Measuring Care Coordination and Improving Service Delivery

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Overview

- The Multiple and Complex Needs Initiative (MACNI)
  - Role of the Indigo Program and Care Plan Coordination

*Indigo Outcome Measures Project*

- Creating tool to measure outcomes following the implementation of Care Plan Coordination
Multiple and Complex Needs Initiative (MACNI)

- Established in 2004
- High risk client group
- Joint initiative of the Victorian Dept. of Human Services, Dept. of Health & Dept. of Justice
- Underpinned by the Human Services (Complex Needs) Act 2009
- Legislation enables sharing of information aid collaboration
MACNI

Targeted specialist intervention for a limited number of individuals with the objective to:

- Stabilise housing, health, social connection and safety
- Provides a platform for long term engagement in the service system
- Utilises evidence based interventions
- Complementary to existing services or systems of support
Eligibility

• 16 years of age and above

• Presents with **2 or more** of the following:
  ➢ mental illness
  ➢ disability
  ➢ acquired brain injury
  ➢ drug and alcohol dependency;

**AND**
• Has exhibited violent or dangerous behaviour that caused serious harm to himself or herself or some other person,

**OR**
• is exhibiting behaviour which is reasonably likely to place himself or herself or some other person at risk of serious harm;

**AND**
• is in need of intensive supervision and support and would derive benefit from receiving coordinated services.
MACNI and Indigo

Core MACNI Elements
- Assessment and development of a Service Plan
- Care Plan Coordinator (CPC)
- Brokerage
- Up to 3 years involvement
- MACNI Divisional Panel

Indigo Program
Contracted Statewide service to deliver the MACNI Assessments and CPC
- Multidisciplinary team
- Low case loads (max 4 clients for 1 EFT)

Other services:
- Secondary consultation
- Mentoring and co-work
Care Plan Coordination

• Effective and efficient partnership/Care Team
• Integrate work practices and work towards a single plan
• Strengthen the collaborative process:
  ➢ Leadership
  ➢ External service to drive change
  ➢ Increased communication and information sharing
  ➢ Shared decision making and risk management
  ➢ Building service capacity
  ➢ Client centred practice
  ➢ Meta-perspective
Partnership/CPC Outcomes

- Cross sectorial integrated care - Health/Medical
- Enhance service delivery in response to chronic illness and disease
- Research on coordinated care demonstrates improved health outcomes

Review of clients Post MACNI (2012)

- After 5 years 20 of the 31 clients (65%) who continued with care coordination maintained gains achieved with MACNI.
- For the 10 who no longer had care coordination in place, 8 of 10 (80%) had lost the gains made during their time with MACNI.
Measuring Care Coordination

Objective:
Find an existing validated tool that measures the outcomes following the implementation of Care Plan Coordination within a multi-disciplinary / multi-agency Care Team.

- Search and literature review
- Findings
  - Medical/Health field
  - No tool which included role of CPC
- External search for available measures
Outcome Measures Project

- Develop an Indigo specific online tool based on effective partnership theory, with a focus on CPC
- Theoretical understanding of effective partnerships
  - Salient attributes of effective partnerships
Attributes of Effective Partnerships

1. **Agreement** – purpose and need for partnership
2. **Collegial relationships** – communication; trust; respect; conflict management; equality
3. **Interdependency** – sharing: goals, responsibility, accountability, planning, knowledge; willingness to cooperate; voluntary; presence of synergy and boundaries
4. **Power and Leadership** – shared; contingent of knowledge and experience, consensual and egalitarian decision making
Development of Survey

- Selected 17 PSAT questions that were in line with partnership theory
- Reworked and reworded PSAT questions
- Created 9 CPC questions, 6 client/family questions, 5 open comment (total 37)
- Fluid Survey
- Ethics application (future research)
Indigo Care Team Survey

- Anonymous survey
- Approx. 15 minutes to complete
  - Eligibility criteria (attended 50% of meetings over last 3mths)
  - Family/carers are invited to participate (if they meet the eligibility criteria)
- Survey questions
- Report
Improve Service Delivery

- Opportunity to Care Team to reflect
- Post Survey discussion
  - How is the team working together?
  - What’s working well?
  - Strengths of the partnership?
  - What’s not working?
  - Select individual questions for discussion
  - What could be improved?
Survey Trial

- Current trial with all MACNI Care Teams
- Feedback
- Review
  - Administration
  - Survey content
  - Post Survey discussion
- Partnering with a University
Indigo developed an Atlas for staff which includes:

- A mandatory requirement for CPC’s to assist Care Teams to:
  - Identify areas of a clients presentation that are measurable and will indicate change
  - Methods to collect, record, analyse and disseminate data
  - How information gathered will be used to inform service delivery
Outcome Measures Atlas

Atlas includes optional tools for CPC’s to explore with Care Teams:

- Quality of life - WHOQOL BREF*
- Assessment of need – CANSAS*
- Challenging behaviours - Overt Behaviour Scale
- Wellbeing - Warwick Edinburg Mental Well-being Scale
- Client change - Recovery Star
- Community Participation – Community Integrations Questionnaire
- Maslach Burnout Inventory Manual*

*Permission for use is required.
References:

4. Camberwell Assessment of Need – Short Appraisal Schedule (CANSAS)
   https://www.ccim.on.ca/CMHA/OCAN/Private/Document/OCAN%20Translation/CANSAS.pdf
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6. World Health Organisation Quality of Life (WHO QOL)
   http://www.who.int/mental_health/media/en/76.pdf
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8. Community Integration Questionnaire
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9. Overt Behaviour Scale
   http://www.tbims.org/combi/obs/OBS%20Guidelines%202006.pdf
10. Maslach Burnout Inventory Manual
    http://www.mindgarden.com/products/mbi.htm