

SP OUTCOMES – HOW TO GUIDE

The Police Referrals system allows Service Providers to record the outcome status of the client at the time of referral and (where appropriate) at the conclusion of intervention. The outcomes component is to be completed on all appropriate referrals and actioned within the 2day turnaround.

Please note at this time, not all Service Providers (for example, SHIP and ARC users) are able to access the new outcome measures.

COLLECTING A SERVICE PROVIDER OUTCOME

A referral outcome may be collected directly from the referral page. An outcome for a client may be collected for a client once:

- *Referral* has been **Accepted** AND
- *Service Provider Action* of **Client contacted – Service accepted** or **On-referred** is selected.

1. After accepting and selecting the appropriate Service Provider Action (Client contacted – services accepted or On referred), click on the plus sign to create a new Outcome.

Contact Attempts 1 ☒ 2 ☒ 3 ☒ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐
 Service Provider Action: On referred
 On referred reason:
 Service Provider: 13/02/2017 14:56:11
 Action Date: Australia/Queensland
 Please record the outcome for the client using the Linked Notes option below
 Comment:
 Linked Notes
 Update PDF

2. Click on the Plus Sign in the Linked Notes Banner and a button “Create New” becomes visible. Click on the Create New button and two options, Note and Outcome appear. Click on “Outcome”.

Linked Notes
 There are no records associated.
 Update PDF
 Create New
 Note
 Outcome

3. Enter Outcome details:

The screenshot shows the 'Edit Outcome Details' form. Red callout boxes provide the following instructions:

- Select Outcome Type Record Notes:** Points to the 'Outcome type' dropdown menu and the 'Notes' text area.
- Select one option per question:** Points to the radio button options for the two vulnerability questions.
- Select the new subtab: Services Provided:** Points to the 'Services Provided' subtab.

The form includes fields for Date (16/02/2017), Worker/s (Jane Smith, ACME Support Service), Outcome type, Notes, and two vulnerability questions with radio button options (Low, Moderate, High, Very high, Unknown / Not applicable). It also has 'Save' and 'Save Final' buttons at the bottom.

- 3.1 If applicable to your service, click on **Outcome Type** drop down menu and two options are available: Initial Assessment and Outcome Assessment. Select Initial Assessment. Note: if your service provides single interventions only, the Outcome Type option will not be displayed).
- 3.2 Add any notes
- 3.3 Select one response for each question on the Vulnerability subtab
- 3.4 Go the next subtab, **Services Provided**

4. On the **Services Provided** subtab add number of sessions

The screenshot shows the 'Services Provided' subtab. Red callout boxes provide the following instructions:

- Add number of sessions with person:** Points to the input field for the number of sessions, which contains the value '3'.
- Select more than one option for each question:** Points to the checkboxes for 'How was the service provided?' and 'What was the nature of the main service?'.
- Click on Outcome subtab:** Points to the 'Outcome' subtab.

The form includes fields for Date (16/02/2017), Worker/s (Jane Smith, ACME Support Service), Outcome type (Initial Assessment), Notes, and two subtabs: 'Vulnerability' and 'Services Provided'. The 'Services Provided' subtab contains questions about the number of sessions, how the service was provided, and the nature of the main service, with checkboxes for each option. It also has 'Save' and 'Save Final' buttons at the bottom.

- 4.1 Answer the two questions; more than one option can be selected
- 4.2 To go to next subtab, click on the **Outcome** tab
5. On the **Outcome** subtab, select one option to answer questions related to whether the service met the needs of the referred person.
6. To add a **Date for follow up** (if applicable), click on the calendar icon and a calendar appears. Click on a date inside the calendar to select.

Date 16/02/2017

* Worker/s Jane Smith, ACME Support Service

* Outcome type Initial Assessment

Notes

Vulnerability Services Provided Outcome

In regards to the issue the client was referred to your service for, were the client's needs met?

☒ Met

☐ Somewhat met

☐ Not met

☐ Unknown / Not applicable

Date for followup 30/03/2017

De-identified outcome information will be available to the QPS Referral Coordination Service

Last update

Jo Smith Gender: Female

Jo Smith Gender: Female

Jo Smith Gender: Female

Today Done

7. Click Save Final

Vulnerability Services Provided Outcome

In regards to the issue the client was referred to your service for, were the client's needs met?

☒ Met

☐ Somewhat met

☐ Not met

☐ Unknown / Not applicable

Date for followup 30/03/2017

De-identified outcome information will be available to the QPS Referral Coordination Service

Last update

Save Save Final

TRACKING OUTCOMES – DISPLAY CLIENTS THAT HAVE NOT HAD AN INITIAL OUTCOME OR FOLLOW UP OUTCOME

From the **Home** page, click on the **Follow Up** tab. This page will display all clients that have not had an initial or (if applicable) follow up outcome.

The blue column headings are sortable. The list can be **filtered** by using the **Select Column** button and **Apply Filter** buttons. **Person** records are highlighted blue when scrolling the list. Click inside the blue highlighted area to open up the **Person's** record.

The **'Date for follow up'** column is available only to **Ongoing Contacts Services** and is set to **Initial Assessment**.

Home Page Follow up tab

Columns are sortable by clicking on the blue headings

The list of persons will be highlighted in blue as you scroll down. Click in the blue area will take you to the Person's record

To filter columns, click on Select Columns, tick the options, then select Apply Filters

Given Name	Family Name	Referral date	Days since referral	Tracking ID	Referral ID	Action required ↑
Jo	Smith	16/01/2017	31		4310	Followup Assessment outsta
Jo	Smith	16/01/2017	31		4322	Followup Assessment outsta
Fredia	Dames	13/02/2017	3		4659	Initial Assessment outstandi
Jane	Doe	15/02/2017	1		4681	Initial Assessment outstandi