

# MEASURING OUTCOMES OF AGED CARE PROGRAMS IN AUSTRALIA: CHALLENGES, OPPORTUNITIES AND THE AUSTRALIAN COMMUNITY OUTCOMES MEASUREMENT ACCOM TOOL

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# Outcome measurement: The challenge

- **What type of indicators:** three types:
- structure – process - outcome

## **What type of outcomes:**

- Three types of outcomes relevant to social care interventions:
  - ✓ ‘change’ outcomes, which are rare and tend to be associated with rehabilitation;
  - ✓ ‘maintenance’ outcomes, which are more common; and
  - ✓ ‘process’ outcomes, which are related to how services are delivered and are important in their own right because of the ongoing and personal nature of much social care

## New emphasis on outcome measurement and quality indicators

- KPMG (2017) on behalf of The Department of Health tested 4 outcome tools for community care:
  - Goal Attainment Scaling (GAS) tool,
  - the Adult Social Care Outcomes Tool SCT4 (ASCOT SCT4),
  - Your Experience of Services (YES) Survey - measures consumer experience, and
  - World Health Organisation Quality of Life questionnaires (WHOQOL-BREF (OLD)) which measures quality of life.

### Findings:

- ASCOT SCT4 tool as the most suitable instrument given its validity and useability. (GAS as well).
- Recommended the collection of demographic data to address impact of independent variables on outcomes.
- The collection of information regarding proxy responses and functional ability given their impact on response bias and response shift.
- Also pointed to challenges in measuring outcomes in community care: many variables to control for

# What is the ACCOM tool?

- The Australian Community Care Outcome Measurement (ACCOM) Tool has been developed specifically for use in the Australian Community Care Context. Tested in 2016-2017 with consumers (234) accessing Home Care Packages (level 1-4).
- Administered twice, in order to test the value of the tool to identify change that could be attributed to the service intervention.

## **Consumer version – (paper based)**

Adult Social Care Outcomes Toolkit (ASCOT) – self completed

Self-rated health Question

Open question – free input

Help completing the form and level of difficulty

# What is the ACCOM tool? (cont.)

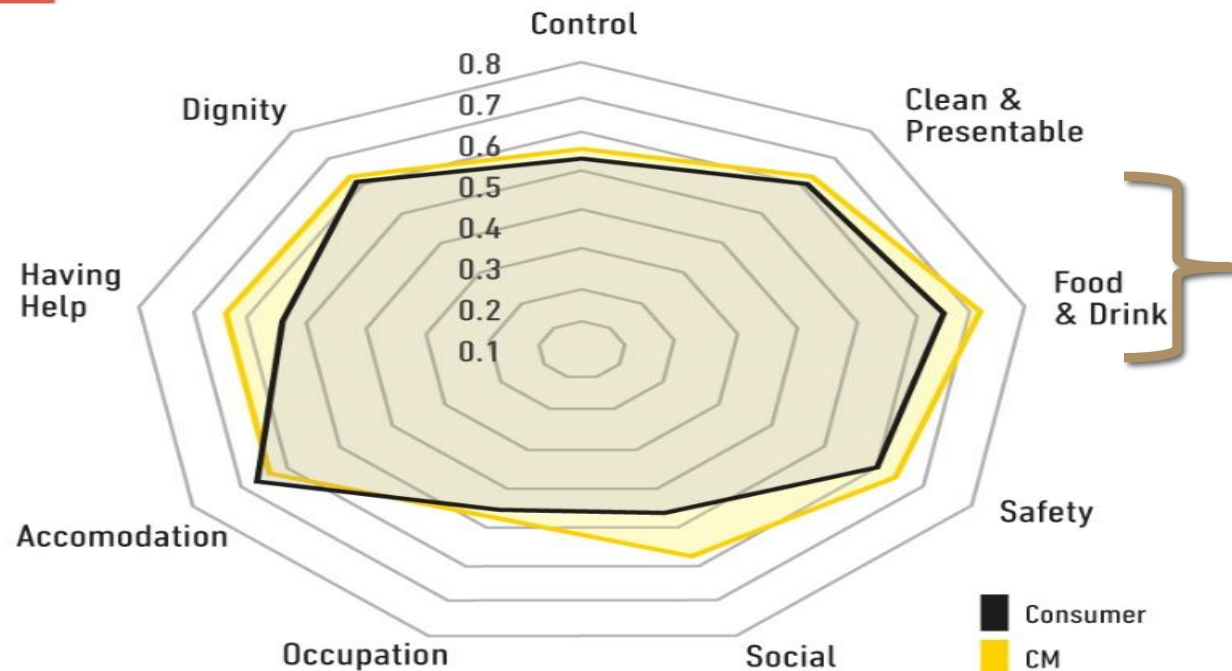
## **Case Manager version – (online)**

- Case Managers complete the same ASCOT questionnaire but from their perspective
- Functional Screen that has been used in the old HACCC program
- Demographic Information

Results from consumer and case manager perspectives can be compared and this information feeds into improving the care planning and review process

# THE RESULTS of Pilot study with 234 clients

## CASE MANAGERS AND CONSUMER RESPONSES



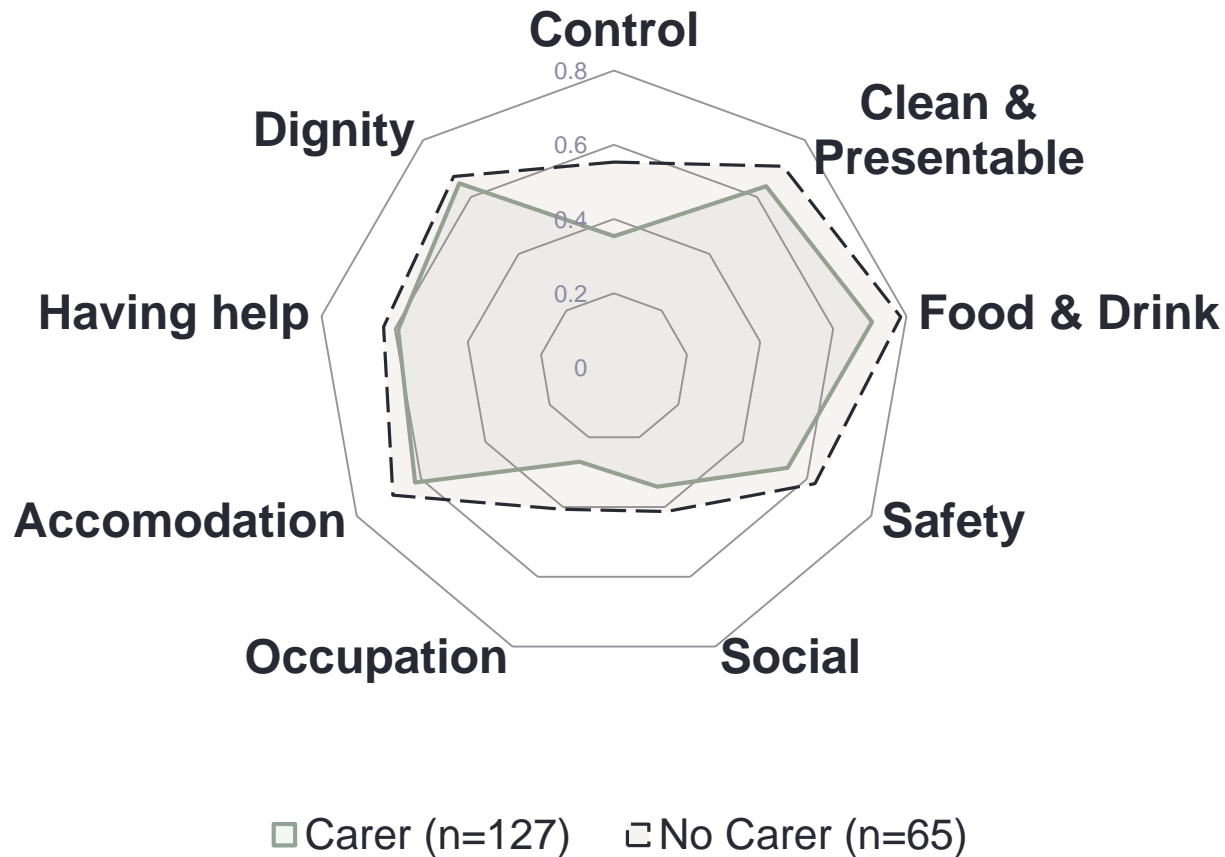
*Consistency of CM & Consumer Responses R1 & R2*

- Shows Quality of Life ratings by both individual consumers & staff
- Data can be used for individual consumers, as well as combined for agency level analysis
- Staff and consumers both rate 'occupation' and 'control; domains as low
- Consumers report low levels of satisfaction with 'social participation'

## Social contact



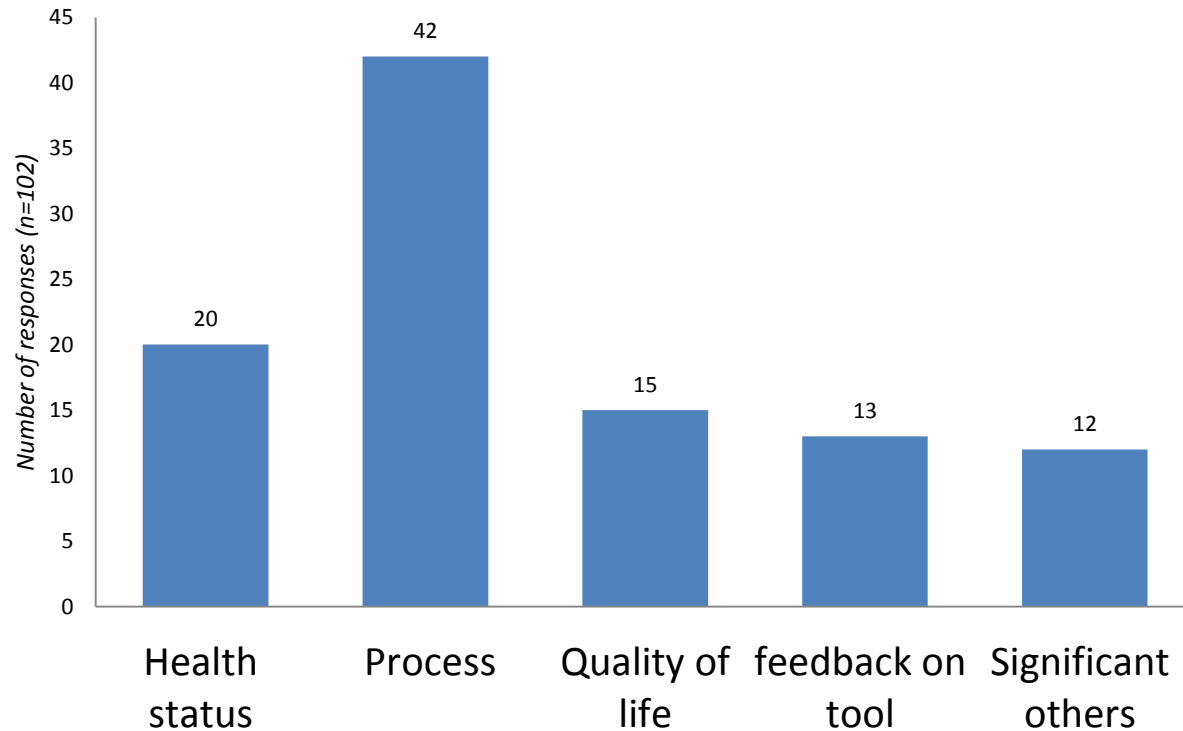
# Consumers who selected the most positive response for each QoL item by availability of carer in R1





# The Open Question

- **Comments, by Thematic Category**



## ***Continuity of care:***

*What made the care frustrating is when the office replaces the usual staff I normally have without my knowledge*

*Continuity of staff would make my life easier. I often have to retell staff how to do things*

## ***Significant others:***

*As my husband has no vision and a stroke I am here all day to make sure he has as many comforts he needs.*

*I have been my wife's carer full time for (?) years. have very little spare time. I am 92 years old and my wife is 90.*

*I feel I can look after myself but I need help with taking my medication. However **my daughter doesn't think I am capable to look after myself**. She said I am physically active and healthy but unable to do many daily tasks on my own such as meal preparation.*

# The provider-consumer collaboration in the measurement of outcomes

- The tool allows to disaggregate data and focus on specific domains.
- Useful in care planning and goal setting as well as care review.
- Outcome measurement is viable and effective for the measuring the quality and effectiveness of community care.
- The ACCOM shown to be useful for individual care plans and service level analysis, comparisons and potentially benchmarking.
- Open question allows the collection of QoL not captured in the survey.
- Aligns with CDC

# The challenges

- The introduction of wellness and reablement models and reporting requirements in the Australian aged care puts great emphasis on CHANGE OUTCOMES (reablement has a strong emphasis on improvements in ability to manage ADL – often more suitable for short term restorative programs).
- ASCOT tool best suited for long term care (maintenance outcomes) and improvements in SCRQOL.
- Risk we may focus on short term vision
- Functional ability

# Further Resources and Information about ACCOM

## Website:

- <http://www.agedcareoutcomes.net/>

The website contains reports, conference presentations and power points by project partners and the research team.

## Further information, including EOLs for future use of ACCOMs

- [beatriz.cardona@mq.edu.au](mailto:beatriz.cardona@mq.edu.au)
- [michael.fine@mq.edu.au](mailto:michael.fine@mq.edu.au)

### AUSTRALIAN COMMUNITY CARE OUTCOME MEASURES (ACCOM)



MACQUARIE University

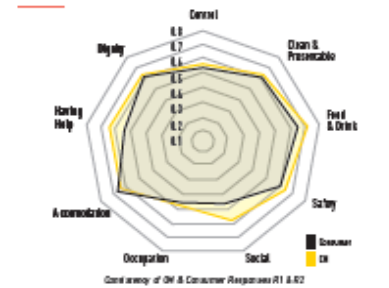


The ACCOM has been developed to measure Outcomes of Community Care in the Australian Context



### THE RESULTS

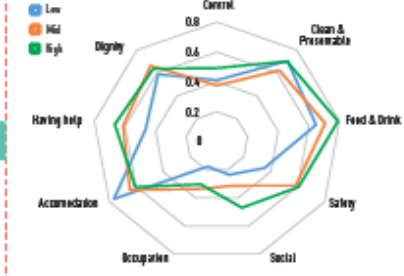
#### CASE MANAGERS AND CONSUMER RESPONSES



- Shows Quality of Life ratings by both individual consumers & staff
- Data can be used for individual consumers, as well as combined for agency level analysis
- Staff and consumers both rate 'very good' and 'best' domains as low
- Consumers report low levels of satisfaction with 'social participation'

### RELIABILITY & VALIDITY

Strong evidence to support the construct validity of the ACCOM attributes. Expected correlation between variables



Consumers who selected the most positive response for each item by functional score in R1

Consumers with high functional capability scored higher in social participation than those with medium and low functional scores

Consumers with low functional capability face additional challenges to social participation compared to the overall consumer

Capturing functional capability provides a valuable tool in the assessment of consumers quality of life responses.

### USABILITY

- 95%** CM completed the tool in less than 10 minutes
- 80%** Consumers completed the tool in less than 10 minutes
- 90%** CM found the tool very easy or easy to complete
- 60%** Consumers found the tool very easy or easy to complete

### USES OF ACCOM:

- Care Planning and Review
- Quality Review and Benchmarking
- Case Management Training

### FUTURE WORK:

- NATIONAL INDUSTRY RUN RATINGS PROGRAM
- CARER MEASURES ACCOM
- EXTEND TO CHSP SERVICES

Further information: <http://www.agedcareoutcomes.net/presentations-1/>