

0051

## Do we extend core OT principles of Client Centred Practice into Service evaluation?

Michelle Kightley<sup>1</sup>, Nicola Hancock<sup>2</sup>

<sup>1</sup>Schizophrenia Fellowship of NSW, NSW, Australia, <sup>2</sup>University of Sydney, NSW, Australia

**Background:** Without consideration of both staff and consumer perspectives and priorities, routine service outcome measurement is unlikely to succeed. This is evidenced by the poor uptake of MH-OAT in NSW. Client-centred practice is a core OT principle. If this principle is to extend beyond service provision or intervention into service evaluation practices, it is essential to enlist consumer perspectives.

### Aim/Purpose:

1. To compare and contrast what mental health consumers and staff consider to be important outcomes of psychosocial rehabilitation programs.
2. To compare and contrast consumer and staff views on how routine outcome measurement should be administered.

**Method:** Focus groups and structured interviews were conducted with 65 consumers and 26 staff from 8 sites of the community-based recovery services of the Schizophrenia Fellowship of NSW. Thematic analysis was used to identify common themes.

### Results:

1. There were eight common recovery themes for consumers and staff, including the importance of measuring social integration. Disparity between consumer and staff views existed around five themes including reducing hospitalisation.
2. Consumers favoured self-report measures over staff administration of measures, while staff views varied

### Conclusion:

Consumers and staff have strong and differing preferences and concerns in relation to outcome measurement. Understanding this is important for successful implementation of outcome measurement practice. Consumers need to be part of evaluation planning to ensure that at an intervention and service level, we are evaluating outcomes that have relevance to consumers and that data is collected in an acceptable manner.

### Learning Outcomes:

1. Understanding of what mental health consumers and staff view as important program outcomes
2. Understanding differing preferences and concerns raised by staff and consumers in relation to administration of routine outcome measurement