



## Measuring outcomes that matter

The joint workshop between IFIC Scotland, UWS and the ALLIANCE builds on the session hosted at the 2023 conference. This had considered the case for inclusion of a new national outcome on Care as part of the refreshed National Performance Framework.

Prof Stephen Gibb was delighted to report that the Scottish Parliament is now considering the proposed revisions to the National Outcomes, including an outcome on Care:

***We are cared for as we need throughout our lives and value all those providing care***

You can read more at <https://nationalperformance.gov.scot/information-hub/consultation-parliament-connection-review-national-outcomes>

Prof Anne Hendry framed this afternoon workshop as an opportunity to listen to the views of people who have experience of using health and care services, supporting the ALLIANCE's fifth ambition for the future of health and care.

***“ We should measure success in health and care with personal and rights based outcomes, not just short-term targets”***

Participants were reminded of the current national health and wellbeing outcomes (NHWO) that apply to integrated health and social care.

<https://www.gov.scot/publications/national-health-wellbeing-outcomes-framework/>

Glen Deakin, Integration Governance and Support Team, Scottish Government outlined what the Scottish Government is doing now to align the Principles from established and new health and care legislation, before considering any changes to the suite of outcomes and indicators that are used to track progress in integrated health and social care.

## **Workshop participants considered**

- What changes are needed in our NHWO as we plan for a National Care Service?
- What measures could track progress on empowerment, human rights and equalities as well as the quality and experience of care and support?

## Challenges with current NHWO

- Overly complicated landscape of outcomes, standards, principles, etc.
- Separate sets of outcomes leads to 'siloes' with no true, holistic picture of individuals.
- Too much emphasis placed on what's easily measured, often using proxy outcome measures, and funding is often overly dependent on these quantifiable outcomes.
- 'Soft' outcomes can be hard to measure but are just as important/critical to wellbeing.
- Community and third sector organisations are dependent on volunteers who may not be trained/experienced in reporting or handling data and may become overwhelmed by reporting/monitoring requirements
- Community and third sector organisations can't necessarily afford to employ analysts.
- Not always clear what gets done with the information collected and reported
- There can be an 'illusion of choice' when it's not really a true option for everyone. Needs to be a level playing field regarding rights to ensure fairness for everyone.

## Changes we would like to see

- Outcomes should be designed with people, taking account of needs and vulnerabilities.
- Focus on what makes a difference and supports people to have a meaningful life.
- Consider ways to measure things that are meaningful to people
- Frame outcomes in rights associated language and report in clear and unambiguous ways that are readily accessible to all
- Measure level of choice and relinquishing of power (eg: SDS and self management).
- Reflect unmet need, fair and equitable access and a targeted and proportionate universal approach
- Measure how well services are available at the right time and are sustained over time
- Measure experience of continuity and coordination of health and social care for people who use services and support
- More focus on community as well as individual and system outcomes
- More focus on prevention / early intervention with incremental goals over longer term
- Measures that reflect workforce capacity and wellbeing

## How we should use NHWO data

- To improve how we learn across the system and across Scotland and beyond
- To view people with lived experience as equal partners and learn from their experience
- To involve everyone in all settings and recognise their contribution to realising outcomes
- To ensure clearer accountability for community outcomes and how organisations work together – to drive leadership / community behaviours, particularly if there is also recourse for poor service quality and outcomes