DIALOG+: delivering assessment, intervention, outcome and evaluation

Victoria Bird
WHO Collaborating Centre for Mental Health Service Development
Queen Mary, University of London
DIALOG scale

• 8 items – excellent measure of subjective quality of life
• 3 items - good measure of treatment satisfaction
• Interpretation straightforward
• Each item meaningful
• Preferred by patients to other scales
• Increasingly used as outcome measure
• Interpretation for individual patients and services
DIALOG - questions

• “How satisfied are you with your...”
  mental health  physical health
  job situation  accommodation
  leisure activities  partner/family
  friendships  personal safety
  medication  practical help received
  meetings

• Rating of each domain from 1-7

• ‘Do you need more help in this area?’
DIALOG+

• Quality of life research
• Concepts of patients centred communication
• IT developments
• Solution focused therapy
How satisfied are you with your mental health?

1: totally dissatisfied  2: very dissatisfied  3: fairly dissatisfied  4: in the middle  5: fairly satisfied  6: very satisfied  7: totally satisfied

Do you need more help in this area? Yes  No

- Physical health
- Job situation
- Accommodation
- Leisure activities
- Partner / family
- Friendships
- Personal safety
- Medication
- Practical help
- Meetings
**Medication**

**Step 1**  Understanding
- Why this rating and not a lower one?
- What is working?

**Step 2**  Looking forward
- Best case scenario?
- Smallest improvement?

**Step 3**  Considering options
- What can the patient do?
- What can the clinician do?
- What can others do?

**Step 4**  Agreeing on actions  
Add  Edit
Results of the DIALOG+ trial

- Better quality of life throughout
- Effect size at least as large as for CBT
- Lower levels of general symptoms throughout
- Fewer unmet needs after 3 and 6 months
- Better objective social situation after one year
- Cost savings over one year
Patient experience

“The questions ... made me look and reflect on my life... I’d never addressed some of the issues that I came across in [DIALOG+].”

“You start improving yourself because you’re aware of it now... It made me realise what I needed to do.”

“[DIALOG+ was] more structured, more professional, more focused ... Constructive things were being done about certain issues.”
Clinician experience

“It was structured, it was easy for them also to follow what we are talking about.”

“I got so much more information out of him.”

“I found it the most empowering tool in the 10 years I have been qualified as a clinician. By far.... It definitely changed our therapeutic relationship... By the end really he was very very much in control of his own care.”
Why so effective?

• Addressing patient concerns
• Empowering patients
• Help with communication
DIALOG as evaluation

• Home Treatment Team example
  – Service users fill in scale at entry to team and at discharge
  – Data from 156 individuals (not all paired)
  – Average time between ratings ~ 3 weeks
  – Multiple ways of viewing the data
  – Average vs. individual items
DIALOG as evaluation

• Average score across the 11 items:
DIALOG as evaluation

• Individual items
  – Each of the 11 items of DIALOG provide useful clinical information
  – Basis for care planning
DIALOG as evaluation

- Individual level
- Service level

**Individual Score**

**Service Score**
DIALOG as evaluation

- Distribution of scores across service
- Change over time in the distribution

Graphs by Time
DIALOG as evaluation

- Goes beyond mental health and risk
- Focuses on areas important to the person
- Holistic / recovery-focused approach
DIALOG as evaluation

- Integrated within RiO
- Part of the new CPA