

Development of a Quality Framework Model Turning Point Consortium



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Overview of presentation

- Phase 1- Model development: review, results and conclusions
- Quality Framework Model: Minimum elements
- Phase 2 – Consultation and Feasibility
- Discussion Paper 1
 - Overview
 - Strengths and weaknesses of QFM: General discussion
- Discussion Paper 2
 - Rationale
 - Content: Groups discussion
- Moving forward: Recommendations to the Commonwealth

What do we want to get from today?

- Feedback on the model we have developed
- What you currently use to guide best practice around:
 - Treatment delivery (DP2)
 - Prevention, communities and capacity building (DP3)
 - Application to specific populations (DP4)
- Your suggestions for key informants
- Your involvement in the next stage



The Original Model



QFM project – Phase 1

- Literature review
- 2-day site visits
 - Peaks / state health / providers
 - Jurisdictional mapping of quality standards and good practice models
 - Innovation and implementation experience
- Survey of providers
- Synthesis of materials
- Gap analysis

QFM project - Phase 2

- Discussion papers
- Mapping standards against domains
- Mapping QFM indicators for:
 - all organisations providing AOD funded interventions
 - type of intervention
- Second jurisdictional visits
- Development of an appropriate implementation plan
- Reporting and providing an agreed final QFM and initial implementation plan to the Commonwealth for consideration

Current Commonwealth funding - challenges

- A wide variety of treatment services, programs and projects are funded nationally
- From large national and international organisations to very small NGOs
- This has impact on capacity to bear financial and human resource burden of accreditation
- What standards? What processes for ensuring best practice and implementation fidelity?
- Wide range of standards may not be matched to particular services
- Sector perceptions of NGOTGP – top up service funding
- Sector perceptions of SMSDGF – capacity building

Draft Quality Framework Model – principles

- Build on existing learning
- Build a collaborative partnership
- Do not add to burden
- Celebrate achievements
- Build evidence-based practice
- Identify gaps
- Build a consensus
- Improve the consistency and quality of the client experience

1. Draft Quality Framework Model

- The framework rests on the assumption that the delivery of quality assured and evidence-based practice requires evidence of activity at two levels:
 - **Level 1:** Standards for all organisations providing AOD funded interventions
 - **Level 2:** Organisation specific standards
 - Intervention type
 - Population

2. A model of five minimum elements

DOMAIN	INDICATOR	MEASURES
ME 1: STANDARDS	SYSTEM VERIFICATION	STANDARDS MET AND TRANSLATION
ME 2: ALIGNMENT WITH NATIONAL STRATEGY	PILLARS AND ACTIVITIES	OPERATIONAL MEASURES
ME 3: EVIDENCE BASED PRACTICE	WORKFORCE DEVELOPMENT; GOOD PRACTICE GUIDANCE	MECHANISMS AND MONITORING – AUDITS, SUPERVISION, ETC
ME 4: CONTRACT DELIVERY	ACTIVITY	EXPENDITURE; CLIENTS SEEN
ME 5: OUTCOMES	SATISFACTION; PROXY MEASURES; BEHAVIOUR CHANGE; COMMUNITY IMPACT	CLIENT AND STAFF COMPLETION; EPIDEMIOLOGICAL MARKERS



Field Testing and Refining the Model

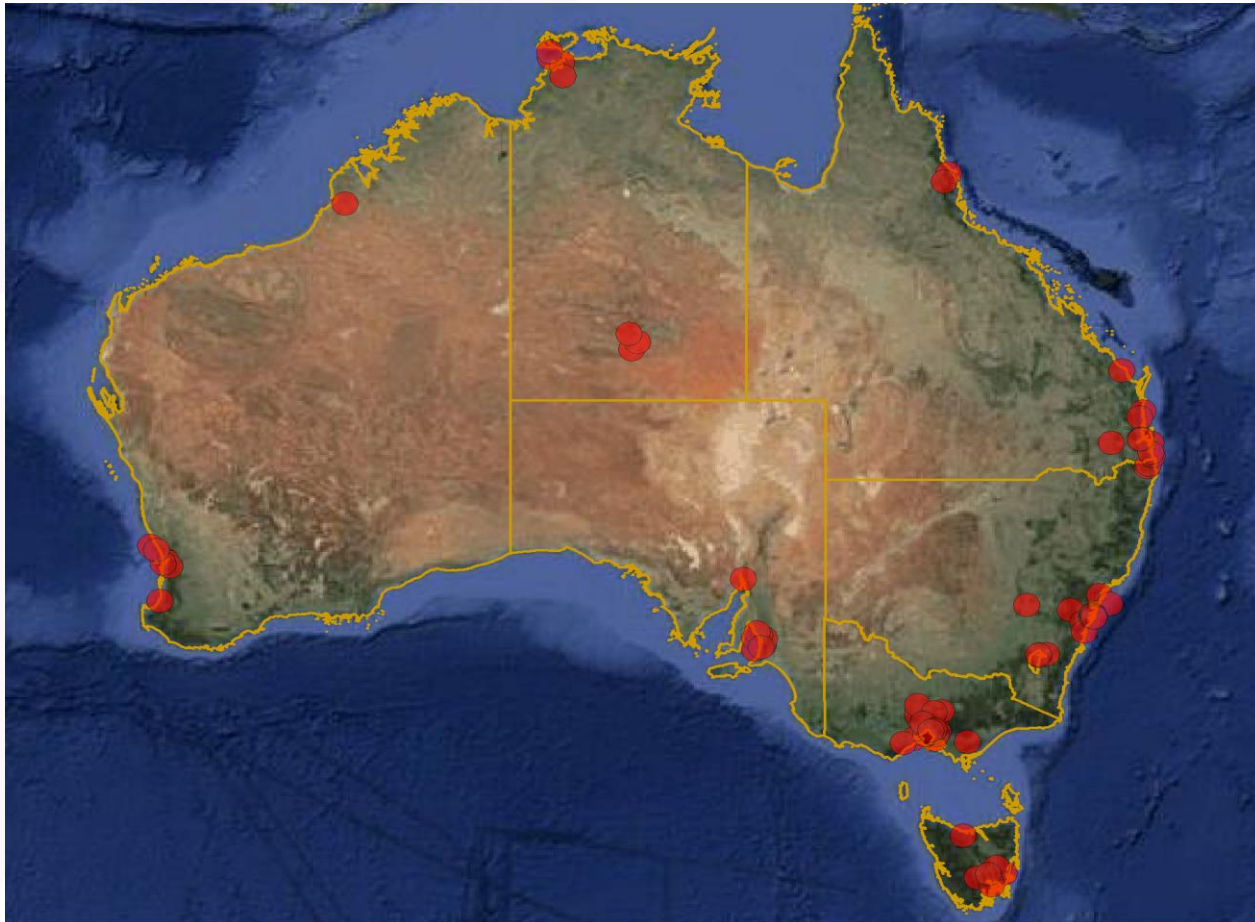


QFM project – Phase 1 findings:

Participation in the QF project by jurisdiction

Jurisdiction	Number of services participated	% within jurisdiction	% of total sample
Victoria	28/34	82.4%	26.9%
New South Wales	18/33	54.5%	17.3%
Queensland	13/19	68.4%	12.5%
Western Australia	13/15	86.7%	12.5%
South Australia	12/13	92.3%	11.5%
Northern Territory	10/11	90.9%	10.1%
Tasmania	5/5	100%	6.1%
ACT	5/7	71.4%	4.0%
Total	104	73.2%	100.0%

Map of services participated in Phase 1



QFM Project – Phase 1 findings (cont.): Overall pattern of accreditation and distribution of agencies by standards

Accredited or certified	Working towards accreditation	Neither accredited nor certified
80 (76.9%)	16 (15.4%)	8 (7.7%)

Quality Standards	Number	% of total
QIC	33	29.7%
WANADA	21	18.9%
ISO9001	18	16.2%
EQuIP	13	13.3%
DHHS	10	11.7%
NSQHS	7	6.3%
ATCA	5	4.5%
ASES	4	3.6%

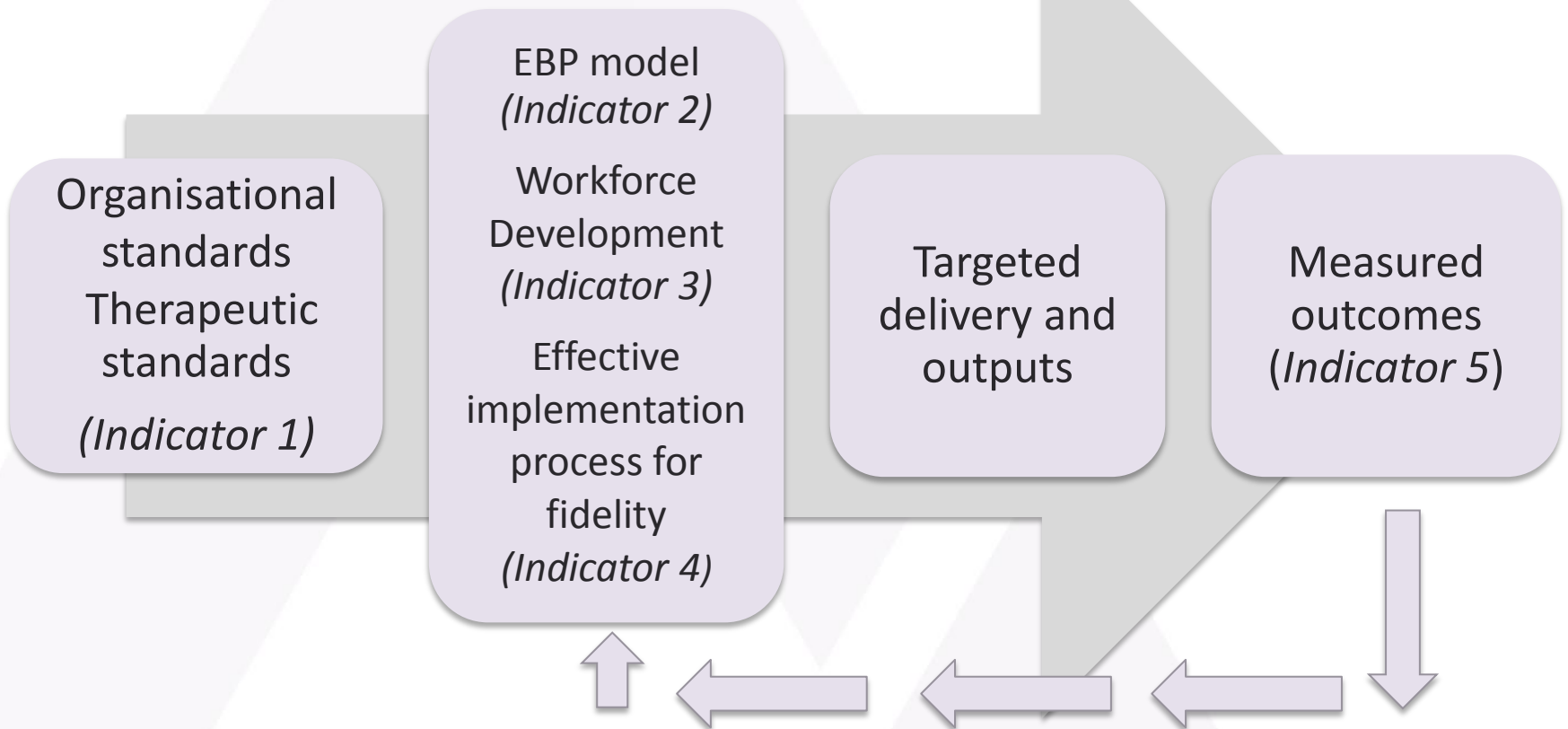
QFM project – Phase 1 conclusions

- High level of engagement from AOD treatment services with 104 agencies participated in the project
- Encouraging and positive attitudes around quality standards
- Recognition and importance of benefits of accreditation
- Seen as a platform for current omissions around:
 - Consumer involvement
 - Evidence-based practice
 - Outcome monitoring
- Wide range of standards and accreditation bodies; some agencies certified against more than one standard

Refinement of the DQFM – application & testing in treatment services

Level	Categories	Activities
Level 1: Generic	All AOD funded interventions	Standards Evidence-based practice Workforce Development Fidelity and implementation Outcomes
Level 2: Specific to intervention type	<ul style="list-style-type: none"> • Residential treatment - Residential rehabilitation - Therapeutic communities • Withdrawal: in-patient and outpatient • Pharmacotherapy • Counselling • Care coordination • Structured day programs 	Standards Evidence-based practice Workforce Development Fidelity and implementation Outcomes

3. Development of QFM linked to standards, EBP and outcomes



Variability in quality standards

- Create a common metric
- Identify core domains
- Level 1 activity is about meeting generic standards common to all AOD funded interventions – BNG partnership
- Level 2 activity is about meeting the standards within the specific intervention type

Development of Level 1 Standards – Breaking New Ground Partnership

Breaking New Ground will:

- Map the 10 standards most commonly used by AOD services against the Core Level 1 Standards for AOD services
- Provide the mapping in a format that shows at a glance the extent to which each standard meets each element of the Core Level 1 Standards



What are we aiming to do? Report to the Commonwealth

- Reconciliation of existing standards used by AOD services (consultancy provided by Breaking New Ground/BNG)
- Incorporation of a new draft standard that focuses on the selection and implementation of evidence-based practice, and the testing of standards against outcomes.
- The ten draft standards are situated within a dynamic process of planning, implementation, measurement and assessment to ensure continuous quality improvement.



Where have we got to? Submitted to the Commonwealth are the following document suite:

- Summary document
- Standards and criteria
- Self-assessment checklist
- Discussion papers
 - Examples of innovation, good practice and implementation of EBP (treatment)
 - Examples of innovation, good practice and implementation of EBP (communities, prevention)
 - Examples of innovation, good practice and implementation of EBP (specific populations)
- Survey results and participating agencies
- Next steps and recommendations

Quality Framework Model – AOD Sector

THANK YOU

And watch this space!