

A Stroke Outcomes Model Improvement and Evaluation of Stroke Recovery Services

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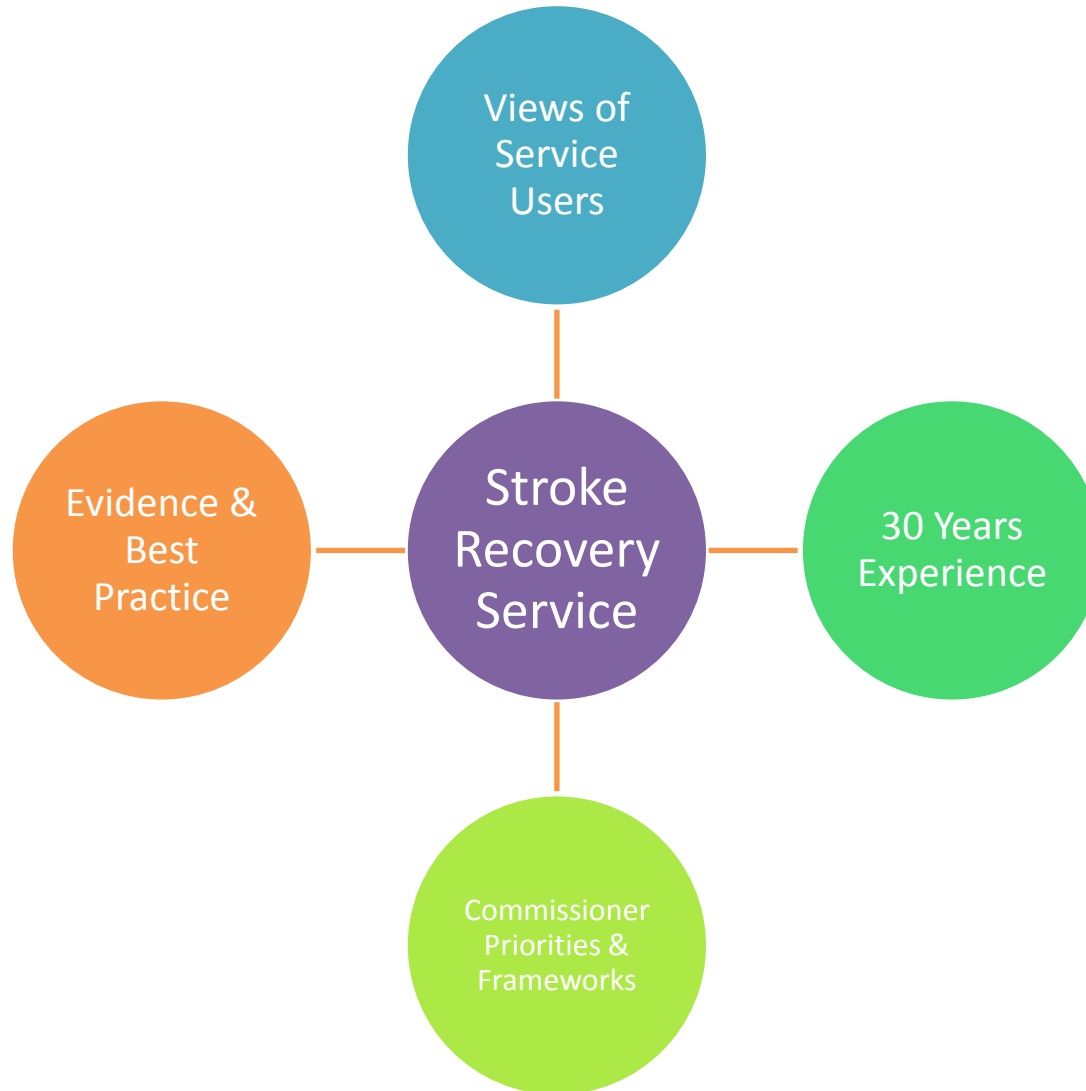
Katy Rothwell, NIHR CLAHRC Greater Manchester

- Case for change
- Components of the service redesign process
- Outcome Frameworks
- Service user consultation:
 - Theory of change
 - Consultation aims and process
 - Findings
- Operationalising and evaluating the new service

Why?

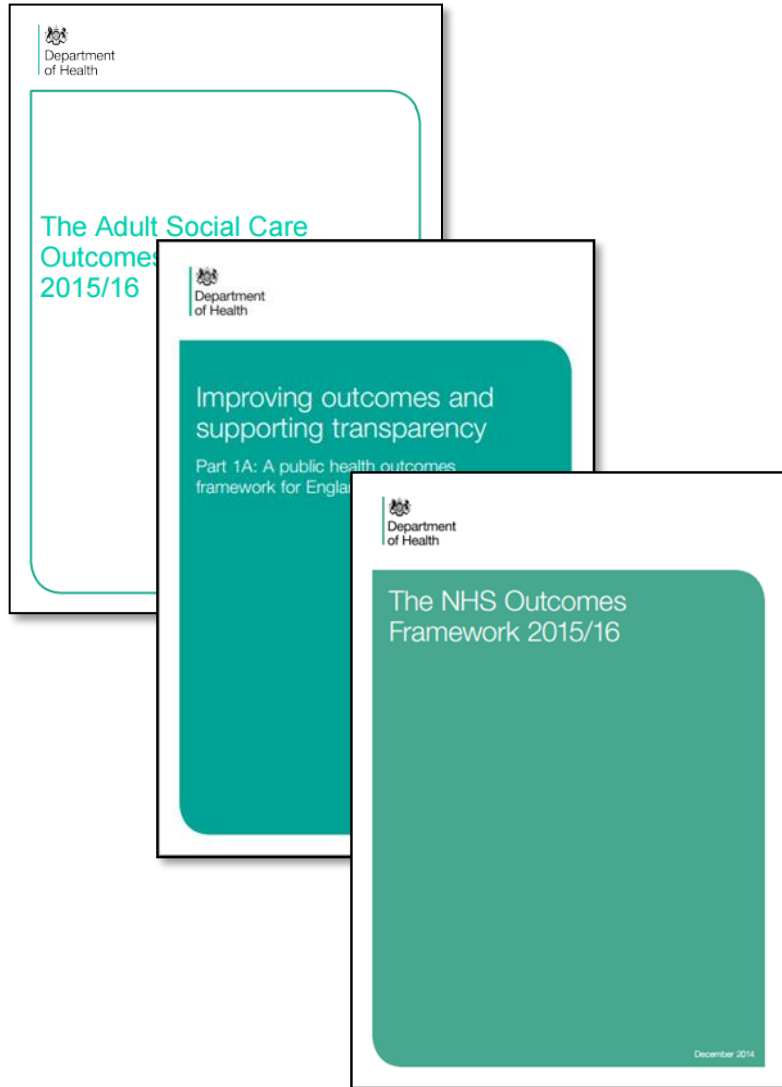
- To reach everyone affected by stroke
- To be responsive to the needs of people affected by stroke
- To deliver consistent, high quality care across the UK
- To be results led and outcomes focused

Service Design



Stroke Outcome Frameworks

association



Our services are mainly commissioned by 3 organisations

- NHS – Clinical Commissioning Groups
- Adult Social Care
- Public Health

Each organisation has a set of outcomes they have to demonstrate they meet – national outcomes framework

Stroke Association Outcomes

Supporting
stroke
survivors &
carers in a
safe
environment
& protecting
them from
avoidable
harm

Enhancing
quality of life
for stroke
survivors and
carers

Helping
stroke
survivors &
carers to
recover from
episodes of ill
health or
following
injury

Delaying &
reducing the
need for care
and support

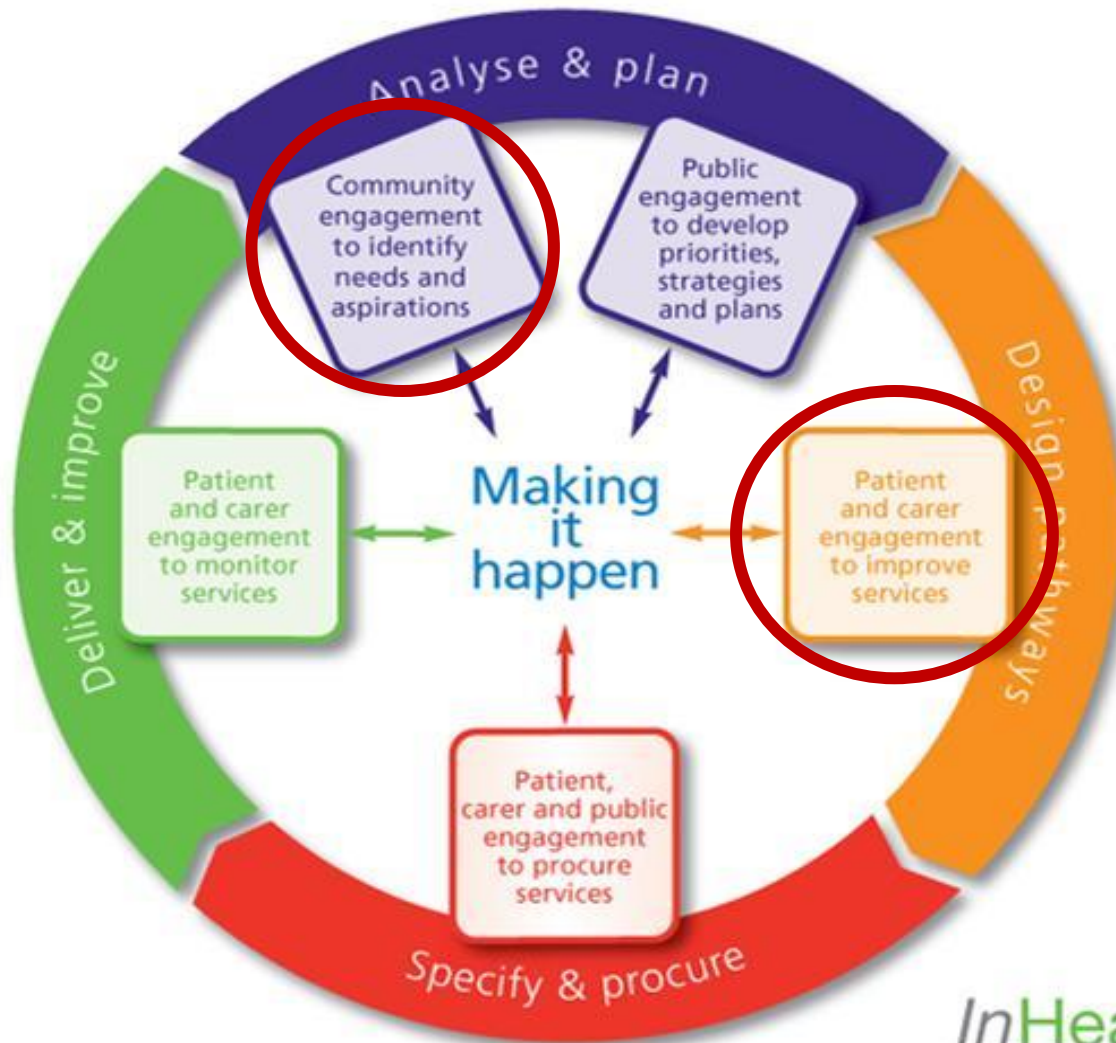
Health
improvement
& preventing
people from
dying
prematurely

Ensuring
stroke
survivors &
carers have a
positive
experience of
care

Consultation Aims & Objectives

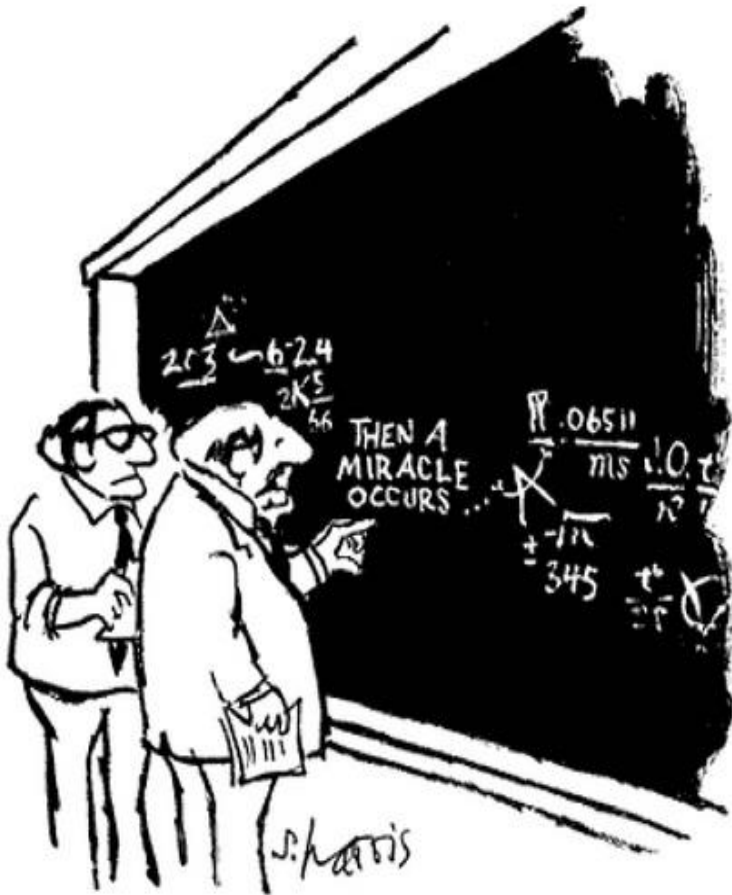
- To examine what stroke survivors, their carers and families considered a good quality of life after stroke to look like (**OUTCOMES**).
- To identify how they (*the service users*) thought the Stroke Association could support, or had supported, them to achieve this (**ACTIVITIES; OUTPUTS**).

The Engagement Cycle

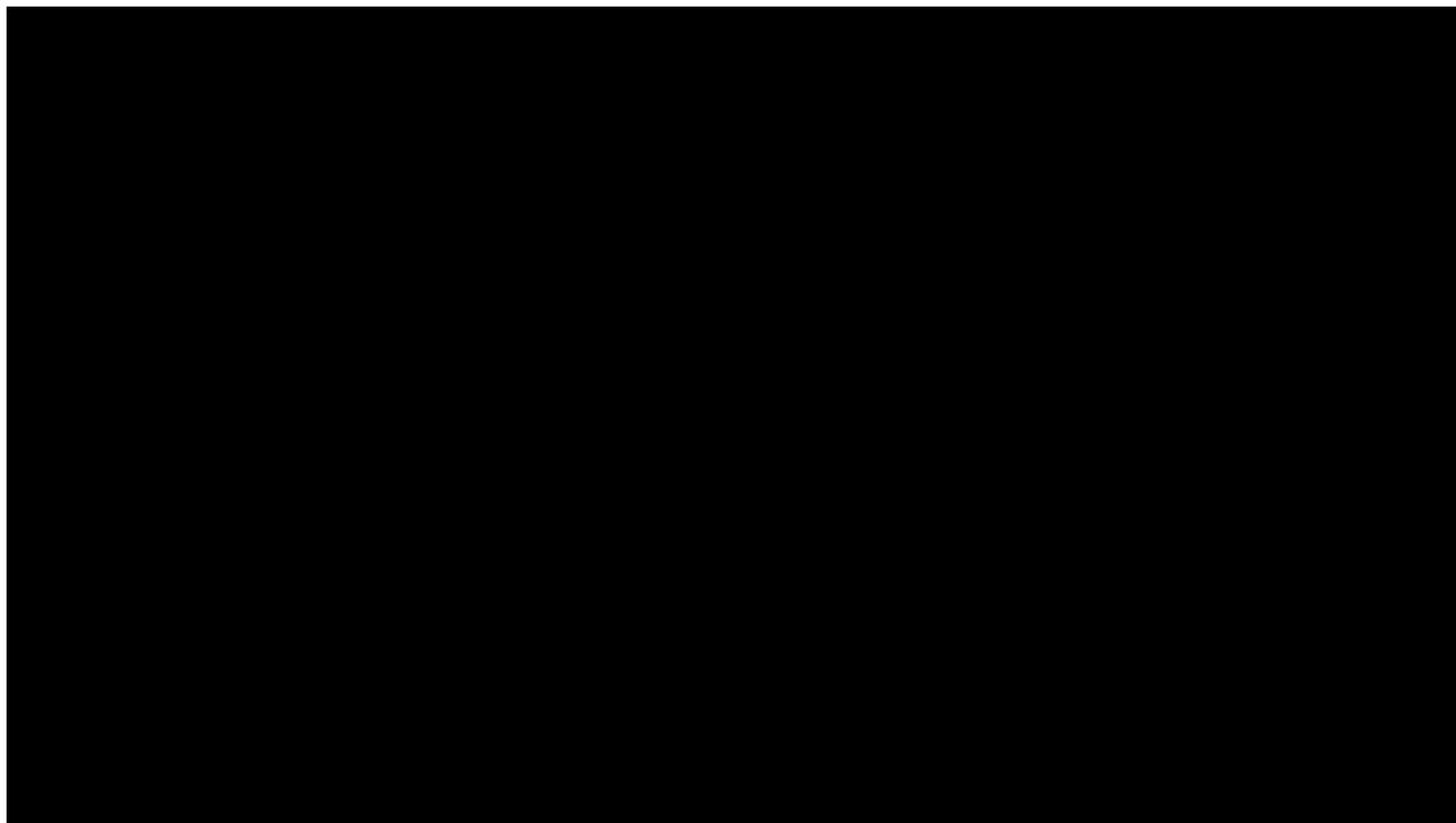


Theory of Change

- Also sometimes known as a 'logic model'
- If [*inputs*] and [*activities*] produce [*outputs*], this should lead to [*outcomes*] which would ultimately contribute to [*goals*]
- Leads to better planning
- and... better evaluation!



"I think you should be more explicit here in step two."

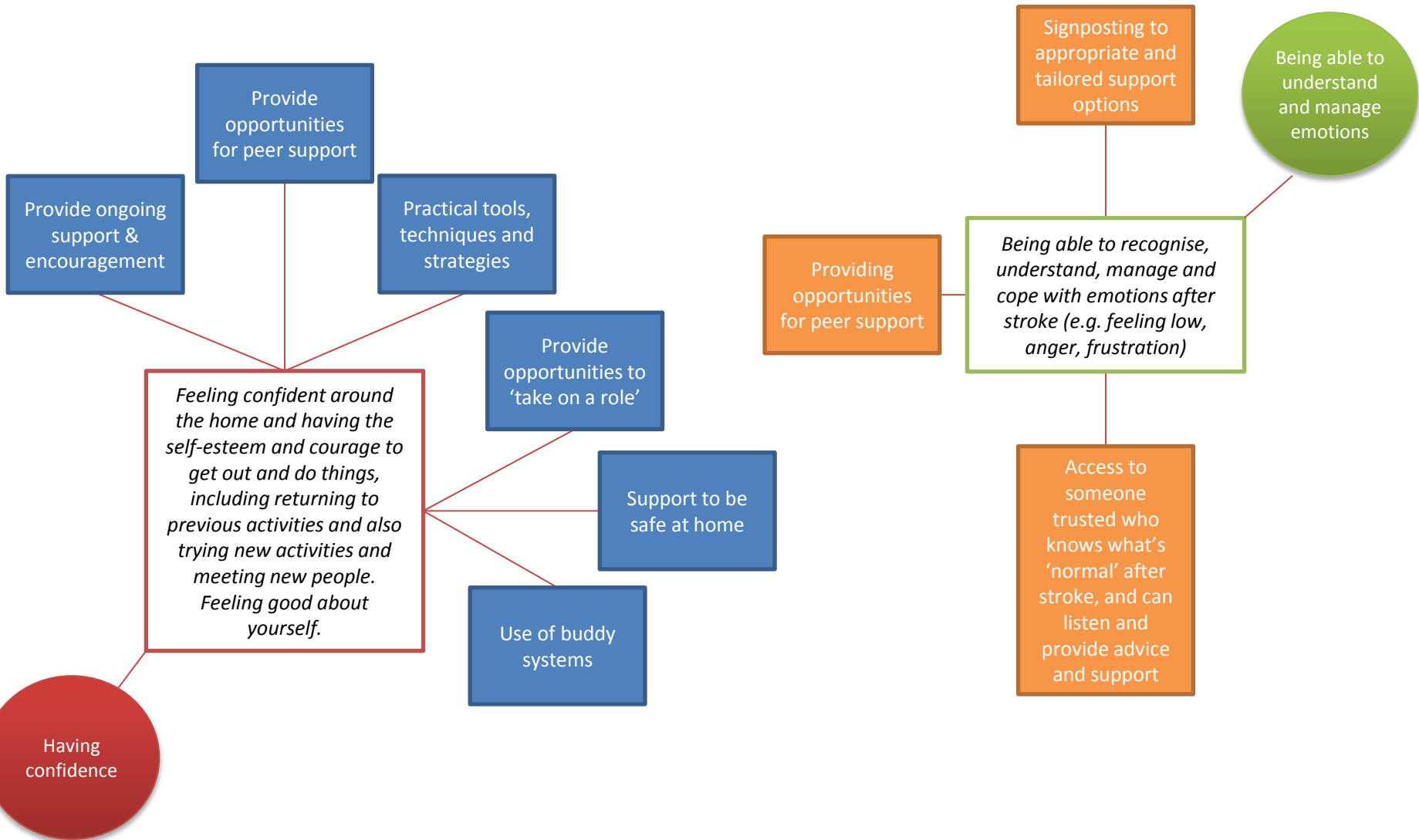


Outcomes

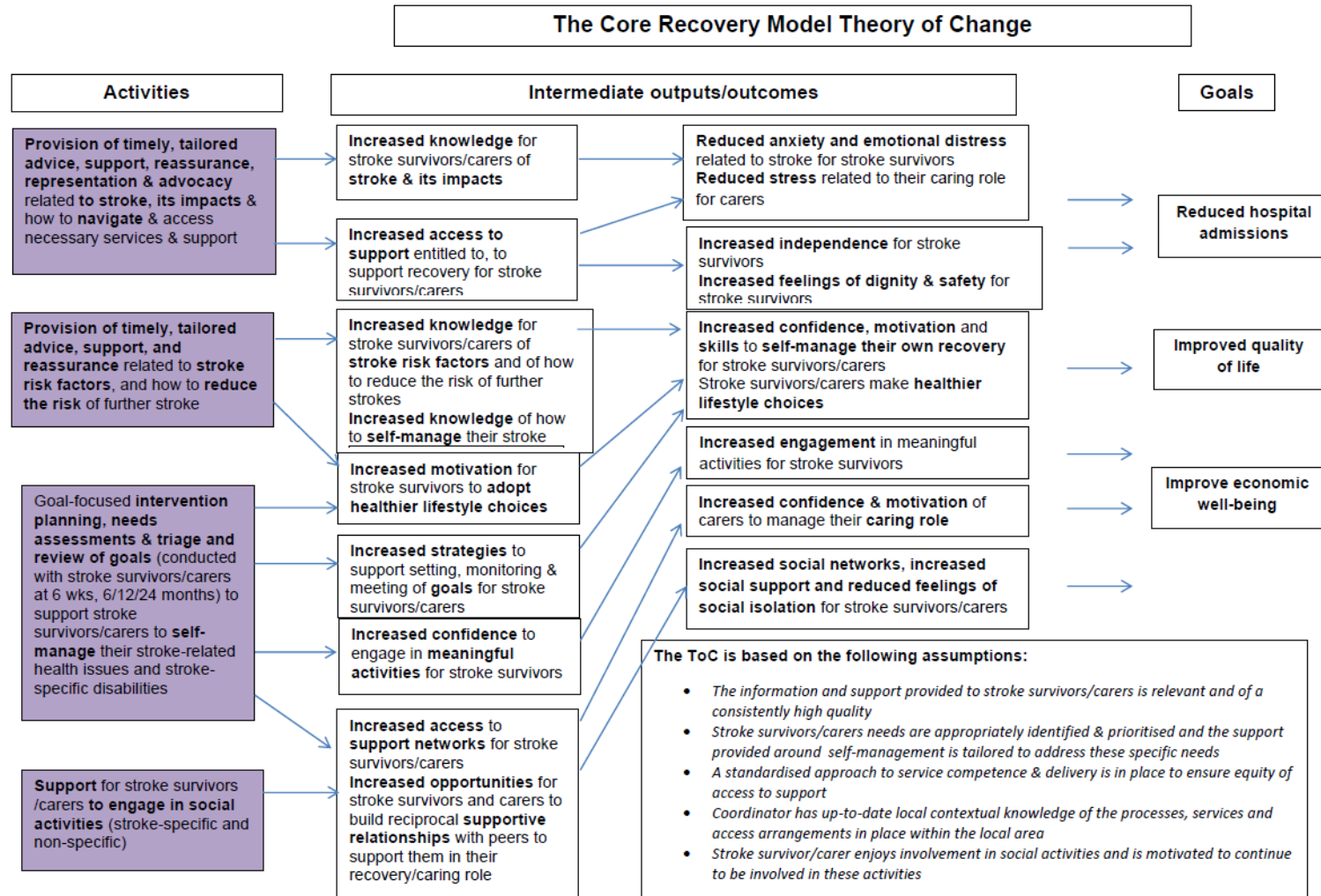


- 13 features of a good QoL after stroke.
- Span the areas of health, physical, social, emotional and economic wellbeing.

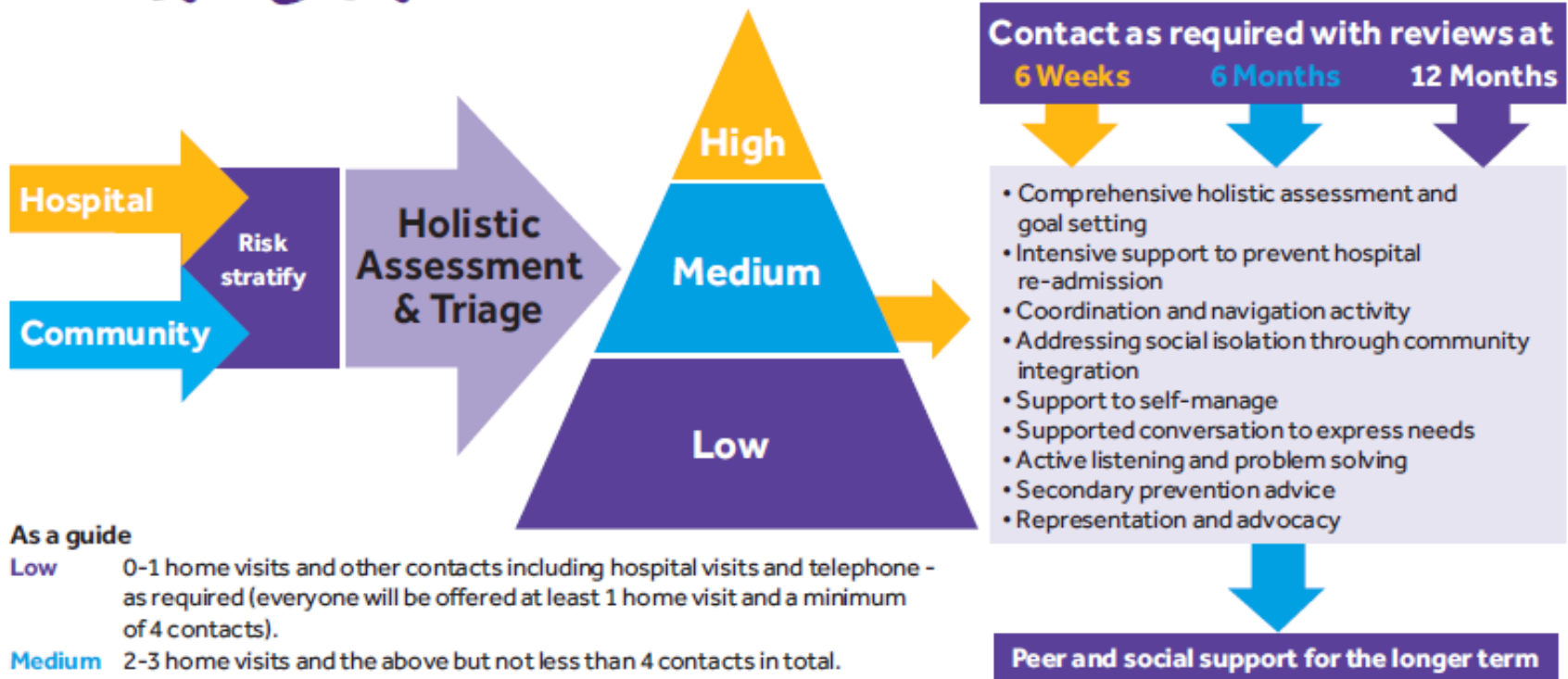
Activities and Outputs



Theory of Change



Our Core



As a guide

Low 0-1 home visits and other contacts including hospital visits and telephone - as required (everyone will be offered at least 1 home visit and a minimum of 4 contacts).

Medium 2-3 home visits and the above but not less than 4 contacts in total.

High 4+ home visits but no less than 8 contacts in total.

*actual time spent will depend on the needs of the individual.

Tools we are using

Initial assessment

- How are you feeling?
- How are you managing the effects of your stroke?
- Carers quality of life

4-8 month review

- How are you feeling?
- How are you managing the effects of your stroke?
- Carers quality of life



4-8 week review

- How are you feeling?
- How are you managing the effects of your stroke?
- Carers quality of life

10-14 month review

- How are you feeling?
- How are you managing the effects of your stroke?
- Carers quality of life

Reviews are all from the initial assessment point, e.g. 4-8 weeks after the initial assessment

How are you feeling?

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

My Recovery Plan



Name		Date	
Coordinator name		Review date	

I would like help with	What I would like to happen	What we are going to do	What happened

CRM development
Learning
Workforce
Pricing
Evaluation



The importance of....

Co-production

Important to understand the full range of outcomes

Piloting

Things won't always go the way you expected

Continuous evaluation

To fully inform the development and spread of the intervention