

# Clinical Outcomes Dashboards

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# Acknowledgements

- ELFT: Rahul Bhattacharya, Savitha Eranti, Ben Wright.
- OXLEAS informatics
- William Hogan at University of Florida
- Coders in ELFT informatics, data warehouse, RiO clinical systems.

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# First steps

- 3 years so far with accelerating, serendipitous progress
- Agree the measures
  - Still not there!!
- Agree algorithm for change
  - Compare paired scores within referral
- Start coding

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# Drivers and enablers

- 5YFV
- Commissioners
- National requirements
- Internal requirements – step on from sophisticated process measures for psychs and OT towards Outcome measures
- Recovery focussed CPA using DIALOG
- Ability and capacity to program RiO

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# Crucial

- What's the question?????
  - Why are people coming to see us?
  - Do they improve because we have seen them?

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# Coding principles

- Individual patient based data
- Higher level orders (e.g. team, Borough, Trust) by concatenation.
- Referral pathway root
- Higher level orders by concatenation (e.g. care pathway involving CMHT, HTT, Ward, HTT, CMHT)

# Dashboard principles

- Live (in constraints of DW)
- Visible to all clinical staff and clinical managers (nb IG issues)
- Intuitive
- ‘Drill down’ available: Trust via all levels to patient and HCP
- Attractive

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# Project principles

- Clinically led and manager informed.
- Iterative.
- Assume changes will break the algorithms.
- Go slowly.

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# Components

- Modified DIALOG
- HONOS
- Diagnosis Specific Clinical Outcome Measures

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# Modified DIALOG

- 8 PROMs, 3 PREMs plus 3 Trust Specific PROMs.
- Trust specific are finance / identity / alcohol-drugs.
- Each item scored on 7 point Likert scale of satisfaction : 1 totally dissatisfied; 7 totally satisfied.

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# How to measure improvement 1.

- Can't sum to a total in DIALOG
- Report each item
- Concept of pseudo casedness
- Broadly dissatisfied = cased.
- Measure transition from cased to non cased.
- Count number of people making the transition.
- Count number of transitions made within patient
- Consider pooled data.....

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ZZTEST, Dummy (Ms)

DoB: 1 Mar 2005 (11 years)

### DIALOG+

<p>How satisfied are you with your mental health?</p>	<p>2 - Very dissatisfied</p>	<p>Does service user require help?</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p>To remain well for next year</p> <p><b>ABC</b> ✓</p>
<p>How satisfied are you with your physical health? (this could include health generally, long or short term conditions, hospital / GP appointments, access to specialist support such as physiotherapy, dental care etc)</p>	<p>4 - In the middle</p>	<p>Does service user require help?</p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>	<p>Physical health goals and actions</p> <p>To eat healthily</p> <p>Exercise twice a week</p> <p>Walk everywhere</p> <p><b>ABC</b> ✓</p>
<p><a href="#">Link to the Physical health forms</a></p>				
<p>How satisfied are you with</p>		<p>Does</p>	<p><input type="radio"/></p>	<p>Job situation goals and actions</p> <p>Attend college to gain computer skills</p>

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# Drill downs in Data Warehouse

Home > PROMSReport > DialogPareto

Start Date	<input type="text" value="01/02/2016"/>		End Date	<input type="text" value="30/06/2016"/>	
Directorate	<input type="text" value="ALL"/>	▼	Teams	<input type="text" value="ALL"/>	▼
HCP	<input type="text" value="ALL"/>	▼	Discharged	<input type="text" value="All"/>	▼
Diagnosis	<input type="text" value="ALL"/>	▼	SuperCluster	<input type="text" value="ALL"/>	▼

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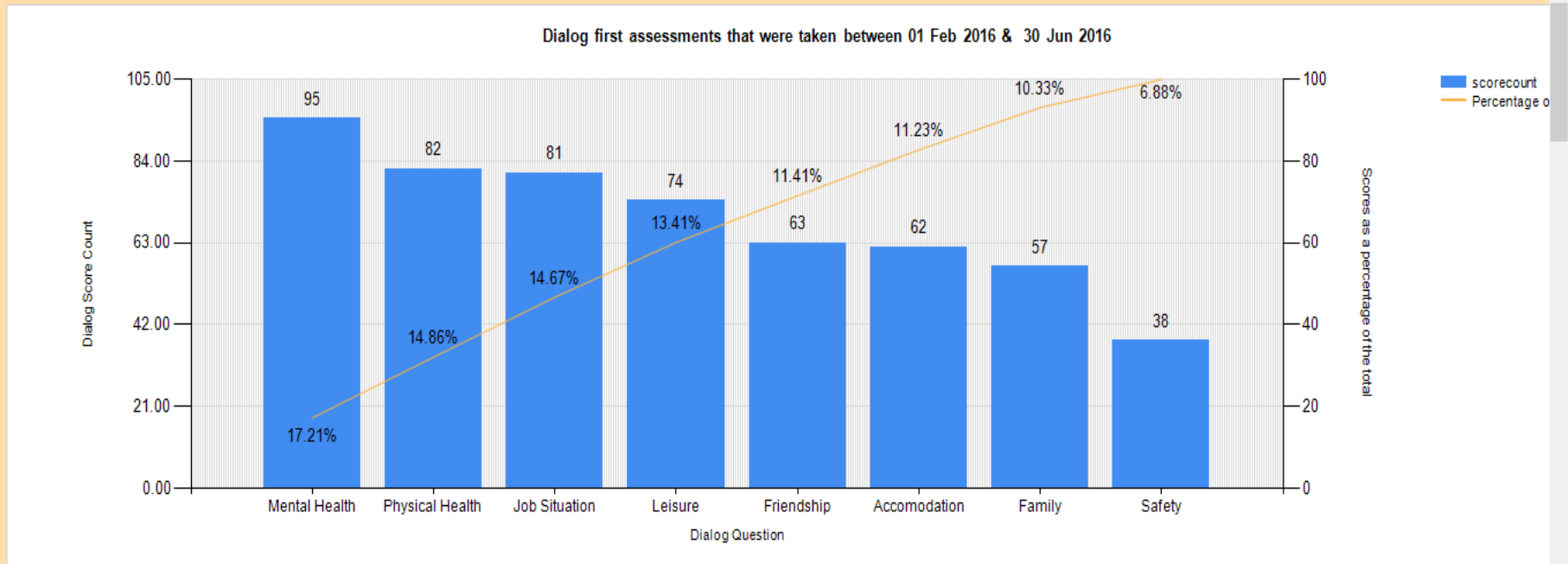
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# Why are people coming to see us – proof of concept data

## Outcome Measures

Count of scores of patients first assessments casedness, according to each Rating:



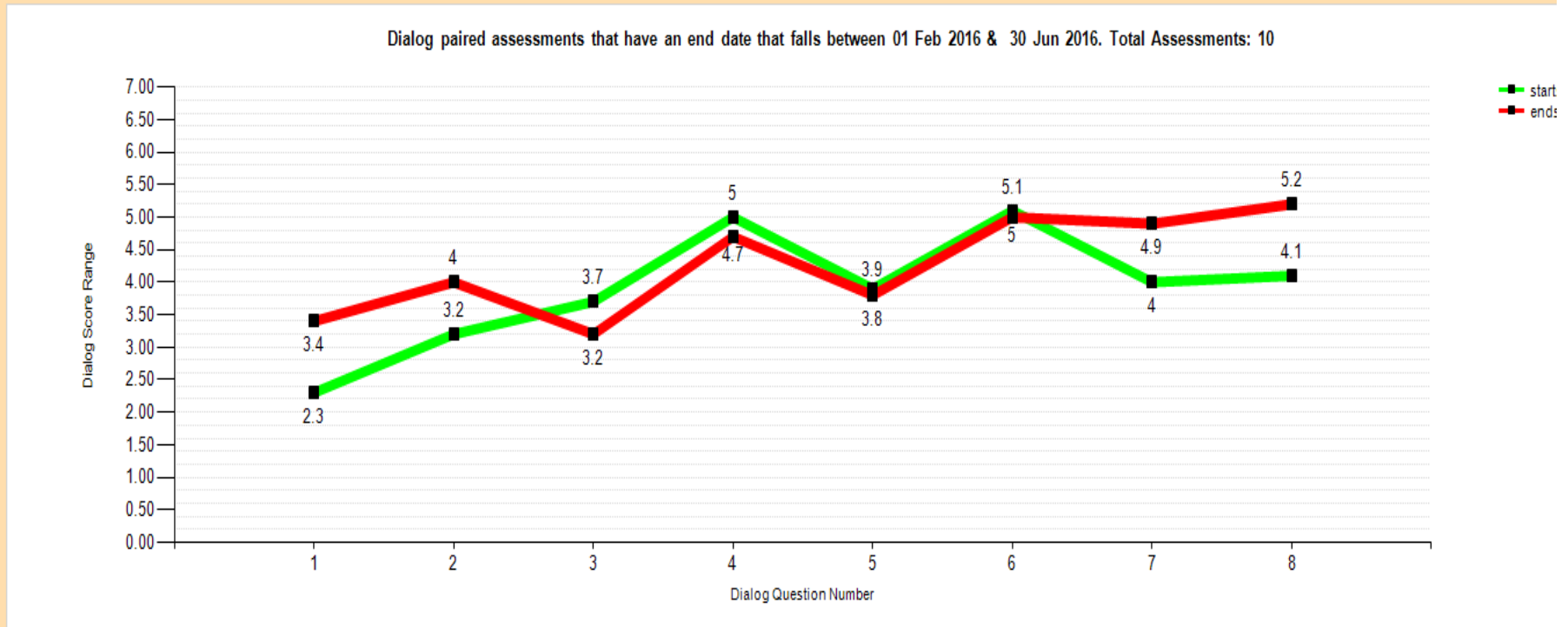
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# Are they getting better?

Average scores of patients with two or more scores, according to each Rating:



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# Next steps

- Deploy CPA / DIALOG starting Monday.
- Complete building of enhanced DIALOG in DW
- Stress test the algorithms and codings with  $>10^2$  then  $>10^3$  data points
- 6 months to invent and agree Reliable Change indicator
- Test Recovery curve data
- Commence comparative data tests in September
- Stress test until November 30<sup>th</sup>
- Ready to publish Q4 2017/18