



SILVER CHAIN

EVERY MINUTE. EVERY HOUR. EVERY DAY. WE CARE.

# Outcome Measurement in Silver Chain's Independence Programs

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who cares...

we care



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## Individual

- Functional abilities
- Wellbeing/QOL
- Confidence



## Program

- Program outcomes
- Home care outcomes
- Client satisfaction





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## Functional abilities

- Instrumental Activities of Daily Living (IADLs) – Lawton and Brody
- Activities of Daily Living (ADLs) – Modified Barthel
- Mobility – Timed Up and Go (TUG)

## Wellbeing/Quality of Life

- Philadelphia Geriatric Centre Morale Scale (PGC)
- The Australian Quality of Life Instrument (AQoL)

## Confidence

- Modified Falls Efficacy Scale (MFES)

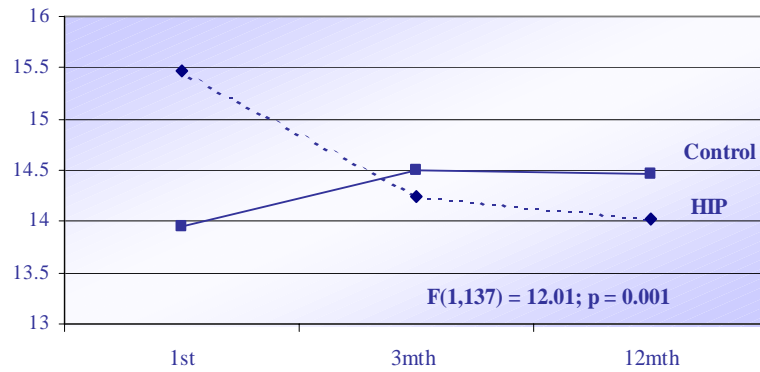


# Examples of results

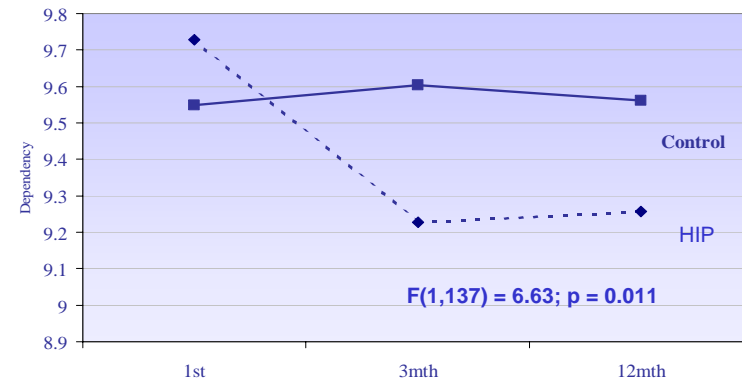


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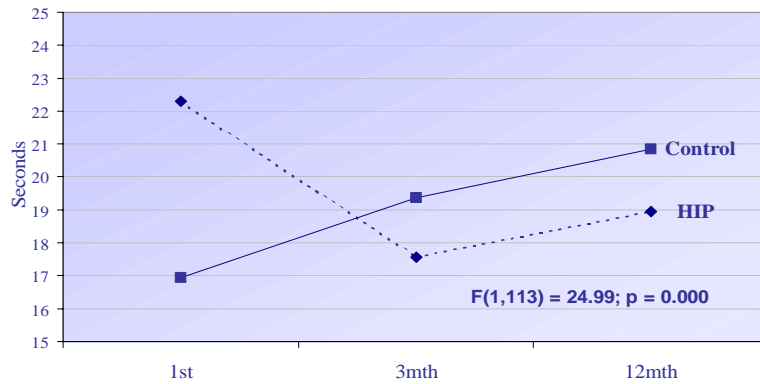
## IADLs



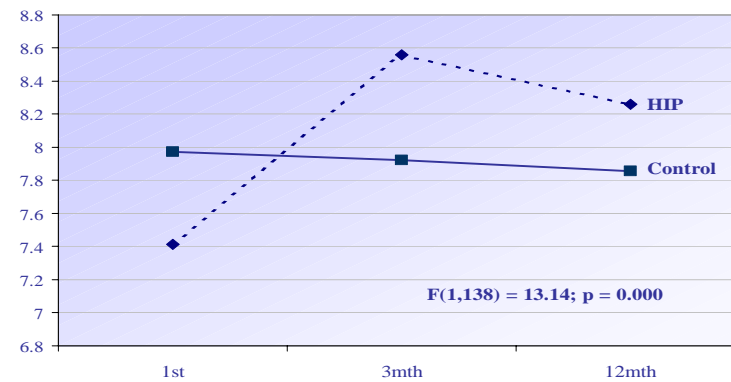
## ADLs



## TUG



## MFES





## **Program outcomes**

Numbers and percentages of:

- referrals streamed to program
- “inappropriate” referrals
- individuals commencing program who complete
- leaving program for different reasons

## **Service Outcomes**

Percentages who:

- Have no ongoing home support services
- Are using less home support services
- Are using more home support services
- Are using the same home support services

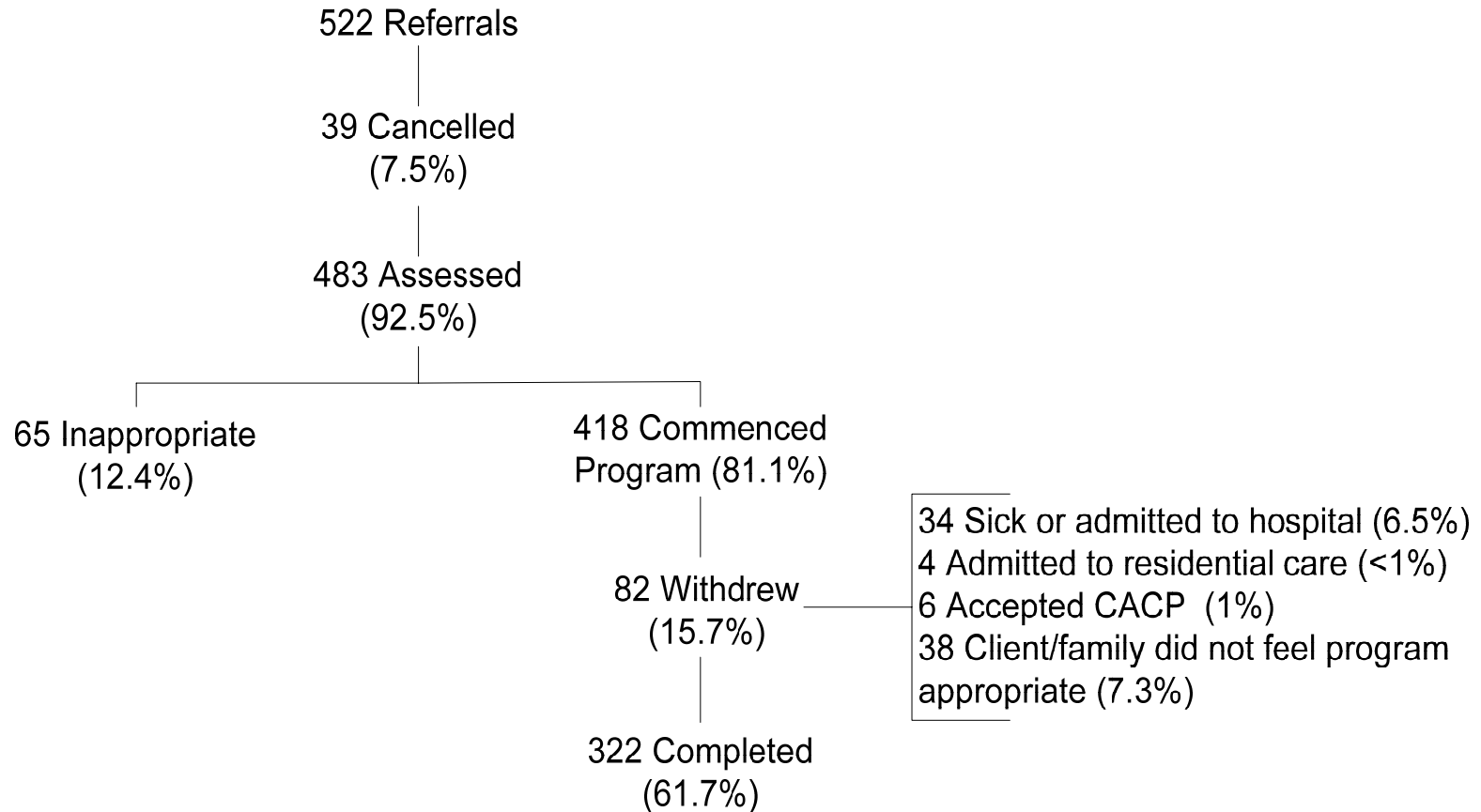
## **Client Satisfaction**

- Percentage satisfied

# Program Outcomes Example



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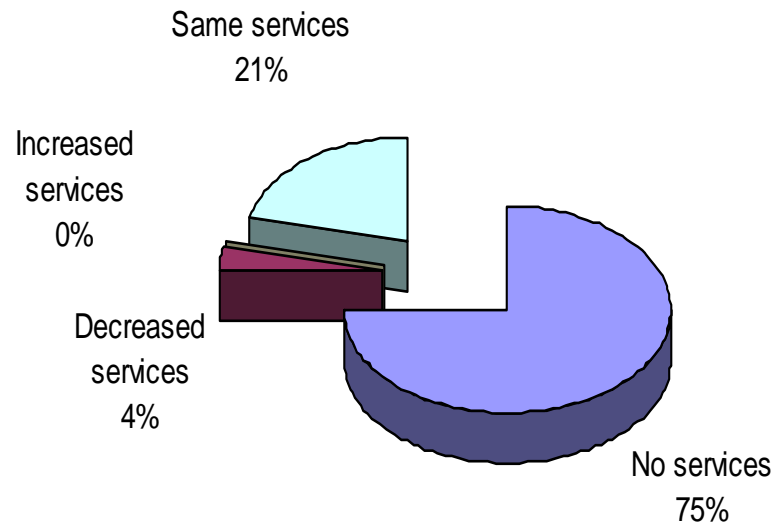
\* Missing data for 14 (2.7%)  
(proportion would have died)

# Service Outcomes Examples

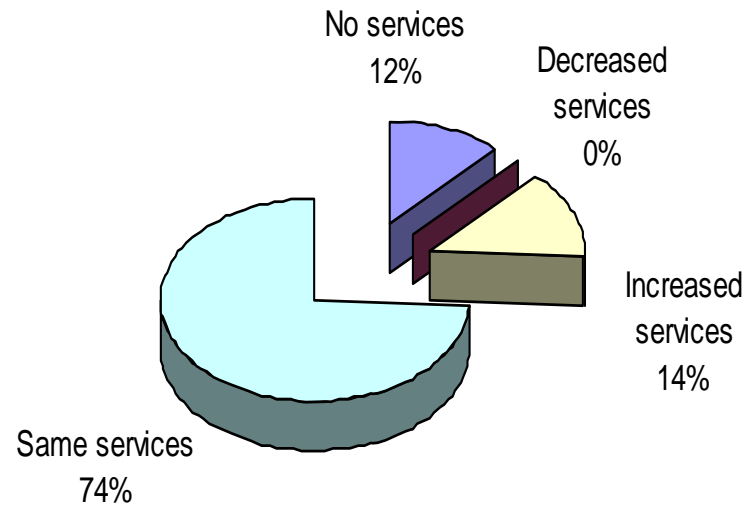


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## HIP Group



## HACC Group



# Client Satisfaction Example



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## *Overall Evaluation Of HIP*

	<b>Disagree 1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Agree 5</b>
You are more independent than you were before	10.0%	2.0%	8.0%	28.0%	52.0%
HIP was appropriate to you and your needs	0.0%	0.0%	3.3%	20.0%	76.7%
You would recommend HIP to other people	0.0%	0.0%	1.5%	20.6%	77.9%
Overall, you were satisfied with HIP	0.0%	1.5%	0%	21.9%	76.6%

Client Satisfaction - examples of qualitative feedback



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## **Clients' "best things about HIP":**

*"The helpful caring manner which allowed me to re-establish my independence and mobility."*

*"Ideas - shower and toilet rails, pick up stick (fantastic), sock aid, VT Force information, Meals on Wheels."*

*"Follow up of progress both phone and personal visit."*

*"Helping me regain confidence. I'm doing things for myself."*

## Need to:

- Build evidence base
- Agree on most relevant/meaningful outcomes
- Define what, how and when they are to be measured



Suggestions for standard measures collected by providers



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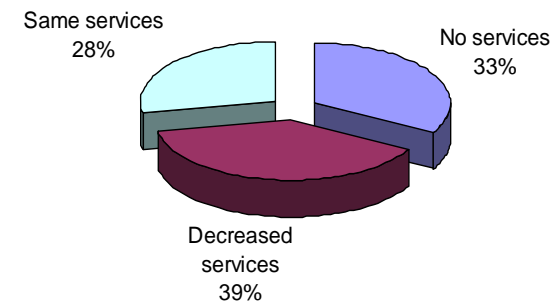
## Individual

- ACCNA or equivalent
- Goal achievement
- Wellbeing/QOL



## Program

- Program outcomes
- Home care outcomes
- Client satisfaction



Further Information



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# THANKYOU

For further information contact  
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