

Outcome Measures

More than we bargained for



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Measuring Outcomes

Is anyone better off?



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Philosophy that informed our search

- Everybody's successful outcome looks different
- We miss the bigger picture if we only measure addiction data
- Adding a lot of questions can make assessment unwieldy
- General wellbeing measures are applicable across more settings than just gambling measures
- We want to provide an excellent service – not just a good one
- We believe that the client is the expert.



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Why PCOMS

Partners for Change Outcome Management System



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Partners for Change Outcomes Management System (PCOMS)

4 scales at the beginning and end of every session

- Brief, frequent, relevant and non-intrusive
- Not model-specific
- Incorporates every aspect of wellness according to the client
- Demonstrates efficacy
- Measures progress



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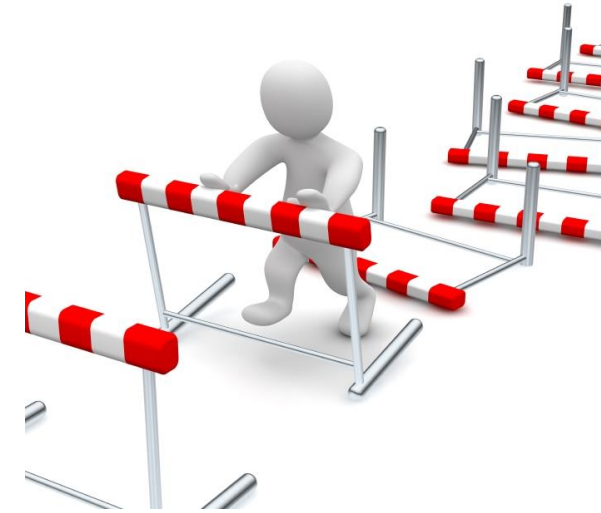


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Validity and Reliability

- Strongly correlated with other mental health measures, e.g., OQ-45 and the Depression Anxiety Stress Scale
- Validated and normed across client groups, languages and cultures (translated into 24 other languages)
- 5 randomised clinical trials that support its use

Bringhurst, Watson, Miller, & Duncan, 2006; Campbell & Hemsley, 2009; Duncan, 2014; Green & Latchford, 2012; Miller et al., 2003.



Barriers and Lessons

Embedding PCOMS



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Barriers

- Fear of “reducing people to numbers.”
- Distaste at more paperwork
- Concern of being punished by employers for eliciting honest critical client feedback
- Defensiveness of being evaluated
- Belief that the practitioner is the expert
- Belief that it is not suitable to use with some cultures.



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A cultural take on PCOMS

Pasefika client profile

Engagement Process

Where we stand

Values, Beliefs, Cultural Practices

Tongan vs Samoan vs Cook Is vs Tokelauan

Operation System within a Pasefika Aiga



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Barriers

Pasefika Clinician:

What qualifies us to provide support to Pasefika Families?

Client:

Pasefika person in session



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PCOMS in delivery

How does PCOMS fit with our cultural model?

Challenges with use in every session

Language

Lessons

- Not just flicking a form
- Requires good comprehensive ongoing training
- Commitment to PCOMS supervision is critical
- Implementation requires organisational preparation and buy-in
- Client resistance is usually projected by the practitioner
- Privileging the client voice can lead to natural staff attrition
- Even though it is not a model, it is underpinned by social justice





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Benefits



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Benefits from a Therapeutic Perspective

- Identifies lack of fit and/or lack of improvement early on
- Client feedback (versus a score) directs the session
- Both practitioners and clients can see progress (or not) at each session.
- Clients report that they love being able to see their progress visually each session.
- Measures clinically reliable change.



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Benefits in Supervision



- Streamlines supervision
- Clients self-select versus relying on practitioner opinion or impression.
- Clients who aren't progressing are prioritised for discussion.
- Discussions about modifying the intervention is based on client feedback (no guessing).
- If the client still doesn't improve, their feedback will guide the best referral choice.



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Benefits for Service Planning



- Trends help clarify the best interventions for specific types of clients and appropriate professional development for staff
- Feedback trends, determined by the clients, directly influence service decisions
- Training in PCOMS improves the therapeutic alliance
- Keeps practitioners focused on the reason for service
- Decreases drop-outs by modifying or referring prior to dis-engagement
- Encourages discharge once the client passes the cut-off
- Serves as organisational quality assurance to funders.



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Icing on the Cake



- Feedback has become a part of our work culture, so communication about work relationships is now expected in both directions.



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New Zealand Research



- **CLIENT-DIRECTED, OUTCOME-INFORMED APPROACH TO PROBLEM GAMBLING INTERVENTIONS: EXAMINATION OF ORS/SRS DATA FOR CLIENTS SEEKING ASSISTANCE FOR GAMBLING PROBLEMS**
- **Authors:**
- Geoff D. Bridgman [author for correspondence]
- Fiona V. Rossen
- **Funding:** This study was funded by the Problem Gambling Foundation of New Zealand and Unitec Institute of Technology.



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New Zealand Research; Key Findings



- Asian clients show less progress than non-Asian clients
- SRS scores suggest that more could be done to enhance therapeutic alliance
- Overall, our outcomes met or exceeded benchmarks identified in other research
- Particularly strong results are shown for clients in the clinical range for depression – the most unwell group.



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Next steps

Partnering for Outcomes Foundation Aotearoa provides:

- Guidance and support for organisations who want to implement PCOMS effectively
- Training and supervision for practitioners who use it
- Governance to hold the integrity and fidelity of the system
- A repository for NZ PCOMS data and resources

Thanks for
listening
to me...



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