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YOUTH ENHANCED SERVICES

MONITORING AND EVALUATION PLANNING TOOL

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INTRODUCTION

A good monitoring and evaluation (ME) framework guides the collection of useful information which can be used to inform decision-making processes, guide organisational learning for service development, and support accountability.

One way to enhance the utility of an ME framework is to align it to evaluation questions.(1) This helps to identify what we need to know about a program and provides rationale for decisions about what should be collected in routine monitoring and periodic evaluation.

While we would advocate that evaluation plays a vital role in improving the quality of Youth Enhanced Services, we also acknowledge that for some organisations it may not be feasible to conduct an evaluation. However, even if an evaluation is not conducted, ongoing monitoring activities can still be aligned to evaluation questions. This helps to ensure that discussions and decisions about a program are informed by core skills of evaluative thinking: i.e.(2)

- asking questions of substance;
- determining what data are required to answer specific questions;
- collecting data using appropriate strategies;
- analysing collected data and interpreting findings; and
- using the findings.

PURPOSE OF THE TOOL

Guidance from the Commonwealth Department of Health (3) advises PHNs to work with their commissioned providers to develop local monitoring and evaluation plans. While all primary mental health services are required to enter data into the Primary Mental Health Care Minimum Data Set (PMHC MDS), feedback from Primary Health Networks (PHNs) and providers of Youth Enhanced

Services indicates that the PMHC MDS by itself is not sufficient to give a full picture of the work that these services do. We have developed this ME Planning Tool to help resolve this issue.

The purpose of this tool is to facilitate discussions between PHNs and their commissioned Youth Enhanced Services about what to include in their monitoring and evaluation framework.

WHAT'S IN THE TOOL?

The foundation of the tool consists of 10 evaluation questions covering important aspects of program implementation, care delivery, and young people's outcomes.

Each question consists of one or more domains and include examples of quantitative and qualitative data which could be useful to collect.

We have then identified the relevant fields in the PMHC MDS (V2) and headspace MDS (V1), where data can be sourced.

Not all of the data can be sourced from PMHC MDS or headspace MDS, so we have also included examples of other data sources and outcome measures that could be considered. For more information about these measures see section: Measures mentioned in this tool.
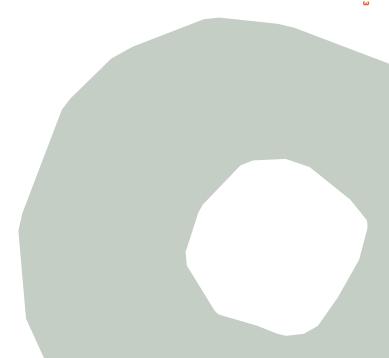
USING THE TOOL

This tool can be seen as a menu of questions and data which could be incorporated into a local Youth Enhanced Services ME framework. Such a framework should be the product of discussion and collaborative decision-making between PHNs and Youth Enhanced Service providers.

The following three criteria can help guide decisions about which questions (and data) to select:(4)

1. **Useful**: are the questions useful in providing the information needed to assess the program's progress, effectiveness, or value?
2. **Practical**: can the scope of the questions be accommodated by the available resources?
3. **Agreed**: are the questions endorsed by key stakeholders?

It will also be useful to refer to Orygen's **Program evaluation: laying the right foundations**. This guide takes you through the first few essential steps of evaluation. It helps you to think through what you need your evaluation to do, what types of evaluation you should consider, and what questions you should ask.

If you would like further guidance, or would like to provide feedback, please contact the National Programs team **nationalprograms@orygen.org.au**

THE 10 EVALUATION QUESTIONS AND ASSOCIATED DOMAINS

IMPLEMENTATION AND CARE DELIVERY

EVALUATION QUESTION	DOMAINS
To what extent has the program been implemented as intended?	Fidelity and adaptation.
How satisfied have young people been with their experience of care?	Satisfaction with care.
To what extent has the program reached the target population(s)?	Reach.
To what extent has the service provided timely and accessible care?	Timeliness and accessibility.
To what extent have young people engaged in the care offered to them?	Engagement with program.
To what extent has care been guided by young people's needs and preferences?	Participation in care.
To what extent has the program provided coordinated care?	Experience of coordinated care. System integration.
To what extent have families been involved in care?	Family inclusiveness.
To what extent have young people been able to connect with peers?	Connection to peers.

YOUNG PEOPLE'S OUTCOMES

EVALUATION QUESTION	DOMAINS
To what extent have young people experienced changes in outcomes?	Functioning. Goals. Symptomology and distress. Wellbeing.

IMPLEMENTATION AND CARE DELIVERY

TO WHAT EXTENT HAS THE PROGRAM BEEN IMPLEMENTED AS INTENDED?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Fidelity and adaptation	Number of sessions delivered.	Service contact key.		
	Average number of sessions delivered per client.	Service contact key, Client key.		
	Evidence of core program components being implemented.	Service contact – type. Service contact – venue. Service contact – modality.	Main service provided.	Case file audit. Quarterly report.
	Number of completed episodes of care.	Episode completion status – closed.		
	Average length of episode of care (days).	Episode completion date. First service contact date.		
	Report of implementation progress: successes, challenges, and adaptations.			Quarterly report. Case studies.

HOW SATISFIED HAVE YOUNG PEOPLE BEEN WITH THEIR EXPERIENCE OF CARE?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDSW	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Satisfaction with care	Young people's feedback.		Satisfaction survey (environment, staff, outcome, overall).	YES survey (PHN version). CARE. Focus group. Online survey.

TO WHAT EXTENT HAS THE PROGRAM REACHED THE TARGET POPULATION(S)?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Reach	Number of new referrals to the program.			Quarterly report.
	Number of referrals accepted by the program.	Client key.		
	Demographics.	Gender. DOB. Aboriginal and Torres Strait Islander Status. Country of birth. Main language spoken at home. Proficiency in spoken English. Employment participation. Source of cash income. Homelessness flag. Suicide referral flag. Interpreter use. NDIS participant.	DOB. Suburb. Gender. Sexual preference. Aboriginal and Torres Strait Islander. Country of birth. Language spoken at home. Highest level of education. How would you describe your current living situation? Studying or training? Employed? Receiving govt benefits?	
	Clinical diagnosis and stage.	Primary diagnosis. Additional diagnosis.	Stage of mental illness. Primary and secondary mental disorder.	
	Presenting problems.		Main reason(s) you came today? (young person report) Primary and secondary issues.	Other intake and assessment details collected by program.

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Reach (continued)	Proportion of young people from priority/vulnerable populations? (as defined by PHN).	Gender. DOB. Aboriginal and Torres Strait Islander Status. Country of birth. Main language spoken at home. Proficiency in spoken English. Employment participation. Source of cash income. Homelessness flag. Suicide referral flag. Interpreter use. NDIS participant.		
	Proportion of young people presenting with comorbidity (e.g. multiple diagnoses, mental and physical health needs, mental health and drug and alcohol use, mental health and neuro-developmental needs)	Primary diagnosis. Additional diagnosis.	Main reason(s) you came today? (young person report). Primary and secondary issues. Primary and secondary mental disorder.	Summary of intake and assessment data collected by program.

TO WHAT EXTENT HAS THE PROGRAM PROVIDED TIMELY AND ACCESSIBLE CARE?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Timeliness and accessibility	Average time between initial referral and assessment.	Service contact date. Service contact type – assessment. Episode – referral date.	How long have you waited for this appointment?	
	Average time between assessment and allocation.	Service contact date. Service contact type – assessment.		
	Average time between initial referral and assessment for young people at risk of suicide.	Service contact date. Service contact type – assessment. Episode – referral date Suicide flag.		
	Report of how young people have accessed service (e.g. per cent of contacts that are centre-based, outreach, telehealth).	Service contact – type. Service contact – venue. Service contact – modality.		Quarterly report.
	Number of young people on waitlist.			Quarterly report.
	Average time on waitlist (days).			Quarterly report.
	Young people's feedback.		Do you feel you had to wait too long to get this appointment? Client satisfaction – it was easy for me to get to my headspace centre.	YES survey (PHN version).

TO WHAT EXTENT HAVE YOUNG PEOPLE ENGAGED IN THE CARE OFFERED TO THEM?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Engagement with program	Number and proportion of sessions offered that have been no shows.	Service contact – no show. Service contact keys.		
	Number and proportion of closed cases that have been closed because young person could not be contacted.	Episode completion status: episode closed administratively – client could not be contacted. Episode completion status: all types.		
	Staff report of young people's engagement.			Engagement measure (Hall et al.). Other measure of engagement used by program.

TO WHAT EXTENT HAS CARE BEEN GUIDED BY YOUNG PEOPLE'S NEEDS AND PREFERENCES?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Participation in care	Young people's feedback on their participation.		Client satisfaction –2. Satisfaction with headspace staff: I felt that headspace staff involved me in making decisions about what would happen next.	YES survey (PHN version). SRS. CARE. Online survey. Focus group.
	Number and proportion of young people with a completed shared care plan.			Case file audit.
	Number and proportion of young people who have agreed a goal.			Case file audit.

TO WHAT EXTENT HAS THE PROGRAM PROVIDED COORDINATED CARE?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Experience of coordinated care	Young people and families' feedback on continuity and coordination of care.			YES survey (PHN version). integRATE. CARE. Online survey. Focus group.
System integration	Health of relationship with partnership agencies.			Feedback from commissioned service. Feedback from partner agencies.
	Report of inter-agency working.			Quarterly report. Memoranda of understanding. Minutes from joint meetings.
	Report of integration with general practice.			Quarterly report.
	Number and proportion of cases which have involved other agencies.	Service contact participants – contact with other agencies.	What other support has been provided for this young person since their last visit? Liaison with other service providers within headspace, Liaison with other service providers outside headspace.	
	Number and proportion of cases closed because young person has been referred elsewhere.	Episode completion status: episode closed administratively – referred elsewhere.	Main future care decision made – 7. Formal referral to other service in conjunction with current treatment 8. Formal referral to other services and cease current treatment.	

TO WHAT EXTENT HAVE FAMILIES BEEN INVOLVED IN CARE?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Family inclusiveness	Families' feedback.			CES. Other family experience survey/measure used by program.
	Proportion of cases which have involved family or carer participation.	Service contact participants – contact with family.	Main service provided during this visit: 4. Family based intervention What other support has been provided for this young person since their last visit?: Consultation with parents/carers.	
	Families involvement in service planning or evaluation.			Quarterly reports.

TO WHAT EXTENT HAVE YOUNG PEOPLE BEEN ABLE TO CONNECT WITH PEERS?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Connection to peers	Young people's feedback.			Focus group. Online survey.
	Attendance in group sessions.			Quarterly report.
	Report of peer work activity.			Quarterly report.

YOUNG PEOPLE'S OUTCOMES

TO WHAT EXTENT HAVE YOUNG PEOPLE EXPERIENCED CHANGES IN OUTCOMES?

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Functioning	Number and proportion of young people whose functioning has improved as measured by a patient reported outcome measure (PROM).		MyLifeTracker.	ORS. Outcomes Star.
	Number and proportion of young people whose functioning has improved as measured by a clinician reported outcome measure (CROM)		SOFAS.	
	Days out of role.	K10+ question 11: In the last four weeks, how many days were you totally unable to work, study or manage your day to day activities because of these feelings? K10+ question 12: [Aside from those days], in the last 4 weeks, how many days were you able to work or study or manage your day to day activities, but had to cut down on what you did because of these feelings?	How many days in the last 2 weeks were you unable to carry out most of your usual activities at school, study, work, or home?	
Goals	Number and proportion of young people who have moved toward their goal(s), as measured by a goal tracking tool.			GBO. Other goal tracking tool used by program.

DOMAIN(S)	RELEVANT DATA	PMHC MDS RELEVANT FIELDS	HEADSPACE MDS RELEVANT FIELDS	EXAMPLES OF OTHER RELEVANT DATA SOURCES/MEASURES
Symptomology and distress	Number and proportion of young people whose symptoms have improved, as measured by a PROM.	K10+ – score. K5 – score. SDQ – total difficulties score.	K10.	DASS. RCADS PHQ-9. GAD-7. Other symptom specific trackers used by program.
	Number and proportion of young people whose symptoms have improved, as measured by a CROM.			HoNOS/HoNOSCA. Other specific symptom trackers used by program.
Wellbeing	Number and proportion of young people whose wellbeing has improved, as measured by a PROM.		Wellbeing questions.	AQoL. WEMWBS/SWEMWBS. Other wellbeing measures used by program.

MEASURES MENTIONED IN THIS TOOL

MEASURE	RELEVANT ME PLANNING TOOL DOMAIN(S)	COMPLETED BY	APPROPRIATE AGE RANGE	MORE INFORMATION
Assessment of Quality of Life	Wellbeing	Young person	No info found	https://www.aqol.com.au/
Carer Experience Survey (CES)	Family inclusiveness	Carer/family	No info found	https://www.amhocn.org/publications/mental-health-carer-experience-survey
Consultation and Relational Empathy (CARE)	Participation in care Experience of coordinated care	Young person	No info found	https://www.gla.ac.uk/researchinstitutes/healthwellbeing/research/generalpractice/caremeasure/
Depression Anxiety Stress Scales (DASS)	Symptomology and distress	Young person	14+ years	http://www2.psy.unsw.edu.au/DASS/
Engagement Measure (Hall et al.)	Engagement with program	Practitioner	14+ years	https://www.tandfonline.com/doi/abs/10.1080/09638230124439
Generalised Anxiety Disorder Assessment (GAD-7)	Symptomology and distress	Young person	12+ years	https://www.corc.uk.net/outcome-experience-measures/generalised-anxiety-disorder-assessment/
Goal Based Outcomes (GBO)	Goals	Young person	All	https://www.corc.uk.net/outcome-experience-measures/goal-based-outcomes/
Health of the Nation Outcome Scale (HoNOS)	Symptomology and distress	Practitioner	18+ years	https://www.amhocn.org/publications/health-nation-outcome-scales-honos
Health of the Nation Outcome Scale for Children and Adolescents (HoNOSCA)	Symptomology and distress	Practitioner	13–17 years	https://www.amhocn.org/publications/health-nation-outcome-scales-children-and-adolescents-honosca
integRATE	Experience of coordinated care	Young person	No info found	http://www.glynelwyn.com/integrate.html
Kessler-5 (K5)	Symptomology and distress	Young person	16+ years	https://pmhc-mds.com/doc/pmhc-scoring-k5.pdf
Kessler-10 (K10)	Symptomology and distress	Young person	12+ years	https://pmhc-mds.com/doc/pmhc-scoring-k10p.pdf

MEASURE	RELEVANT ME PLANNING TOOL DOMAIN(S)	COMPLETED BY	APPROPRIATE AGE RANGE	MORE INFORMATION
MyLifeTracker	Functioning	Young person	12–25 years	https://www.dovepress.com/development-and-validation-of-mylifetracker-a-routine-outcome-measure--peer-reviewed-fulltext-article-PRBM
Outcome Rating Scale (ORS)	Functioning	Young person	13+ years	https://www.corc.uk.net/outcome-experience-measures/outcome-rating-scale/
Outcomes Star	Functioning	Young person	All	https://www.corc.uk.net/outcome-experience-measures/outcomes-star/
Patient Health Questionnaire-9 (PHQ-9)	Symptomology and distress	Young person	13+ years	https://www.corc.uk.net/outcome-experience-measures/patient-health-questionnaire/
Revised Children's Anxiety and Depression Scale (RCADS)	Symptomology and distress	Young person	8–18 years	https://www.corc.uk.net/outcome-experience-measures/revised-childrens-anxiety-and-depression-scale-and-subscales/
Strengths and Difficulties Questionnaire (SDQ)	Symptomology and distress	Young person	4–17 years	https://pmhc-mds.com/doc/pmhc-scoring-sdq.pdf
Session Rating Scale (SRS)	Participation in care	Young person	13+ years	https://www.corc.uk.net/outcome-experience-measures/session-rating-scale/
Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS)	Wellbeing	Young person	15+ years	https://www.corc.uk.net/outcome-experience-measures/short-warwick-edinburgh-mental-wellbeing-scale/
Social Occupational Functioning Assessment Scale (SOFAS)	Functioning	Practitioner	12+ years	https://www.mja.com.au/journal/2015/202/10/changes-psychological-distress-and-psychosocial-functioning-young-people
Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS)	Wellbeing	Young person	13+ years	https://www.corc.uk.net/outcome-experience-measures/warwick-edinburgh-mental-wellbeing-scale/
Your Experience of Service Primary Health Networks (YES PHN)	Satisfaction with care Timeliness and accessibility Participation in care Experience of coordinated care	Young person	No info found	https://www.amhocn.org/sites/default/files/publication_files/yes_phn_guidance_v1.0_20200408.pdf

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