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Training In Outcome Measures: Supporting Sustainable Implementation Through The Development Of Trainers.

Abstract

This paper will outline the approach taken by Western Sydney Area Health Service to training clinicians in the introduction of outcome measures into routine clinical practice. The underlying training philosophy was to focus on assessment skills development and a collaborative approach to consumer involvement. Within this context, training in outcome measures such as the Health of the Nation Outcome Scales (HoNOS) was introduced. Training focused on developing the ability to complete the measures within the context of a standard data collection protocol. The utility of the measures to monitor individual and service outcomes was integral to training. The need to develop capacity within the organisation to support implementation at both an area and service unit level was seen as essential. To train 1000 clinical staff, the need for two different types of trainers was identified. Twenty 'Level One' Trainers were tasked to deliver training to staff across the area, while forty 'Level 2' trainers were equipped to provide support at a service unit level and to problem solve clinician difficulties with the measures, the data collection protocol and their implementation. These different training roles are seen as essential for the sustainable implementation of outcomes and casemix measures into mental health services. The needs of these trainers and the development of their role in relation to the use of outcomes information will be outlined.

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