IMPROVING THE NHS ENGLAND REPORTED IAPT RECOVERY RATE FOR RICHMOND WELLBEING

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Why:
1. Recovery is reported to NHS England and forms a KPI for Commissioners.
2. It measures the benefit patients derive from treatment.
3. It matters to staff because they aspire to give high quality effective health care.
4. It matters to the Trust because ELFT aspires to deliver the best Mental Health Care and these figures are published nationally and have a strong impact on the reputation of the organisation and our future business fitness

Aim: Achieve above a 52% recovery rate within 6 months (year end 2015).

Measures

Outcome Measure:
-Internally reported recovery rate for all service users benchmarked against historical data.

Process Measures:
-Internally reported improvement per clinical contact benchmarked against existing historical data
-Clinical contact hours per patient treatment episode (measures resource investment)

Balancing Measures:
-Care pathway outcome (completed treatment, drop out etc)
-Waiting times

Driver diagram
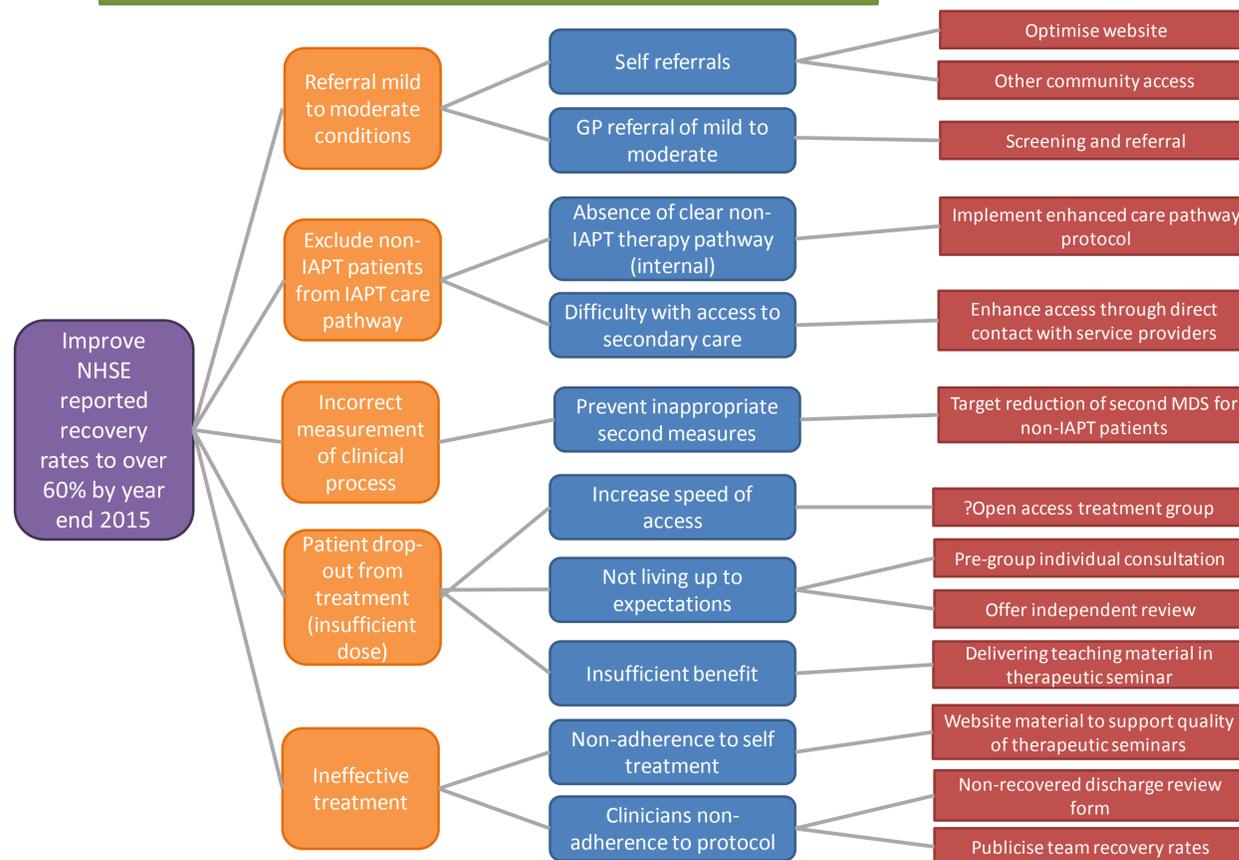
Change ideas:
1. To test the impact on cross service recovery rates of weekly individual recovery monitoring, through specific discharge monitoring forms and subsequent control chart analysis.
2. The impact of the publication and display of weekly rates to the whole team.
3. The delivery of specific training focused on teaching and learning strategies to aid therapists in group engagement and retention.

Key lessons:
The control chart shows sustained improvement in recovery rates with continuing natural statistical variation around the mean.

Next steps:
• Sustaining the gains and making further improvements in recovery rates
• Reducing variation around the mean as well as spread to other services.

QUALITY IMPROVEMENT PROGRAMME