or an area that identifies the consumers strengths	Rater's observation of strengths and deficits in contrast to consumer perspective?	
0	Generally has no impact on consumers functioning over the rating period	An area of strength	Rater's observation of strengths encourages personal ownership and responsibility	

Outcome measures in team reviews: Getting started

Embedding the measures in team reviews

- Staff have received adequate training in relation to NOCC

- The use of outcome measurement is documented in appropriate policy and procedures

- A system for regular review of all consumers via team reviews is established

- Prior to team reviews, case managers are informed which consumers are due for review

- Case managers ensure the NOCC measures are completed prior to review

- NOCC reports are available during team reviews

Activity 1

Case presentation

- Small groups
- Discuss case presentation during team review meetings
- Use the ratings on measures to identify key issues for the consumer and options for interventions

Team Review

Consumer Self Assessment

Therapeutic Alliance

Scores and Norms

Change

Team Review

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HoNOS 65+

Clinically Significant Ratings

Change

Reference Material

Team Review

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Clinically Significant Ratings

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Reference Material

Team Review

Life Skills Profile

Clinically Significant Ratings

Change

Reference Material

Using the measures in team reviews

Activity 2
Case presentation and care plan

- In small groups
- Review the case study
- Spokesperson presents the case study your group has been given
  - Where does the consumer have problems?
  - Where are their strengths?
  - How does this information inform the care plan?
  - What is the plan of care?

Summary

- The NOCC measures make overt the clinician's assessment of the consumer, helping to identify specific areas where the consumer will require support and determining key areas of strength which can be harnessed to support consumer recovery.

- The measures can be used to support care planning and monitoring change over time.

- The measures provide a framework for case presentation during team reviews, introducing a broader range of domains into the review discussions, rather than focusing on symptoms.

- Team reviews provide the opportunity to discuss the reasons for the ratings on measures such as the HoNOS and exploring, in a constructive way, any differences of opinion. This supports improvements in the consistency of ratings.