

Measuring outcomes

- Outcomes
- Aims
- Objectives
- Planning triangles
- Monitoring framework

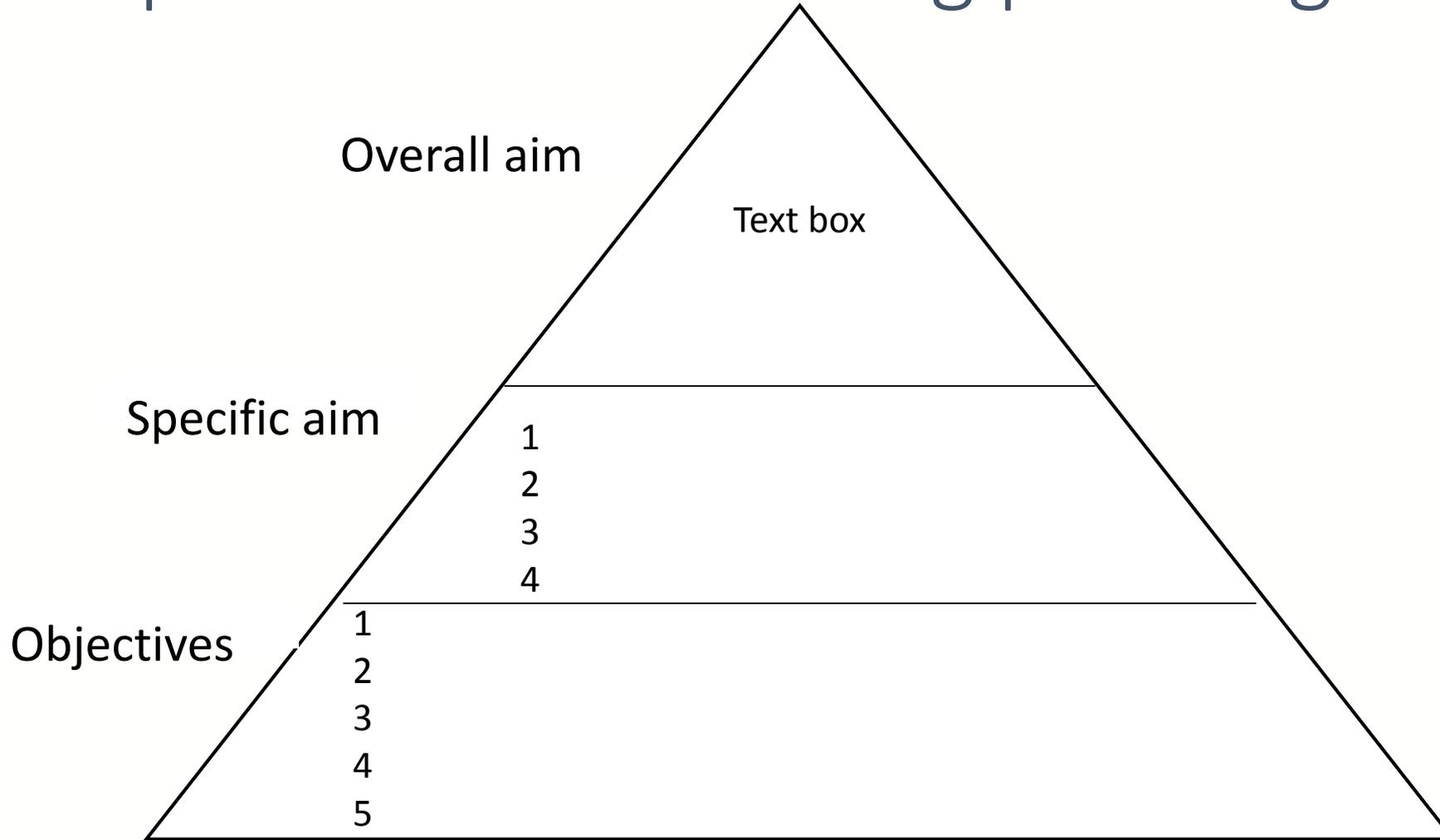


Today

- Re visit original aims/objectives
- Agree an overall aim
- Agree three specific aims
- Agree objectives
- Increase your ability to identify outcomes appropriate to your project
- Increase your understanding of the benefits of an outcomes approach
- Increase your understanding of the link between outcomes, aims and objectives
- Increase your knowledge on ways to gather outcome information
- Develop a planning triangle and monitoring framework



The process - introducing planning triangles



Aims and objectives

AIMS

- Are the changes you are trying to achieve

OBJECTIVES

- Describe the planned activities by which you are going to achieve your aims

OUTCOMES

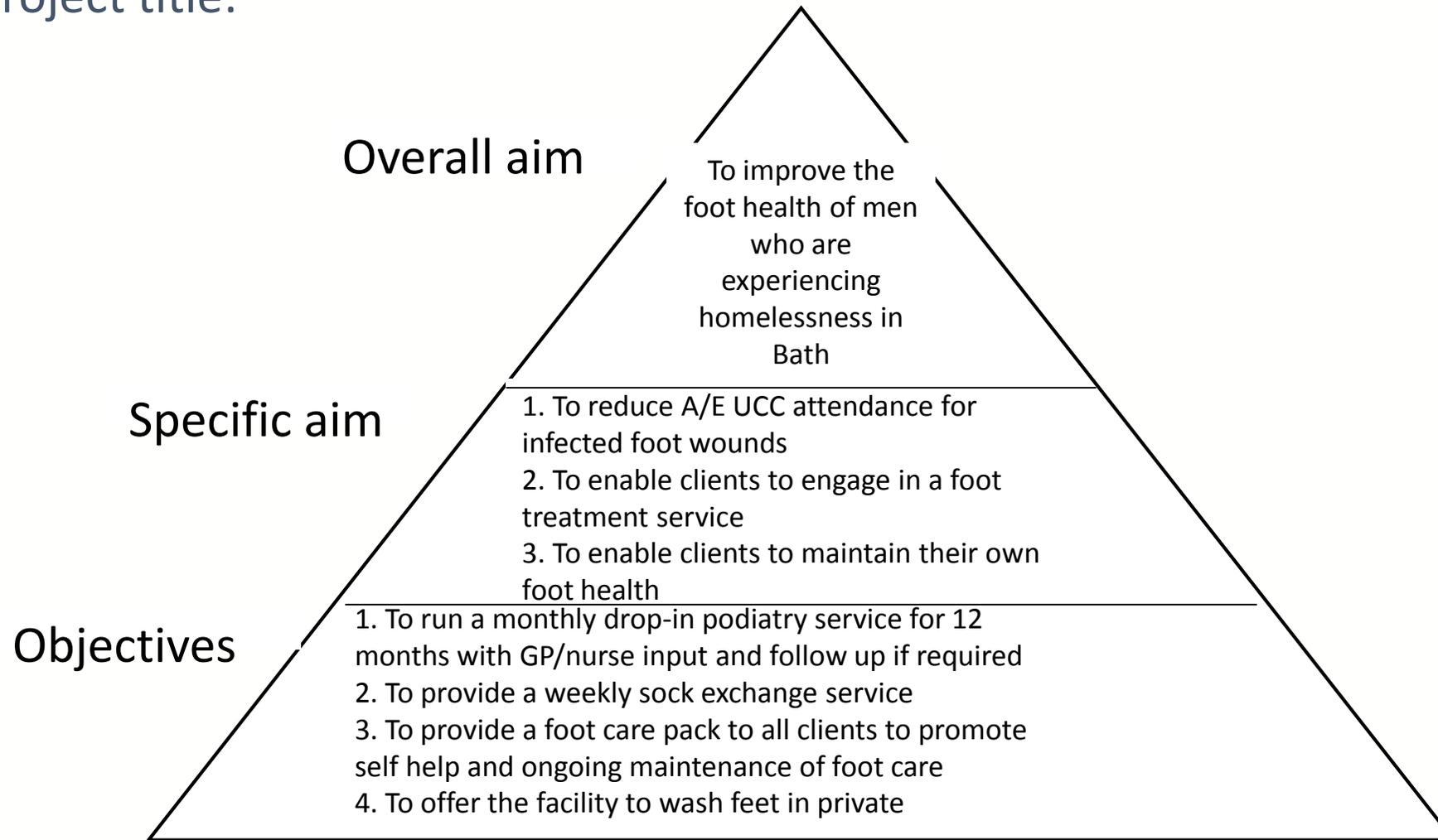
- Are all the changes, benefits, learning or other effects that actually happen as a result of the intervention. They can be expected or unexpected, positive or negative



Name:

Project title:

Planning triangle



Aims and Objectives

Aims

- To enable
- To improve
- To increase
- To reduce
- To decrease

Objectives

- To provide
- To support
- To offer
- To run
- To set up



The benefits of using an outcomes approach

- Focus on results and improving effectiveness
- Enables organisations to develop needs-led rather than function-led services
- Tool for planning
- Clarity and shared understanding of purpose
- Motivation for staff and other stakeholders
- Demonstrable achievements for funders
- Increasingly expected as standard reporting



Outcomes are not.....

- Outcomes are not the same as user satisfaction
- Asking someone about whether they like your service is important - they may like it but not benefit from it
- Outcomes are not the same as outputs
- Outputs are the services, products and activities you deliver



Name:
Project title:

Planning triangle

Planning/before

Overall aim

Results after

To improve the
foot health of men
who are
experiencing
homelessness in
Bath

Specific aims

Outcomes

1. To reduce ED/UCC attendance for infected foot wounds
2. To enable clients to engage in a foot treatment service
3. To enable clients to maintain their own foot health

Objectives

Outputs

1. To run a monthly drop-in podiatry service for 12 months with GP/nurse input and follow up if required
2. To provide a weekly sock exchange service
3. To provide a foot care pack to all clients to promote self help and ongoing maintenance of foot care
4. To offer the facility to wash feet in private



Outcomes

- Individual (and you)
- Family
- Community
- Environment
- Organisation
- Changes to policy



Outcomes in individuals

- **Health**
 - Reduction in physical health problems
 - Reduction in weight
 - Blood pressure within normal ranges
 - Blood glucose within normal ranges
- **Behaviour**
 - Reduced consumption of alcohol
 - Increase in mobility
- **Attitude and perception**
 - Increased motivation
 - Increased self confidence
- **Knowledge and skills**
 - Increased knowledge of health benefit
 - Increased skills to manage their condition
- **Circumstances**
 - Feel less isolated
- **Relationships**
 - Increased social connection



Outcomes and Indicators

OUTCOMES:

Are the changes that happen as a result of your activities

OUTCOME INDICATORS:

Outcome indicators are things you can use to assess whether your outcomes are occurring; they are clues that show what has happened

- What are the outcomes you are looking for
- What indicators are you going to use?
- How are you going to collect the information
- When will you collect the information
- How frequently will you collect the information?
- Who will collect the information?



Outcomes should:

- Be an accurate reflection of the changes introduced by the project
- Identify the importance to key funders, users, professionals and organisations
- Be practical to assess and appropriate to the service / project



Identifying outcomes – the process

- Identify your overall aim
- Identify your specific aims
- Identify your outcomes
- Choose your outcome indicators
- Decide how to collect information
- Decide when and by whom this will be collected
- Create an outcome monitoring framework



Outcome monitoring framework

Aims	Outcome	Outcome indicator	Info collection methods	When & by whom
1				
2				
3				



Outcome monitoring framework: Overall aim to improve the foot health of men who are experiencing homelessness in Bath

Aims	Outcome	Outcome indicator	Info collection methods	When & by whom
<p>Aim 1</p> <p>To reduce ED/UCC attendance for infected foot wounds</p>	<p>Reduced attendance at ED/UCC</p> <p>Reduced incidence of infection</p>	<p>Decrease in number of ED/UCC attendances for infected foot wounds</p> <p>Decrease in foot wound infections</p> <p>Increased wound healing rates</p> <p>Decreased prescribing</p>	<p>Base line data to be collected – nursing records, wound care assessments</p> <p>Nurse prescribing data and costs</p> <p>Individual questionnaires</p> <p>Observation by clinical staff</p> <p>Data gathered from CCG and ED/UCC attendances</p>	<p>Project lead</p> <p>Baseline data at project start</p> <p>3/12 by project team</p> <p>3/12 by individuals</p> <p>3/12 by clinical staff</p> <p>End of project year</p>



Information collection

- Self-assessment by individuals in the project (this includes questionnaires and other tools)
- Interviews with individuals
- Observation (usually but not always by project staff)
- Measurements eg blood pressure, weight
- Record keeping eg attendance, prescribing



Measuring change over time

- In order to accurately assess change over time it is best to collect the same information from the same person at least two points in time preferably:
 - As early as possible, and as late as possible
 - Compare the results
 - It might be possible to assess some changes on a routine, regular basis
 - Key outcomes may be the hardest to assess
 - Some outcomes may worsen over time
 - Possible problems with accuracy and validity due to reliance on self reporting
 - If and how to track individuals not involved throughout the project year



Attributing outcomes

Can you say that your project caused the change?

You can assess that:

- The project is delivered
- The outcome is achieved

But:

- It is difficult to prove the project caused the outcomes

So

- Keep records of changes over time
- Ask individuals what caused the outcome
- Ask other experienced professionals who know the person
- Use your own knowledge and expertise of the people involved in your project
- Accept that certainty is not possible without a clinical trial



Successful outcomes approach

- Outcomes are relevant, clear, measurable, achievable
- There is realism about what can be done using an outcomes based approach
- There is good accessible management support
- People believe the tasks are worth while
- Accept that there may be unexpected and unintended outcomes too!



H O m E w O R k

