

## **NGO Drug and Alcohol and Mental Health Information Management Project Plan Summary**

### **INTRODUCTION**

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The purpose of the NGO Drug and Alcohol and Mental Health Information Management Project is to improve the measurement of treatment outcomes for clients presenting to non government drug and alcohol NGOs with co-occurring drug and alcohol and mental health problems. Specific objectives of the project are:

1. An increased number of NGOs involved in routine client treatment outcome measuring; and
2. Greater understanding and use of routine client treatment outcome measure data in drug and alcohol service delivery and planning.

A data collection system which will include specific screening, assessment and outcome measures will be developed and piloted by a small number of non government drug and alcohol NGOs and then offered to services across NSW throughout the project lifespan. A comprehensive workforce and organisational development strategy will accompany this system to support its use. The project will be undertaken over four years until June 2012.

### **BACKGROUND**

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Please see the *NGO Drug and Alcohol and Mental Health Information Management Project Background Paper (January, 2009)*.

### **METHODOLOGY**

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#### **Stage One: Establishment and consultation (August 2008 – July 2009)**

- An appropriately qualified Project Manager will be hired to coordinate and implement the project. In Stage One the Project Manager will undertake project establishment activities that will include convening a project advisory committee, developing a project plan and developing a project evaluation framework.
- Review and consultation activities will also be conducted during this stage which will include reviewing appropriate measures for consideration in the data collection system and conducting a scoping exercise with NADA member agencies to gather information on current data collection systems, current use of screening, assessment and outcome measures and workforce and organisational development needs related to information management. A consultation report will be developed.

**Stage Two: Develop client treatment outcome data system and supporting resources  
(July 2009 – October 2009)**

- Prepare a consultant brief to engage an IT consultant to develop the on-line data collection system
- Review and negotiate consultant's proposal as relevant to ensure proposal's specifications are appropriate to project and sign contractual agreement with successful consultant
- Thoroughly test data collection system internally before pilot commences with NADA member agencies that are part of the pilot group
- Identify agencies for the group that will pilot the system
- Identify and develop supporting documentation such as a data dictionary, user's guide and orientation and training materials.
- Prepare introductory materials for members of database pilot group and engage in introductory meetings with pilot group members.

**Stage Three: Pilot client treatment outcome data system and supporting resources  
(October 2009 – November 2010)**

- Pilot the data collection system and supporting resources with a number of NADA member agencies and ensure they are supported to engage with the pilot. This support may include resources for staff backfill to attend system orientation training and telephone or on-site system support as required.
- Evaluate the data collection system, supporting resources and pilot processes. Based on evaluation results, modifications to the data collection system, supporting documents, NADA support activities or other processes may occur
- Develop a sector-wide implementation and communication plan. This will include information workshops with the NADA membership to orientate them to the new system. The plan will also address the scope of ongoing support from NADA and consider the information needs of NSW Health.

**Stage Four: Roll out client treatment outcome data system to the NSW drug and alcohol NGO sector (December 2010 – June 2011)**

- Commence sector-wide implementation activities including engaging in individual meetings with interested NADA members and conducting information and training workshops with and disseminating materials to the NADA membership to orientate them to the new system.
- Finalise, publish and print supporting resources including data dictionary and user's guide.
- Support from the Project Manager and NADA Information Systems Development Manager in use of the data collection systems will be given to agencies as required.
- Commence evaluation of processes and outcomes of state-wide roll-out activities

**Stage Five: Formalise project sustainability and complete final project report including final evaluation report and recommendations (June 2011 - June 2012)**

- Sector rollout activities will continue in Stage Five and additional activities will also be undertaken to formalise the sustainability of the project following the end of project funding. Activities will include transitioning support and management of the database to the NADA IT Project and implementing evaluation findings and recommendations. The final project report will be completed in this stage as well as the evaluation report of the State wide rollout and the final evaluation report for the project.

## **EVALUATION**

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A comprehensive evaluation framework for this project has been developed for this project in consultation with the project's advisory committee. For more information on the project's evaluation processes, please see the *NGO Drug and Alcohol and Mental Health Information Management Project Evaluation Framework (May, 2009)*.