

Making a real difference

Client outcomes and why we should care

Ross Low

Why Outcomes Measurement?

- **Changing Government regulatory and customer expectations.**
- **Focus is shifting from what we delivered (outputs) to what change we enabled (outcomes).**
- **Providers are being held more accountable for delivering an outcome rather than an output.**
- **Did we actually improve the wellbeing of the customer?**
- **Effectiveness rather than Efficiency**

Changing Government & Customer Expectations

	Historical	Current & Future
Residential	Regulatory approach to clinical care	Person-Centred Quality Outcomes
Home Care	Hours of Output	Consumer Directed Care Achievement of client goals
Retirement Living	Regulated Property Management	Focus on the individual and access to wellbeing supports
Community Services	Hours of counselling Number of Meals Volume of no interest loans	Achievement of client goals

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The latest perspectives

Ann MacRae

– Family Service Project Manager, BaptCare
Quality of Life Framework

Paull English

– General Manager, Residential Aged Care, BaptistCare NSW & ACT
'My Day, My Way'

Mike Furner

– General Manager, Housing & Retirement Living, BaptistCare NSW & ACT
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