

APPENDIX 3 Outcomes Framework – Adult Integration

		Integrated Health & Social Care Programme					
		Outcomes Framework	Questions/ measure	Source	Who	Date	
Better	Service user & carer	1	I have choice and control over the services I get.	1. Were you involved as much as you wanted to be in decisions about your care treatment	Long term condition 6 (LTC 6) questionnaire Questions 2	Emily Brown	LSE CCG practices took part 2012. 2013 participation TBC
		2	Services see and treat me as an individual.	Questions based on previous evaluative work and evidence from user outcomes literature	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)
				1. Doctor or nurse took notice of views about how to deal with health problem?	Department of health GP patient survey	n/a	December 2012 /June 2013
Simpler	Service user & carer	3	I feel there is time for staff to listen to me.	Questions based on previous evaluative work and evidence from user outcomes literature	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)
				1. Having discussions has helped improve how I manage my health problem. <i>Responses include all those who have had discussions in past 12 months about how best to deal with long-standing health problem</i>	Department of health GP patient survey	n/a	December 2012 /June 2013
		4	Teams share information (with my consent), so I don't have to tell my story to too many different people.	1. Do you think the support and care you receive is joined - up and working for you?	Long term condition 6 (LTC 6) questionnaire Question 5	Emily Brown	LSE CCG practices took part 2012. 2013 participation TBC

Better value		5	I know who go to if I need to discuss my support.	1. How would you describe the amount of information you received to help you manage your health?	Long term condition 6 (LTC 6) questionnaire Question 3	Emily Brown	LSE CCG practices took part 2012. 2013 participation TBC
		6	I am seen in hospital swiftly if that's the best place for me, and I am supported to get back home again.	1. Ratio of patients admitted via A&E V direct from community 2. Average length of stay in acute hospital; days 3. Discharged with a discharge plan?	Activity dashboard	Thomas Mason	
		7	Formal services help me to make good use of everyday, community services and support.	Questions based on previous evaluative work and evidence from user outcomes literature	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)
				Have the integrated teams been provided with a list of all community based support services for their area?	Adult social care Leeds community healthcare		
8	I can get the support I need to manage my own condition.	1. Did you discuss what was most important for you in managing your own health? 2. How confident are you that you can manage your own health?	Long term condition 6 (LTC 6) questionnaire Questions 1&6	Emily Brown	LSE CCG practices took part 2012. 2013 participation TBC		
Better	Staff	9	Service users receive a more holistic response because we're integrated.	Questions based on previous evaluative work and evidence from user outcomes literature	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)
				Number and skill mix of staff involved with individual patients/clients	Activity and Finance Evaluation (no. of process outcomes) - UoL	T.Farragher Thomas Mason	Dec-13

		10	Integration enables us to use planning and meeting time more effectively.	Questions based on previous evaluative work and evidence from user outcomes literature	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)
		11	We are able to take a more preventative approach to support.	Hospital episode statistics for admitted patient care (HES APC)	Emergency admission episodes 2011-2012, Pg. 7 http://www.hesonline.nhs.uk	CSU BI Team	Monthly
Simpler		12	I can spend more time with users and carers because we're integrated.	Questions based on previous evaluative work and evidence from user outcomes literature	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)
		13	I am clear about my role and responsibilities and how they fit with other roles in the whole system.	Interview staff regarding success of information flow	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)
Better value		14	There is less duplication because we're integrated.	Questions based on previous evaluative work and evidence from user outcomes literature	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)
				Number of people assigned to a dedicated case manager	Activity and Finance Evaluation (no. of structure outcomes) - UoL	T.Farragher Thomas Mason	Dec-13
	15	Processes (assessment, recording and review) are streamlined and transparent.	Questions based on previous evaluative work and evidence from user outcomes literature <i>- development of standard operating procedures</i>	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)	
	16	We have clear ways of sharing learning and best practice between teams.	Questions based on previous evaluative work and evidence from user outcomes literature <i>- Exact measure requires clarification</i>	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014)	

Better	System	17	Integrated teams have led to improved health and well-being.	Q.34 Health status is derived from responses to which asks respondents to describe their health status using the five dimensions of the EuroQuol 5D (EQ-5D) survey instrument: <ul style="list-style-type: none"> • Mobility • Self-care • Usual activities • Pain/discomfort • Anxiety/depression 	Department of health GP patient survey C2.1, CCG outcomes indicator set 2013/14	n/a	June 2013 http://results.gp-patient.co.uk/report/13/result.aspx
		18	Information flow between teams and to and from the wider system (Third sector) is better.	Interview service users & staff regarding success of information flow	Staff/ service user evaluation framework -UoL		Jan 2014 - interviews Results - March/April 2014)
Simpler		19	Integrated teams have led to shorter times from referral to response.	1. Referral data from LCH & ASC (T. Mason) 2. Average length of delayed transfers of care	Activity and Finance Evaluation (no. of process outcomes) - UoL	T.Farragher Thomas Mason	Dec-13
		20	There is a shared care plan across all relevant partners.	How many people being seen by the IHSC teams have ONLY one personalised support plan	Adult social care	Richard Graham	
Better value		21	Integrated teams have helped people stay at home (and not go into hospital or care homes), or to come home more quickly following a stay in hospital or care	Care homes 1. Number of people being admitted to care homes 2. Length of stay 3. No patients admitted from hospital V from home	Activity and Finance Evaluation (no. of process outcomes) - UoL	T.Farragher	December 2013 CCG level data

		22	home.	Hospital specific- 1. Number of hospital acute admissions 2. Length of stay	Activity and Finance Evaluation (no. of process outcomes) - UoL	Thomas Mason	
			There is flexibility in roles (for simple tasks) within neighbourhood teams and the wider system.	User/carer views on whether or not staff are working more flexibly	Staff/ service user evaluation framework -UoL	V. Ward	Jan 2014 - interviews Results - March/April 2014) Patient level data
				Number and skill mix of staff involved with individual patients/clients	Activity and Finance Evaluation (no. of process outcomes) - UoL	T.Farragher Thomas Mason	Dec-13