

Dr Tom CALLALY

Barwon Health

Mental Health Outcomes: The Challenges Of Effective Implementation.

Abstract

For most organisations, the introduction of the use of outcome measures in routine clinical practice will necessitate reviewing and reengineering of core business processes. Effective implementation will require the introduction of a clearly defined case management system; the development of a client record system that reflects that case management system and into which outcome measures can be embedded; and the creation or adoption of a computerised system which can be used to collect outcome measure ratings and display results and comparisons for clinicians.

If routine outcome measures are introduced as an isolated activity without these major changes, staff will not consistently collect them and important opportunities for service improvement will have been missed.

In this presentation the experience of one service is described and lessons learned explored.

The *Proceedings* of the conference **Health Outcomes 2003: The Quest for Practice Improvement** are produced on CDROM. The *Proceedings* contain all abstracts and most of the papers presented at the conference, as well as all slide and poster presentations. If you would like to purchase the *Proceedings* please complete and return the [order form](#) or contact ahoc@uow.edu.au (Tel. 02 4221 4411).

The order form is at <http://www.uow.edu.au/commerce/ahoc/ConferenceProceedingsOrderForm.pdf>