

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.

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.

The screenshot shows a form with the following elements:

- Contact Attempts:** A row of checkboxes numbered 1 to 8. Checkboxes 1, 2, and 3 are checked.
- Service Provider Action:** A dropdown menu with "On referred" selected.
- On referred reason:** A dropdown menu.
- Service Provider:** Text "13/02/2017 14:56:11".
- Action Date:** Text "Australia/Queensland".
- Instruction:** A blue box with the text "Please record the outcome for the client using the Linked Notes option below".
- Comment:** A text input field.
- Linked Notes:** A blue banner with a plus sign icon on the right.
- Buttons:** "Update" and "PDF" buttons at the bottom.

Red callout boxes provide instructions:

- One points to the "On referred" dropdown: "Select On Referred and On Referred reason".
- Another points to the plus sign in the "Linked Notes" banner: "Click on the plus sign to create new Note and Outcome".

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".

The screenshot shows the "Linked Notes" banner with the following elements:

- Header:** "Linked Notes" in a blue bar.
- Message:** "There are no records associated." in a light blue box.
- Buttons:** "Update" and "PDF" buttons.
- Dropdown Menu:** A menu is open showing "Create New" (highlighted in blue), "Note", and "Outcome".

A red callout box provides instructions: "Hover on Create New Note and Outcome become visible, select an option".

3. Enter Outcome details:

Edit Outcome Details

Date: 16/02/2017

* Worker/s: Jane Smith, ACME Support Service

* Outcome type: [Dropdown]

Notes: [Text Area]

Vulnerability | Services Provided | Outcome

In terms of Vulnerability, how would you rate the client when contact was initiated?

Low
 Moderate
 High
 Very high
 Unknown / Not applicable

In terms of Vulnerability, how would you rate the client at the conclusion of service provision?

Low
 Moderate
 High
 Very high
 Unknown / Not applicable

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

Last update

Save Save Final

- 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

Date: 16/02/2017

* Worker/s: Jane Smith, ACME Support Service

* Outcome type: Initial Assessment

Notes: [Text Area]

Vulnerability | Services Provided | Outcome

Approximately, how many sessions did you have with this client?

[Input: 3]

How was the service provided?

Email / Mail
 Telephone
 Face to Face
 Web Chat

What was the nature of the main service?

Information and Advice
 Personal Support
 Counselling - Individual
 Counselling - Group
 Practical Support
 Case Management
 Other

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

Save Save Final

- 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 for the QPS Referral Coordinator

Last update

Jo Smith
Gender: Female

Jo Smith
Gender: Female

Jo Smith
Gender: Female

Today Done

7. Click Save

Edit Outcome Details

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 for the QPS Referral Coordinator

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**.

The screenshot shows the 'Follow Up' tab selected in the 'Police Referrals' section. The table displays the following data:

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

Callout boxes in the image provide the following instructions:

- 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