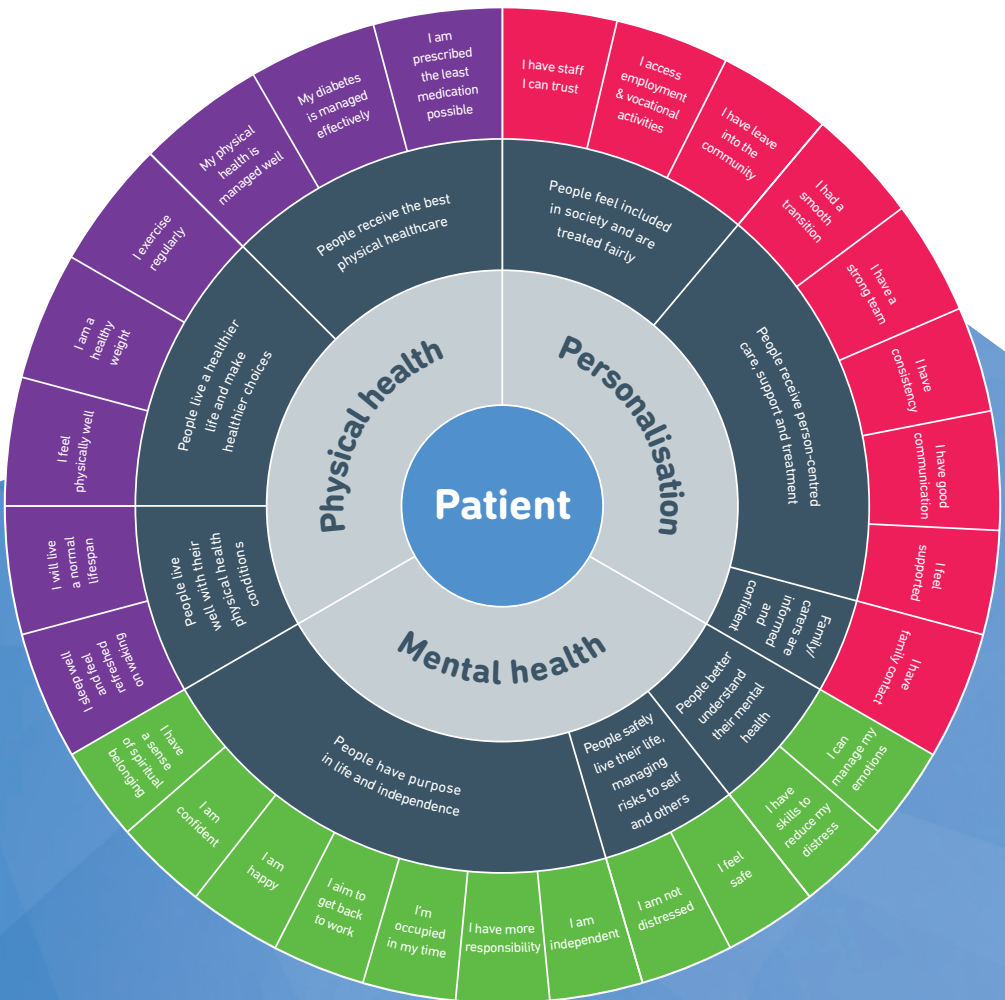


Measuring outcomes and experience

St Andrew's Healthcare always aims to provide the best possible care for every patient. To help us monitor and improve the quality of our services, we measure what we do and how we do it. We explore everything from the improved health of an individual to improved hospital experience.



The Clinical **'outcomes'** that we focus on are measurable changes in health or quality of life that result from our care. By constantly reviewing our clinical outcomes we establish standards that we use as a basis to continuously improve all aspects of our practice.

Clinical outcomes can be measured by recording activity data such as the frequency of leave episodes or using agreed scales and other forms of measurement. They can also be recorded by asking patients to rate how they have improved in their health and functioning or by clinical staff such as social workers, psychiatrists, nurses, psychologists or allied health professionals (e.g. physiotherapists, speech and language therapists, dietitians).

"I've done really well and go to town every week now"
"Getting good genuine feedback helps you get to your goal"

At St Andrew's Healthcare we are using a range of outcomes measuring 'tools' to allow us to understand how well we are achieving the outcomes which are most important to our patients.

Some of the measurement tools we are using include:

- Health of the Nation Outcome Scales (HoNOS)
- Clinical Global Impression Scale (CGI)
- Friends and Family test
- Recovering Quality of Life (ReQoL)

Collecting information with these tools allows us to compare outcomes data with other national or international mental healthcare providers. Ultimately, it means that we will be able to improve the quality of care we provide to our patients at St Andrew's Healthcare, now and in the future.

"I'm learning to use tools at the workshop and want to be a mechanic in the future"
"DBT has really helped me move on. It was difficult for me before, but now I can cope"



Transforming lives together