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Welcome

Baptcare Outcomes Measurement
BCA Conference – May 2018

Background

- The identification and development of an outcomes framework is required to measure Baptcare's social contribution
 - Board directive
 - Embedded within our strategic plans
- An external consultant was commissioned by Baptcare to conduct the scoping and implementation of the project which started in 2014
- Outcomes measurement is now firmly embedded across the organisation

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Why develop a Baptcare Outcomes Framework?

- Provide an overarching and simple segmentation/classification of outcomes achieved
- Accurately measure, communicate, demonstrate and improve Baptcare's social impact
- Adhering to government funding requirements
- Securing additional funding (ARC linkage grants)
- Potential for additional and new partnership agreements
- Ongoing financial viability for our programs

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Why develop a Baptcare Outcomes Framework?

- Describing our value proposition
- Demonstrating we are outcomes focused
- Enhancing Baptcare's reputation
- Leveraging data for social impact investing
- Leveraging data with academic institutions
- Better understand the outcomes of clients who use our services
- Advocate on behalf of our clients
- Use the data to continually improve service delivery
- Inform program evaluation

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Quality of Life Framework



Quality of Life (QoL) Framework

- Internationally validated framework developed by Dr. Robert Schalock over a number of decades
- Represented by eight domains that provide an indication of an individual's quality of life in three broad areas
- The framework was originally developed for intellectual disability but has been tailored for other areas
- For Baptcare:
 - Introduced 'Spiritual Wellbeing' outcome area and associated indicators

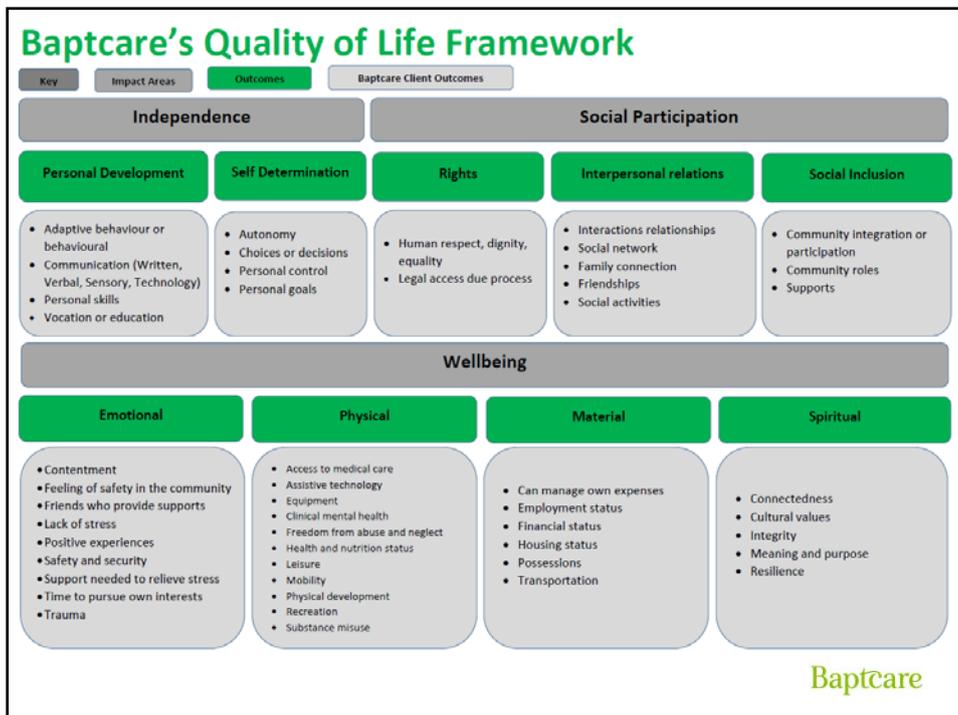
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Why did we choose the QoL Framework?

- The impact and outcome areas can be applied within any of our services and programs
 - ‘Living’ framework – can be tailored as new requirements emerge
 - Aligns with our Mission

- Of the several frameworks reviewed, it was the most relevant in terms of
 - Accessibility
 - Comprehension
 - Alignment to service provision
 - Strength of evidence base

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Key features of outcomes measurement

- Measuring magnitude of change:
 - Baseline (program entry)
 - Periodic measurement
 - End-line (program exit)
- Attribution
 - What caused the change? Was it our program or something else?

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Implementation experience



Implementation process

- Opening management meeting and two workshops
- Series of intensive workshops
- Codesign with program staff and leadership
- Staff engagement and ownership
- Pilot of tools with a feedback loop
- Review and refinement
- Implementation of tools

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Examples of data

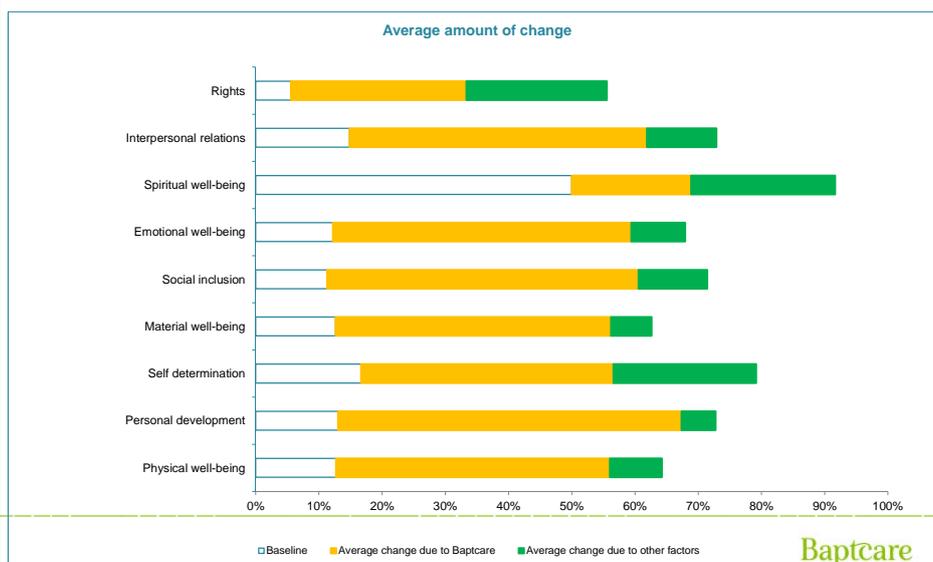


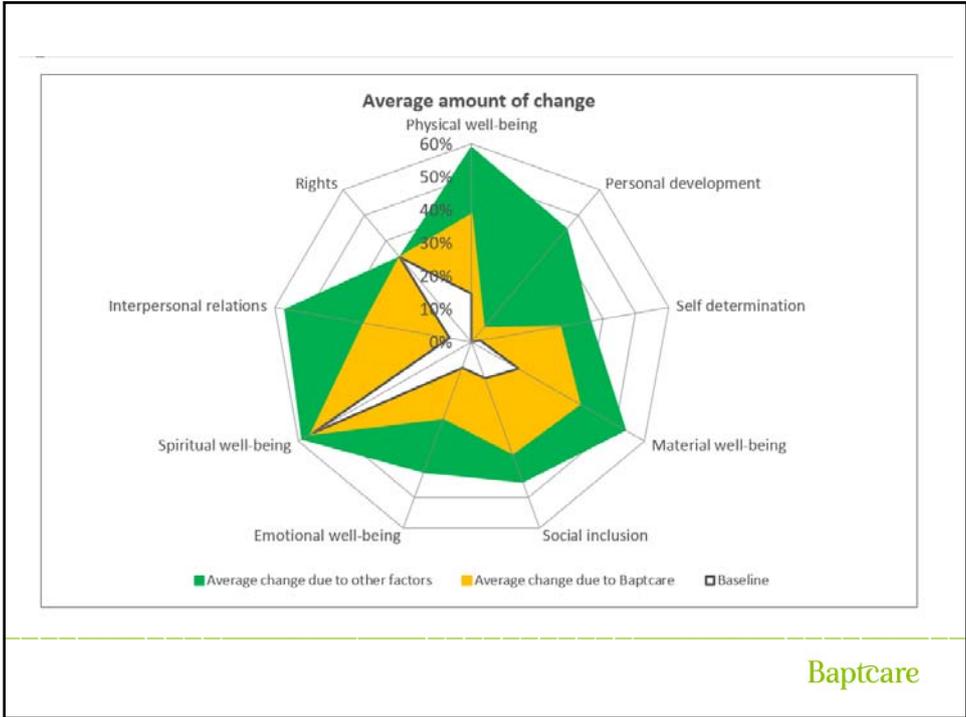
What happens to the data?

- Research, Policy and Advocacy Unit holds the data and conducts analysis
- Reporting is regularly done across all levels of the organisation
- Use of data to inform tenders and program development

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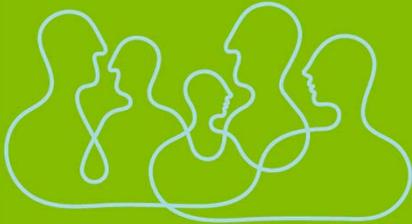
Example graph – Outcome level





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What works?



- Engaging front-line staff from the outset (co-creation and ownership)
 - Internal capacity building
- Commitment from all levels of staff (Frontline staff, program leadership and ELT / board)
- Regular and ongoing and open feedback
- Sharing outcomes data with staff and clients for “real time” feedback

- Flexibility of the framework – versatility with a variety of programs
- Partnering and sharing experience with key stakeholders including government
- Regular staff training opportunities

Thank you

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