



Making a difference

BaptistCare NSW/ACT approach to measuring client outcomes in residential care and why we should care

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The Dilemma

- Why work with outcomes ?
- What outcomes to measure ?
- How to effectively measure outcomes ?

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Why Work with Outcomes?

- **Resident Benefit**
 - Goals
 - Well being
- **Government Demand**
 - Quality Principles
 - Resident outcome focus.

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What Outcomes to Measure?

- **Life quality** experience is influenced by subjective feelings of well-being.
- **Normal functioning** is not necessary for good quality of life to exist in the person's mind.
- **Assumptions** that ill-health, disability and frailty drive quality of life are not supported by research
- **Concurrent measurements** of physical function and quality of life can is not supported
- **Factors affecting quality of life** can be observed by others as well as being personally experienced.

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- **We know** that *the way others relate to us* is a source of happiness or misery that does not change as we age.
- **Research shows** contentment is more likely to occur if:
 - We are socially connected and active
 - We can act for ourselves whenever possible
 - We have supportive relationships
 - We have a positive outlook on life
 - We feel safe and secure

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- **Quality Principles**
 - 8 Quality Principles
 - Statement of Outcome for the resident
 - Needs, Goals, Preferences
 - Demonstrate compliance to 39 requirements.

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How to Measure Outcomes ?

How are residents experiencing quality of life?

What we are doing to improve quality of life?

What does the data show?

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How to Measure Outcomes ?

What we needed

- Tool allowing *self-reporting & proxy reporting*
- A *guide for clinicians and managers*
- A *simple format*
- To *create a record* of individual resident's experiences *over time*.

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The Answer – LTC-QoL

Licensed the McDonald (2006)

Long Term Care Quality of Life Scale

Measures 9 domains critical to client satisfaction, engagement and well being

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Why we Love it

LTC-QoL assessment measures basic factors critical to life quality. It covers social capacity, self-efficacy, supportive relationships, mood state and the absence of fear and distress.

Simplicity - LTC-QoL design and scoring

Diversity - Resident or proxy.
Frequency of assessment.

Alignment - Quality Principles
Researched life quality
My Day My Way

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