CMHDARN Forum 19 Nov 2013

WHOS (We Help Ourselves) - *Development of WHOS Research Capacity*
(As Jo was unwell, this information was presented by Deb Tipper on Jo's request)
SUMMARY of Project

A total of 16 focus groups where run during the CMHDARN project.

✓ 4 preliminary focus groups comprised of managers, coordinators and key staff reviewed the electronic client file and identified the need to improve utilisation of the file by staff. This resulted in an extensive software upgrade during February / March 2013. Following the upgrades a series of staff and client focus groups for each of WHOS six services occurred (12 in total).

✓ Each participant received information prior to the focus group containing project outline, consent and any documents that would be reviewed within the focus group. Following involvement in the focus group each participant was provided with a draft of the focus group summary document to review for accuracy and provide an additional opportunity to contribute.

✓ The focus groups provided invaluable information in relation to improving the utilisation of the electronic client file. Further the feedback obtained will result in significant upgrades that will provide better ways for both clients and staff to access/view information contained within the file.

✓ **RESULTS** - The focus groups will result in a number of overall organisational and individual service recommendations, many of which will improve client capacity to both give and receive feedback related to their treatment and care.

✓ In addition a number of client and staff driven research ideas have been collated. As a direct consequence of the WHOS focus groups a research partnership (with WHOS, University of Wollongong, National Drug and Alcohol Research Centre and DAMEC) was established and a research grant was submitted to the MDAO 2013/14 Drug and Alcohol Research Grants. A number of other smaller research ideas are also being reviewed in order to develop service specific projects.

KEY MESSAGES

1. Encourage people to formally adopt consumer feedback and consultation processes into their QI systems

2. Make sure that the potential for clients/ consumers to give organisations face to face qualitative feedback is ongoing- one off is not enough. Preferably to someone who is not a direct service provider to those people

3. Ask the question of clients/ consumers- how do we retain consumers in the program (this is for longer term programs)

4. The project has had a direct impact in many ways on WHOs- in particular developing longer term research questions directly from the consumer input.