

IPS Learning Community workshop

Outcome monitoring and quality improvement

IPS Europe meeting Berlin – October 27th 2022

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The Netherlands

Workstream 3 update

The aims

1. Creating a minimal dataset together to track outcomes and share with our network ✓
2. Optional: doing research together to improve knowledge of IPS
3. Supporting each other to set up a cycle of quality improvement that matches the unique organizational context of each country: one size does not fit all. ✓
4. Making a 'statement' for the potential of IPS for policy makers all around Europe!
5. But most importantly: learn from each other!

Why is this important?

Implementation

Critical part of implementation
Fidelity ↔ outcomes

Quality improvement

Tracking what goes well, and
what has room for improvement

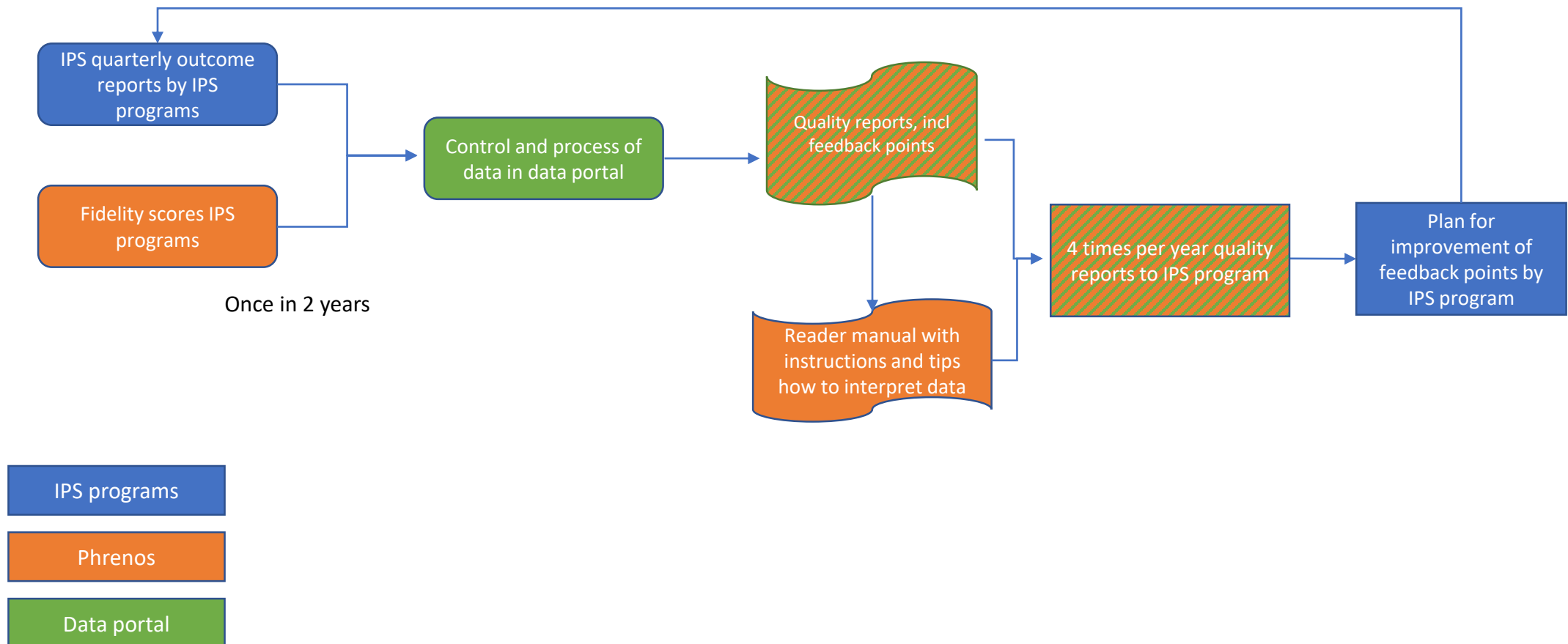
Policy purposes

Gives insights into benefits of
IPS for policy makers and
healthcare leaders

Implementation

- **Fidelity assessment:** once in 2 years → assessed by Phrenos
- **Outcome monitoring:** Assembled 4 times per year on IPS program level → assembled by Phrenos
- **Quality reports:** Twice a year: reports with feedback on how IPS programs are performing
- **Plan for improvement points of feedback**

Quality improvement: example of the Netherlands



Purposes of outcome monitoring

- **IPS program level:** Using feedback reports to keep track of the results and to inform and motivate their organization to keep investing into IPS.
- **National level:** Centrally assembling outcomes gives national results of the growth of IPS and gives opportunities to pitch results to ministries, labour organizations etc. for national funding of IPS
- **Level of Europe:** Give insights into outcomes, facilitators and barriers in implementation: learn from each other in European network, doing research together, make a 'statement' to European Union and show the power of collaboration!

What outcomes do we assemble?

Should contain at least the following program level outcome metrics:

1. Caseload size: Number of service users
2. Employment outcomes: Number of people working /starting/quitting job
3. Education outcomes: Number of people in education / starting / education
4. Drop-out: Number of people dropping out of IPS
5. Capacity: Number of IPS specialists and time available for them (FTE's)

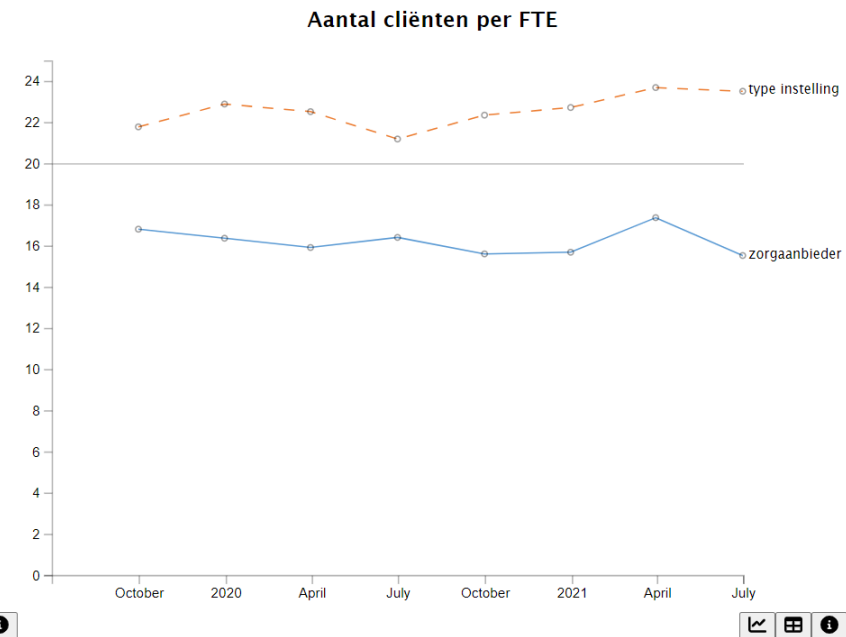
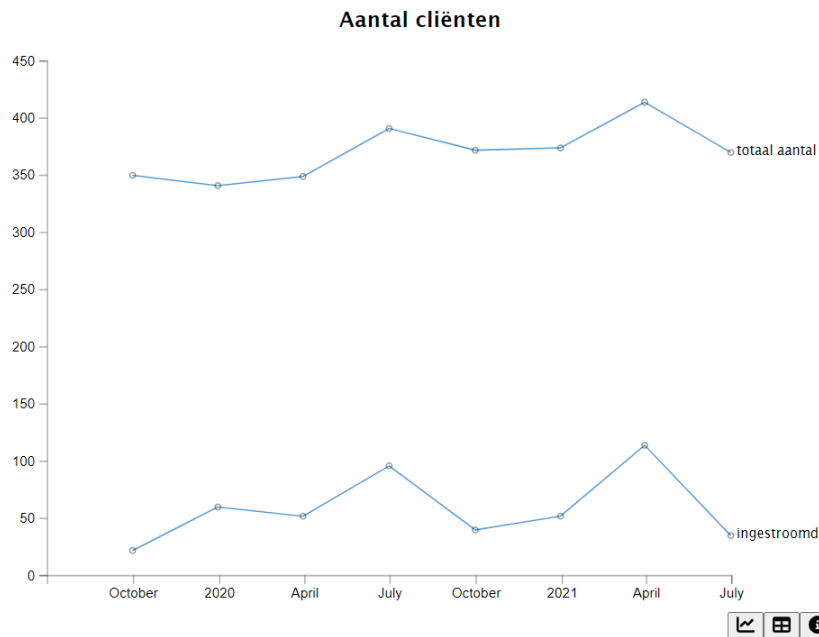
How do we support IPS programs?

1. Sending a manual during each outcome reporting inquiry → gives information how to register and interpret data
2. Quality reports for each IPS program 4 times a year (demo will be shown in next slide)
3. A reader which supports IPS programs how to interpret the quality reports, how to read it and discuss it with the team, and how to use it to improve the IPS program
4. Annual team visits to discuss the quality reports → still in progress

Quality reports: demo

IPS kwartaalrapportage

IPS Caseload



Let's get started!

1. Every group receives two parts of a quality report (case 1 and case 2)
2. Discuss the outcomes with your group, and write down your response on the following questions:
 1. What strikes you in the outcomes: what goes well and what could be better?
 2. For the outcomes with room for improvement: which one would you prioritize to improve your practice?
 3. How would you translate the interpretation of the outcomes into practical solutions?

Discussion time: 10 minutes!

After that: Plenary discussion

Case 1

Reflections on the outcomes:

- Experienced IPS program: Caseload size and new enrollments stable last two years
- Caseload IPS specialist is too big and keeps increasing → capacity is falling behind
- This has negative consequences for the employment rates

Possible solutions:

1. Put the brake on new enrollments to ensure quality of support
2. Hire new IPS specialists

Case 2

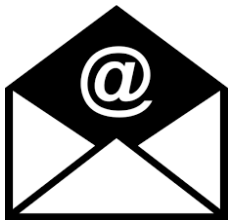
Reflections on the outcomes:

- IPS program started recently
- Big increase in caseload and new enrollments
- Also increases in employment rate and relevant fidelity scores, getting to the national average

Recommendations:

No recommendations, they are improving on all levels so we expect that they will be on track soon compared with more experienced IPS programs

Questions or willing to join/think along?



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