

Access Redesign

Management essentials: developing outcomes

Workshop led by: Zac Arif, Director, and Dr Elizabeth Tideswell, Associate, Access Redesign Ltd

The future of services is not just about how much activity is undertaken, rather about the impact on patient care. As commissioning becomes much more of a local process with GPs at the centre, it will be imperative that the achievements of your service are transparent. Simply put, if your service cannot demonstrate that your interventions are making a difference to the health needs of your local population, there is a real possibility that your funding could be withdrawn and the service will no longer be commissioned! This one day programme is designed to help clinicians and managers to take a closer look at developing useable and practical outcome measures so that they can respond to commissioner, staff and patients to enable delivery of quality services which also contribute towards reducing waste and inefficiency.

LEARNING OUTCOMES

After attending this workshop delegates will be able to:

- Better understand outcome measures and their use in the NHS;
- Clarify the difference between clinical measures and self reporting measures;
- Learn through discussion with fellow delegates;
- Identify a practical approach on “how to” develop suitable measures in their workplace;
- Understand the data required to support effective monitoring;
- Take away a clear plan to inform local action.

Access Redesign

09:15 REGISTRATION, TEA AND COFFEE

09:30 WELCOME and INTRODUCTIONS
Zac Arif & Dr Elizabeth Tideswell

WHAT DO YOU, YOUR PATIENTS AND COMMISSIONERS WANT?

- Why bother with outcomes?
- NHS Outcomes Framework
- What do we value?
- Opportunities and challenges facing our services?
- *Group discussion*

WHAT IS AN EFFECTIVE SERVICE?

- Identifying the characteristics of effective service delivery
- What are we measuring and why?
- Outcome measures and service delivery and commissioning
- *Group discussion*

11:00 BREAK

11:15 DEVELOPING OUTCOME MEASURES, A PRACTICAL APPROACH

- Sharing local experiences
- Targets and Goals
- Choosing measures
- Working through a 7 step approach
- Useful pro-forma and template
- *Group activity & feedback*

12:30 LUNCH

13:30 CONTINUE FROM MORNING SESSION

14:45 TEA

15:00 INVOLVING USERS AND OTHER STAKEHOLDERS

- Practical approaches and methods
- Shared decision making
- *Take away group activity*

15:40 Q and As and NEXT STEPS

An opportunity for delegates to raise any issues arising from the day and to discuss ideas and priorities for follow-up activities

16:00 CLOSE