



Challenges and Approaches to Quality of Life Outcome Measurement and Assessment

Outcome and Impact Measurement for (Social) Services and Interventions

THURSDAY 16TH DEC 2021

DONAL MCANANEY

10:00 – 12:30 CET
Online

➤ WHAT IS OUTCOME MEASUREMENT

- Outcomes refer to the effects of treatment, programs or policies on individuals or populations.
- Outcomes may also be defined as changes in status attributed to a specific intervention or treatment.
- For rehabilitation and care professionals and allied health services outcomes may be thought of as changes in the lives of clients and their environment(s) as a result of a service.

WHY MEASURE OUTCOMES?

- To understand:
 - The overall impact of an intervention on a client,
 - The specific impact of an intervention or approach in response to a client's needs,
 - The relative outcomes in similar clients in order to identify the extent of benefit achieved from the services provided (i.e., those who benefit most and least),
 - The relationship between intervention outcomes to resources used,
 - How to plan rehabilitation services to achieve client goals, service delivery goals and system goals

➤ CONTRIBUTION OF OUTCOME MEASUREMENT TO EVIDENCE-INFORMED PRACTICE

- Provides the ability to evaluate the effectiveness and efficiency of services or interventions
- Differentiates between effective and ineffective aspects of service programs/service providers/disciplines
- Guides policy & clinical care decisions
- Allows comparisons over time and across programs
- Enables justification and the demonstration of accountability to program stakeholders and consumers.

➤ THE 5 PS OF OUTCOME MEASUREMENTS

- *Person served:* All efforts focused on people who seek our help
- *Participation:* Real-world integration as the outcome of importance
- *Performance:* Demonstrated individual and program performance on key indicators
- *Process:* Focus on evidence-based process steps that produce outcome and value
- *Public:* Performance data transparently displayed for public review

➤ SUBJECTIVE AND OBJECTIVE QOL OUTCOME INDICATORS

Subjective

- Phenomenological feelings about well-being.
- Estimates of satisfaction with life in general or with specific life dimensions

Objective

- Norm referenced measures of function/well-being
- Social indicators or outward material circumstances - employment or marital status, salary or physical function or symptoms assessed by an external observer

➤ TERMS EQUATED WITH QUALITY OF LIFE

- Life satisfaction
- Self-esteem
- Well-being
- Health
- Happiness
- Adjustment
- Functional status
- Value of life



STANDARDISED TOOLS IN QOL OUTCOME MEASUREMENT

- A requirement to carry out a pre-post administration
- A lack of specificity to service delivery
- A focus on specific types of disabilities
- Health or Social Care Related QoL
- The scope of items and content
- Relevance to intended service and programme outcomes





QUALITY CRITERIA FOR A QOL OUTCOME MEASUREMENT TOOL

- Validity (the instrument should measure what it purports to measure),
- Responsiveness (the instrument should be sensitive to changes of importance to patients),
- Precision (the number and accuracy of distinctions made by an instrument),
- Interpretability (how meaningful the instruments' scores are),
- Acceptability (how acceptable do respondents find its completion?),
- Feasibility (the amount of effort, burden and disruption to practitioners and services arising from the use of an instrument)



CHALLENGES IN CREATING A QOL OUTCOME MEASUREMENT TOOL

- Consistency
- Response shift
- Response bias
- Acquiescence
- 3rd Party proxy ratings
- Balancing test-re-test reliability and sensitivity to change
- Confirmation from other sources



UNIC - TOWARDS A USER-CENTRED MODEL OF LONG-TERM CARE

- UNIC sets out to support the transition to user-centred funding models in long-term care.
- The approach adopted is to develop instruments that can assist in enhancing the take-up and scale of personal budgets.

➤ UNIC - QUALITY MONITORING TOOL (QMT)

- The aim of the QMT is to identify the strengths and weaknesses of the personal budget system.
- It is intended to be a self-assessment tool that personal budget holders can use to:
 - Monitor the impact that the personal budget system has on the quality of their lives
 - Understand if they enjoy their human rights; and if their rights are respected by others
 - Evaluate if the already existing services and legal frameworks in place are sufficient for that



QMT – PURPOSE OF THE PERSONAL BUDGET

| My personal budget was granted in order to provide me with access to: | |
|--|---|
| 1 | Therapeutic interventions |
| 2 | Appropriate assistive technologies |
| 3 | Environmental accommodations |
| 4 | Assistance with activities of daily living |
| 5 | Personal Assistance |
| 6 | Lifelong learning or education opportunities |
| 7 | Services that can help me at my workplace or to find employment |
| 8 | Support for community participation |
| 9 | Assistance to increase mobility from point A to point B |
| 10 | The means to maintain or enhance your standard of living such the provision of accessible housing |
| 11 | Other:..... |



QMT – IMPACT OF THE PERSONAL BUDGET ON QUALITY OF LIFE

| | |
|-----------------------|----------------------|
| Independence: | Personal Development |
| | Self-Determination |
| Social Participation: | Interpersonal Skills |
| | Social Inclusion |
| | Rights |
| Wellbeing: | Emotional Wellbeing |
| | Physical Wellbeing |
| | Material Wellbeing |



QMT – THE EXPERIENCE OF THE PERSONAL BUDGET PROCESS

