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| **Purpose** | The aim of a service delivery review is to bring a person centred and individualised approach to a process that ensures that treatment/intervention and support needs of the person with mental health and/or addiction issues and their families/whānau are met and that barriers to progress are challenged and overcome.  Evaluation measures the results of service delivery and assists to determine whether the therapeutic interventions produced the changes it intended to achieve. |
| **Scope** | Service users engaged with the service, their family/ whānau and service providers. |
| **Requirements** | The Health and Disability Services Standard 1.3.8 requires that mental health and addiction services need to apply validated tools to conduct the evaluations. |
| Each service will need to develop their own evaluation and review framework. Examples of approaches to service evaluations to support an evaluation and outcome framework are described below: | |
| [New trends in assessing the outcomes of mental health interventions (Thornicroft and Slade) 2014](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4102275/)  [Measuring Outcomes for Quality and Accountability](https://cpr.bu.edu/wp-content/uploads/downloads/2011/11/Measuring-Mental-Health-Outcomes.pdf)  [Process and Outcomes Evaluation](https://www.samhsa.gov/capt/applying-strategic-prevention-framework/step5-evaluation/process-outcomes-evaluation) | |

The contract will specify the minimum time frames. However, frequency should be based on the service users’ and their family’s needs.

**Routine review**

**At least 3 monthly**

**Service user and service providers**

* Check the implementation of the plan.
* Identify strength and barriers to achievements.
* Re-assess
  + needs
  + safety/risks
  + service providers’ involvement.
* Re-establish goals.
* Re- apply outcome measure tool (examples):
  + [Hua Oranga](http://www.oradatabase.co.nz/aboutus.php)
  + [Recovery Star](http://www.outcomesstar.org.uk/using-the-star/see-the-stars/recovery-star/)
  + [HoNOS](https://www.tepou.co.nz/outcomes-and-information/honos-family-of-measures/30)
  + [BASIS32](http://ebasis.org/pdf/Basis32SurveyRevB320108Eng.pdf)
  + [ADOM](https://www.matuaraki.org.nz/uploads/files/resource-assets/141111-tp-adom-form-v2_0.pdf)
  + [SACS](http://www.werryworkforce.org/sacs)
* Analyse the outcomes for individual service users.
* Analyse the outcomes service wide.

**Participants**

Options:

* cultural supports
* referrer
* any other supports the client wishes to have
* family/whānau/carer
* interpreter if need has been identified
* peer support

**Responses**

Continue as planned

**Non-routine review**

**Service user and service providers**

Amend current interventions/support

Service user

* request a review
* health and wellbeing deteriorates
* safety and risks issues increase
* family/whānau request a review
* legal status changes
* interventions/supports are not effective
* interventions/supports are detrimental to the service users wellbeing

Initiate further assessments

Referral to other services and/or agencies

Planned discharge or transfer

# Consultation

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| --- | --- |
| Group/Role | Date |
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