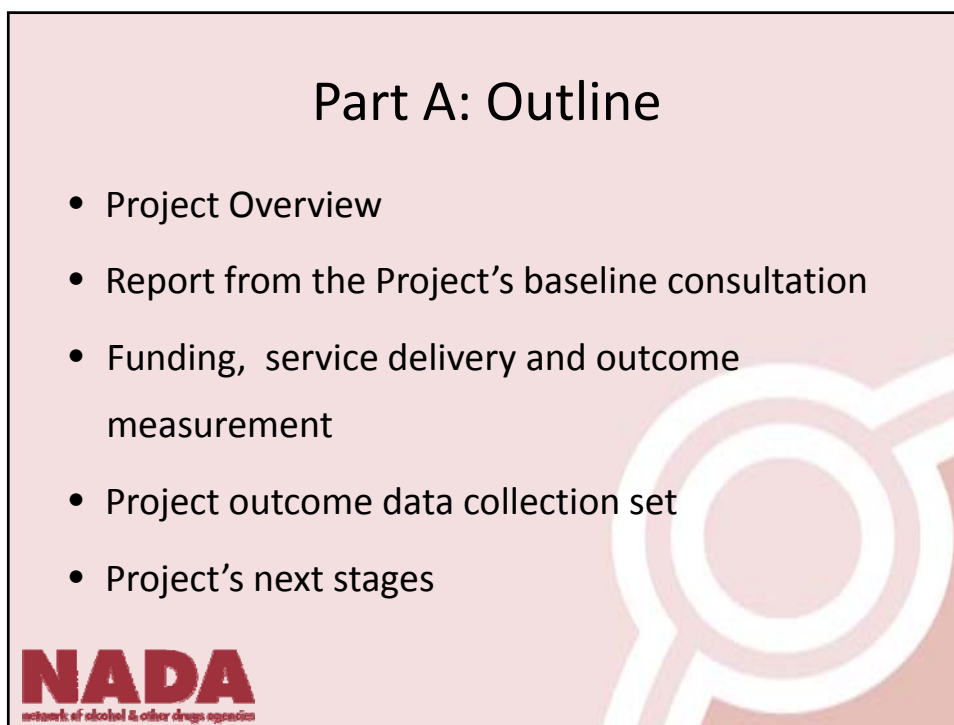


NADA Member Forum
21 October 2009

Part A: Update on NGO Information Management Project including baseline consultation results and discussion on outcomes planning

NADA
network of alcohol & other drugs agencies

The slide features a background of interconnected red and white circular patterns. The text is centered and uses a bold, black font.



Part A: Outline

- Project Overview
- Report from the Project's baseline consultation
- Funding, service delivery and outcome measurement
- Project outcome data collection set
- Project's next stages

NADA
network of alcohol & other drugs agencies

The slide has a light pink background with a faint circular pattern on the right side. The text is centered and uses a black font.

NGO Drug and Alcohol and Mental Health Information Management Project

- Project funded through NSW Health in 2008 over a 4 year period
- Broad outcome: Improve client treatment outcome measuring in the NGO drug and alcohol treatment agencies (focus on co-occurring issues)



NGO Drug and Alcohol and Mental Health Information Management Project

Target Outcomes

1. Increased numbers of organisations involved in routine client treatment outcome measuring
2. Improve sector understanding and use of outcome data in D&A service delivery and planning



NGO Drug and Alcohol and Mental Health Information Management Project

How the project links with other sector activities

- Formal quality improvement programs
- Partnerships between service providers and research institutes
- NADA has existing IT system and support services
- Aligns with other NADA projects



Noted areas for improvement

- Simple, easy-to-use, common data collection processes
- Expanding NADA's MDS data fields
- Using outcome data in advocacy and funding submissions (50%)
- Ability of sector to consolidate and report on outcome information (16%)



Noted areas for improvement

How project aims to address these areas

- Offers fairly simple (yet broad ranging) data collection set that can be used across the sector
- Easy to use (minimal training to implement and a range report functions available)
- Rollout can be supported by additional training and support
- Improve sector's capacity to consolidate and report on outcomes



NGO D&A Sector

Strengths

- Resourcing has improved relative to a decade ago – NSW Drug and Alcohol Summits and funds to improve mental health service delivery
- Innovative and client focused services – flexibility
- Diverse staffing mix



Our Diverse Sector



Policy Context

- Sector funding sources - fundraising, client contributions, government grants
- In the last decade, government funding to the sector has increased significantly
- Many agencies hold multiple contracts yet strive to provide a holistic and integrated service for clients.
- In terms of data collection, we need information that is useful for working with clients and demonstrating service effectiveness

NADA
network of alcohol & other drugs agencies

Policy context

- Reviews, reviews and more reviews!
- NSW Health – NGO Grant Program, D&A funding
Key Performance Indicators – Descriptive, Process and Outcome (NGO Grant Program discussion paper p. 23-24)
- National Health Reform Agenda
“No. 29. We recommend there be financial incentives to reward good performance in outcomes and timeliness of care.” (NHHRC recommendation)

NADA
network of alcohol & other drugs agencies

Policy context

- Productivity Commission – Contribution of the Not-for-Profit Sector

A way forward “Too much attention is paid to managing NFPs (productive efficiency) and not enough in assessing the effectiveness of their activities when funded by government (to inform allocative efficiency). This reflects a lack of capacity not just in NFPs but also in government agencies for meaningful evaluation.” (Productivity Commission Draft report – Oct - 09, p. xxxvi)

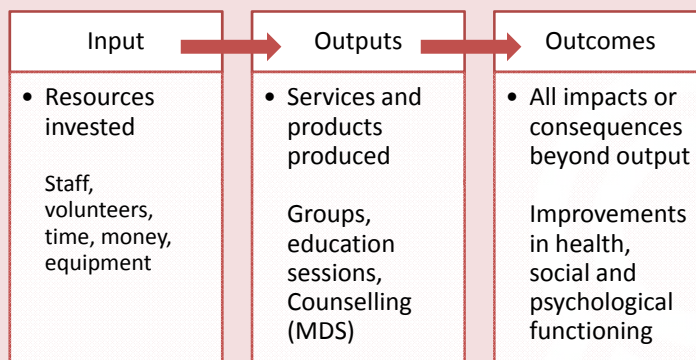
Outcomes

What is an outcome?

NADA
network of alcohol & other drugs agencies

Outcomes – where do they fit?

- The relationship between inputs, outputs and outcomes



Outcomes

Outcomes – A measure related to change or effect (sometimes called results)

- Outcome measurement vs. screening and assessment



Data Collection Set

Domains

- Drug and Alcohol Use and Severity of Dependence
- Psychological Health
- Health and Social Function



Next Stages

Database development

- Database will be an enhancement to current NADA online MDS system
- Range of reports will be available to support the work of workers and managers



Next Stages

User manual development

Support use of the system

- Guidance on data collection processes
- Information on individual measures and items
- Generating reports
- Using information collected and reports

➤ Sections for managers and clinicians



Next Stages

- Pilot with a number of member agencies
- Following pilot process and evaluation, the system will be offered to all NADA members (incl. training and support)
- Project Communication
- Ongoing evaluation



Summing up

- Ultimately, this project aims to develop and support a culture of monitoring and evaluation and service improvement in the sector through the improved use of client data
- Influence the future directions of advocacy, policy development, sector-driven research, funding and service provision



