

Prioritising measures to assess performance of alcohol and other drugs treatment services

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School of Population Health, UNSW
- All people with lived experience, treatment providers and funders that participated in the research
- NADA Board, staff and members

Context



NADA is the peak organisation for NGO alcohol and other drugs services in NSW

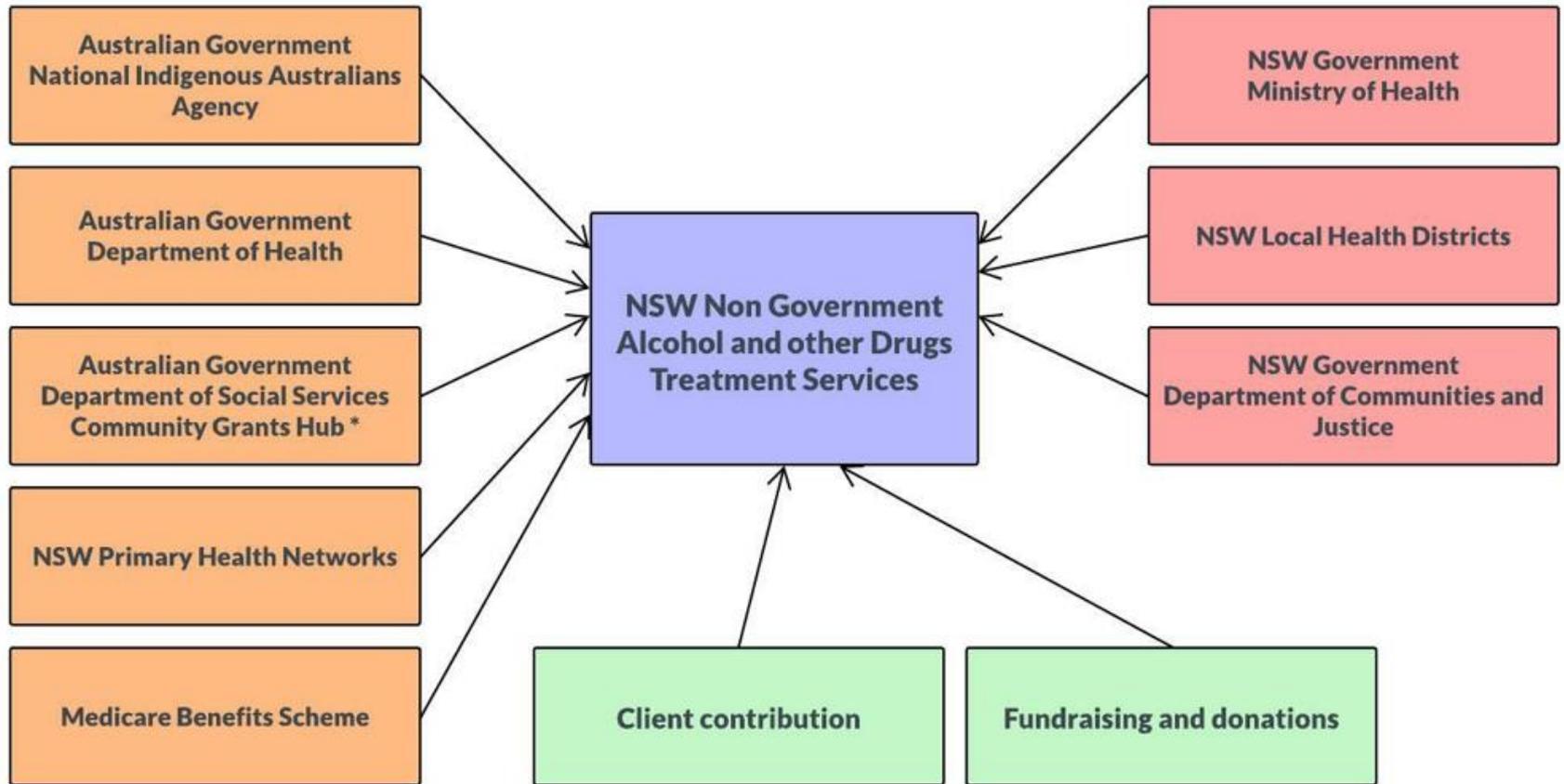
80 organisational members that provide services in over 100 locations

They provide:

- Prevention and early intervention
- Harm reduction
- **Treatment**
- Continuing care programs

They are diverse in their structure, philosophy and approach to service delivery

Context: funding and measures



* Department of Social Services provides funds, but also provides grants management for Department of Health AOD treatment grants via the Community Grants Hub.



Methodology

Study phase	Research questions	Method
Phase I	What are the current approaches to the measurement of performance in the NSW NGO AOD sector and how do they align with best practice?	Expert review and ranking of measures by representatives from a funder, treatment provider and peak body
Phase II	What are the most important measures to stakeholders? How much concordance exists between the stakeholders? What are the challenges associated with the implementation of performance measures?	Focus group discussions with service users, treatment providers and funders
Phase III	What are the priority performance measures for NSW NGO AOD treatment?	Delphi method

Participants and rounds

Participants

10 funders
10 treatment providers
10 people with lived
experience

Measures with a
median score >7 and
agreement above 70%
were the criteria for
inclusion in the final set

Participation and number of measures in each round

	Response rate		Service level	Measures System level	Total
Round 1	100% (n=30)	Rated	87	6	93
		Removed	24	2	26
		New	8	3	11
Round 2	93.3% (n=28) ¹	Rated	71	7	78
		Removed	40	2	42
		Consensus	4	-	4
		Consensus	11	2	13
Round 3	96.7% (n=29) ²	Rated	27	5	32
		Removed	16	3	19
		Consensus	11	2	13

¹ One funder didn't participate due to managing COVID-19 response, and one service user was unwell.

² The same funder participant was on leave from work.

Results: system level measures

Access

- Number of people that were eligible and suitable that couldn't be accepted for treatment due to capacity issues
- Average waiting time (days) per treatment type for eligible and suitable people

Input

- **Provision of annual audited financial statement**
- Actual expenditure against annual budget

Structural

- **Organisation holds current and valid accreditation against approved health and community service standards**
- **# and % of staff trained in Aboriginal cultural competence**
- # and % of staff who have undertaken relevant continuing professional development

Output

- **Provision of an electronic extract of the Minimum Data Set data report** - episodes of care

Access

- Treatment capacity during reporting period (bed occupancy, use of available counselling or group sessions)

Process

- # of new clients assessed and accepted into the service that have a treatment plan

Outcome

- # and % of people that report an improvement in overall quality of life – the most important
- # and % of people with reduction in severity of dependence
- # and % of people that report a reduction in AOD use
- # and % of people that report a reduction in risk behaviour related to AOD use
- # and % of people that report that they achieved their own treatment goals

Experience

- # and % of people that report the service was culturally safe and appropriate
- # and % of people that report they were linked up with other services to support them when they leave the program



Next steps

- Study results versus NADA advocacy: *Me as DrPH student, researcher and CEO of NADA*
- Views of my members: *the inclusion of a mental health outcome measure*
and % of people that report an improvement in mental health
- Development of additional measures outside of core set: For Aboriginal people, young people, women with children - in progress

Next steps

- Development of service level measure specifications - in progress
- Separate process for system level measures - in progress
- Understand how to use/interpret data from outcome and experience measures to assess performance of AOD treatment
- Understand the relationship between measures to create an overall assessment of performance

Any questions



Contact me: robert@nada.org.au

Reference:

Stirling, R, Nathan, S, Ritter, A. Prioritizing measures to assess performance of drug treatment services: a Delphi process with funders, treatment providers and service-users. *Addiction*. 2022. <https://doi.org/10.1111/add.16038>