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

<table>
<thead>
<tr>
<th>DOMAIN</th>
<th>INDICATOR</th>
<th>MEASURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>ME 1: STANDARDS</td>
<td>SYSTEM VERIFICATION</td>
<td>STANDARDS MET AND TRANSLATION</td>
</tr>
<tr>
<td>ME 2: ALIGNMENT WITH NATIONAL STRATEGY</td>
<td>PILLARS AND ACTIVITIES</td>
<td>OPERATIONAL MEASURES</td>
</tr>
<tr>
<td>ME 3: EVIDENCE BASED PRACTICE</td>
<td>WORKFORCE DEVELOPMENT; GOOD PRACTICE GUIDANCE</td>
<td>MECHANISMS AND MONITORING – AUDITS, SUPERVISION, ETC</td>
</tr>
<tr>
<td>ME 4: CONTRACT DELIVERY</td>
<td>ACTIVITY</td>
<td>EXPENDITURE; CLIENTS SEEN</td>
</tr>
<tr>
<td>ME 5: OUTCOMES</td>
<td>SATISFACTION; PROXY MEASURES; BEHAVIOUR CHANGE; COMMUNITY IMPACT</td>
<td>CLIENT AND STAFF COMPLETION; EPIDEMIOLOGICAL MARKERS</td>
</tr>
</tbody>
</table>
Field Testing and Refining the Model
## QFM project – Phase 1 findings:
Participation in the QF project by jurisdiction

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Number of services participated</th>
<th>% within jurisdiction</th>
<th>% of total sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victoria</td>
<td>28/34</td>
<td>82.4%</td>
<td>26.9%</td>
</tr>
<tr>
<td>New South Wales</td>
<td>18/33</td>
<td>54.5%</td>
<td>17.3%</td>
</tr>
<tr>
<td>Queensland</td>
<td>13/19</td>
<td>68.4%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Western Australia</td>
<td>13/15</td>
<td>86.7%</td>
<td>12.5%</td>
</tr>
<tr>
<td>South Australia</td>
<td>12/13</td>
<td>92.3%</td>
<td>11.5%</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>10/11</td>
<td>90.9%</td>
<td>10.1%</td>
</tr>
<tr>
<td>Tasmania</td>
<td>5/5</td>
<td>100%</td>
<td>6.1%</td>
</tr>
<tr>
<td>ACT</td>
<td>5/7</td>
<td>71.4%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Total</td>
<td>104</td>
<td>73.2%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Map of services participated in Phase 1
QFM Project – Phase 1 findings (cont.): Overall pattern of accreditation and distribution of agencies by standards

<table>
<thead>
<tr>
<th>Accredited or certified</th>
<th>Working towards accreditation</th>
<th>Neither accredited nor certified</th>
</tr>
</thead>
<tbody>
<tr>
<td>80 (76.9%)</td>
<td>16 (15.4%)</td>
<td>8 (7.7%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality Standards</th>
<th>Number</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>QIC</td>
<td>33</td>
<td>29.7%</td>
</tr>
<tr>
<td>WANADA</td>
<td>21</td>
<td>18.9%</td>
</tr>
<tr>
<td>ISO9001</td>
<td>18</td>
<td>16.2%</td>
</tr>
<tr>
<td>EQuIP</td>
<td>13</td>
<td>13.3%</td>
</tr>
<tr>
<td>DHHS</td>
<td>10</td>
<td>11.7%</td>
</tr>
<tr>
<td>NSQHS</td>
<td>7</td>
<td>6.3%</td>
</tr>
<tr>
<td>ATCA</td>
<td>5</td>
<td>4.5%</td>
</tr>
<tr>
<td>ASES</td>
<td>4</td>
<td>3.6%</td>
</tr>
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</table>
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

<table>
<thead>
<tr>
<th>Level</th>
<th>Categories</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1: Generic</td>
<td>All AOD funded interventions</td>
<td>Standards Evidence-based practice Workforce Development Fidelity and implementation Outcomes</td>
</tr>
<tr>
<td>Level 2: Specific to intervention type</td>
<td>Residential treatment - Residential rehabilitation - Therapeutic communities • Withdrawal: in-patient and outpatient • Pharmacotherapy • Counselling • Care coordination • Structured day programs</td>
<td>Standards Evidence-based practice Workforce Development Fidelity and implementation Outcomes</td>
</tr>
</tbody>
</table>
3. Development of QFM linked to standards, EBP and outcomes

Organisational standards
Therapeutic standards
(Indicator 1)

EBP model
(Indicator 2)
Workforce Development
(Indicator 3)
Effective implementation process for fidelity
(Indicator 4)

Targeted delivery and outputs

Measured outcomes
(Indicator 5)
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!