



Quality auditing your service to increase performance

Southdown



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What we will cover

- The IPS model and 'Fidelity scale'
- Why conduct Fidelity reviews?
- How to plan and prepare for fidelity reviews (across multiple sites)
- Choosing your auditing team
- Group discussion
- Compiling and analysing your results
- Creating Fidelity action plans

Individual Placement and Support

- The [EQOLISE project](#) (Burns et al 2007) compared IPS with other vocational / rehabilitation services in six European countries. It concluded that:
- IPS clients were twice as likely to gain employment (55% v. 28%) and worked for significantly longer;
- The total costs for IPS were generally lower than standard services over first 6 months;
- individuals who gained employment had reduced hospitalisation rates.



IPS Principles

- Rapid job search
- Benefits advice
- Paid work is the primary focus
- Job search to individual preference
- Integrated with clinical teams
- Time unlimited support
- Motivation is only eligibility criteria
- Employer engagement



What is Fidelity?

- Fidelity refers to the degree which a service follows the standards for evidence-based practise
- A fidelity scale is a tool to measure the level of implementation of evidence-based practise
- High fidelity services are expected to have greater effectiveness, leading to better to outcomes
- Research shows that those services which *faithfully* follow the principles of IPS get more people into employment than those services that do not (Becker *et al.*, 2001, 2006; McGrew *et al.*, 2005; Burns *et al.*, 2007).




The purpose of a fidelity review

- Aims to capture a snapshot of the current service
- Provides an impartial quality improvement framework & overall fidelity score
- Models “continual improvement and development”
- Gives an opportunity for everyone's experience to be heard and considered



Pre Fidelity Review

- Capturing the right performance data
- Outcome job type/sector/ hours
- Start date of job search activity
- Caseload size information
- Employer engagement activity – diary, reports
- Focus on paid
- Structure charts, meeting matrix and minutes



Choosing your auditing team

- Two plus one observer
- Not a formal assessment but an audit process
- Each item needs more than one piece of evidence
- The tone of the interviews should be exploratory, not interrogatory (no set questions) and conversations must be backed up by supporting evidence



The day of the review

Reviewers will meet:

- Employment Specialist – interview and observation
- Contract Managers and OT Leads
- Vocational Champions & 3-4 Co-ordinators
- CMHT's Team Leader/Service Managers
- Consultant
- A group 6/7 Services Users

The fidelity Scoring

- 25 Points on the scale
- Each point has a score between 1-5
- 73 and below = Not supported Employment
- 74 - 99 = Fair Fidelity
- 100 - 114 = Good Fidelity
- 115 - 125 = Exemplary Fidelity

Caseload Size

Employment Specialist have a individual caseload:
20 maximum

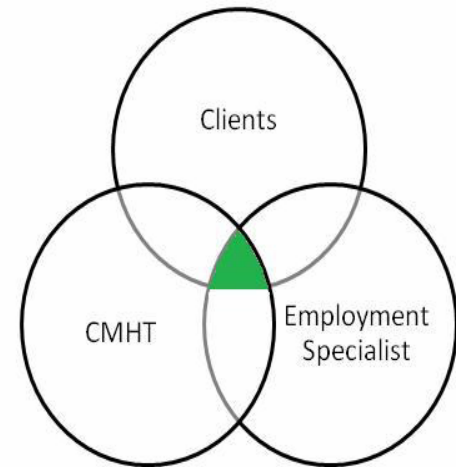
1 = Ratio of 41 or more

2 = Ratio of 31- 40

3 = Ratio of 26 - 30

4 = Ratio of 21 – 25

5 = Ratio of 20 or fewer





Group work

- Split into groups to look at one item on the fidelity scale and discuss how you would measure your services.
- Consider the following:
 - What information will you need to gather
 - Where would you get the information needed to audit this fidelity point
 - Who would you need to interview
 - What questions would you ask
 - How will you evaluate the information gathered
 - What score would you give
 - What recommendations could arise

The Report

- Following the Review, the service receives an open report and has the opportunity to challenge and comment on
- Recommendation of improvement will be given to each fidelity point and praise provided for high functioning areas
- Improvement Cycle: evaluation, review, report, and action planning etc



Microsoft Word
Document

Creating your Action Plan

- Your review should generate a range of recommendations to improve services.
- Use the report template to create an action plan and involve all stakeholders in agreeing and implementing actions.



Microsoft Word
Document

Review Analysis

- In order to identify trends across multiple review sites, it may be useful to plot fidelity scores into one spreadsheet.
- This can help analyse action areas across a wider service.



Microsoft Excel
Worksheet

Questions?

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