

# Focusing on quality of life outcomes: How do we get there from here?

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# Overview

- Introduction: What is “quality of life” and why is it important?
- Two approaches
  - Lived experience
  - Evidence driven
- Key considerations for organisations

# What is “quality of life”?

“psycho-social wellbeing, physical health and functioning, psychological outlook, psychological and social role functioning, social support and resources, independence, autonomy and perceived control over life, [an] individual’s perspective, material and financial circumstances, community social capital and the external environment, including the political fabric of society”

Source: Brown J., Bowling, A., Flynn, T. (2004). *Models of Quality of Life: A Taxonomy, Overview and Systematic Review of the literature. Project Report*. European Forum on Population Ageing Research (p. 46).

A word cloud of values and needs for care. The most prominent words are 'respect', 'choice', 'dignity', and 'privacy'. Other significant words include 'independence', 'freedom from interference', 'personal space', 'fun', 'companionship', 'food preferences', 'pets and animals', 'interests and hobbies', 'consistent care', 'homelike environment', 'making a contribution', 'being outdoors', 'meaningful contact with staff', 'links to community', 'life story known', 'personal routines', 'friendship', 'individuality', 'safe and secure', 'hosting family and friends', and 'personal space'. The words are arranged in various orientations and sizes, with colors ranging from dark red to orange and brown.

privacy  
dignity  
respect  
choice  
independence  
freedom from interference  
personal space  
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personal space



# Why is “quality of life” important?

How would we know?

EVIDENCE  
That we  
are...

Evidence-driven approach

Is anyone better off?

Making a  
difference:  
IMPACT

Lived experience approach

# Lived experience approach

- Client-level focus
- Outcomes-focused practice
- Goal-directed care planning
- Client active engagement in decision-making
- Regular review



# Evidence-driven approach

- Organisation-level focus
- Reliable & valid measurement
- Quantitative indicators
- Systematic collection and aggregation of data





# Comparing approaches

	Lived experience	Evidence driven
<b>Investment required</b>	<ul style="list-style-type: none"><li>• Staff development: recruitment, induction, training, coaching, supervision, support, monitoring...</li><li>• Policy &amp; procedure change</li></ul>	<ul style="list-style-type: none"><li>• Data collection<ul style="list-style-type: none"><li>• Client assessment &amp; review</li><li>• Independent 3<sup>rd</sup> party</li></ul></li><li>• Reporting &amp; feedback systems</li><li>• Analytics</li></ul>
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Positive lived experience for clients</li><li>• High quality service experience for clients</li><li>• Job satisfaction for staff</li></ul>	<ul style="list-style-type: none"><li>• Strong evidence of impact</li><li>• Incremental change to current practice</li></ul>

# Comparing approaches

	Lived experience	Evidence driven
<b>Challenges</b>	<ul style="list-style-type: none"><li>• Major change management to shift model of practice/ model of care</li><li>• Clients with cognitive impairment</li><li>• Aggregation of data</li></ul>	<ul style="list-style-type: none"><li>• No 'gold standard' measures</li><li>• May not be meaningful to clients (or staff)</li><li>• Data quality issues</li><li>• Exposing poor outcomes</li><li>• Attributing causality</li></ul>

# Key considerations for organisations

- Purpose:
  - Why do we want to do this (objectives, goals)?
  - What are our key drivers?
- Resources:
  - Where do we have strengths to build on (systems, capabilities)?
  - What investment can we make and when?

# Key considerations for organisations

Program outcomes framework

Program logic models

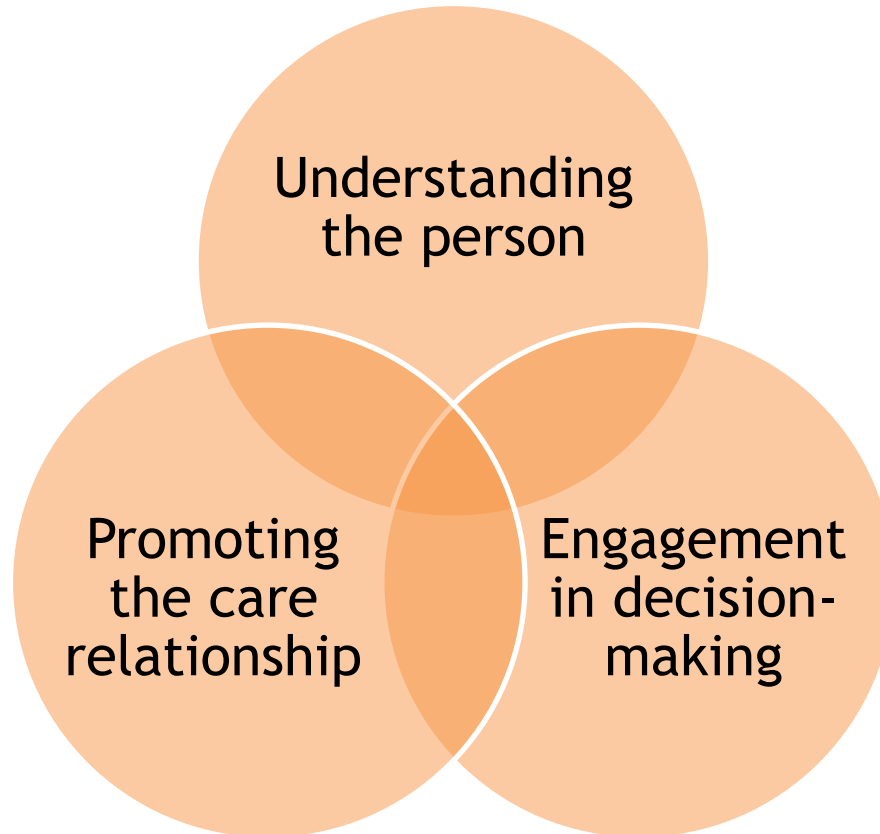


Client Record Management system

Person-centred practice

Evaluation culture

# Person-centred care



# Conclusion



# Questions