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Embedding Quality into Screening and Brief Intervention (SBI) Services

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Workshop outline

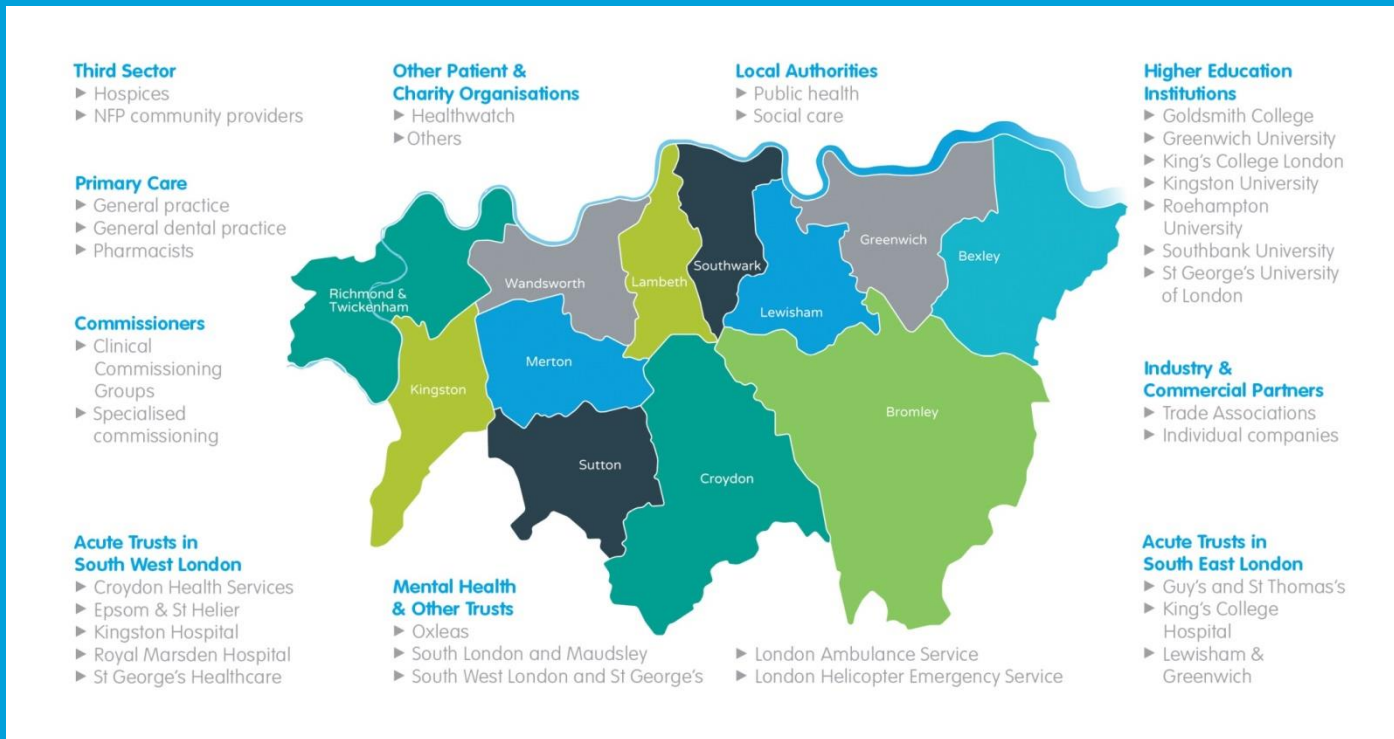
1. Introductions
2. Background to the workshop
3. What do we mean by 'Quality'?
4. The SHELL model
5. Putting learning into practice: Case studies and small group work
6. Feedback from small groups
7. Conclusions

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Background

- Why a Commissioning Toolkit?
- Who is the Toolkit for?


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Alcohol IBA

Foreword Why a toolkit? Alcohol in the UK What is Alcohol IBA? Commissioning AIBA Settings Workforce development Ensuring quality of delivery Return on investment Appendices

Commissioning Alcohol Identification and Brief Advice
Get started >

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Windows taskbar: I'm Cortana. Ask me anything. 11:26 AM 12-Sep-16

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What does
'Bad' Alcohol
IBA/ SBI look
like?

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What do we mean by 'quality'?

Defining 'Quality' as ...

... a **Standard**: how good or bad something is

... a **Characteristic**: a feature/ degree of excellence of something

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Embedding quality into SBI/IBA



Quality planning



Quality control



Quality improvement

Best and Neuhauser, 2006

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Quality planning

- Specific **populations** that are expected to benefit from IBA/ SBI need to be **acknowledged** and target groups **identified**
- The design of a pathway of care needs to be **suited to** a patient or service user's needs if it is going to meet their **requirements**
- The **communities and social systems** that individuals are a part of should be **explored** and understood

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Quality control

- Required to **inform** both the **staff** delivering services and those commissioning them about **changes to expected outcomes**.
- Measures, both **quantitative and qualitative**, need to be in place to **benchmark services** delivering IBA/ SBI.



Quality control

Measures for quality control of Alcohol IBA/ SBI

1. Total number of individuals within a locality eligible for alcohol IBA/ SBI
2. Number of individuals screened using AUDIT-C/ FAST questionnaires
3. Number of individuals AUDIT-C/ FAST positive when screened with the full AUDIT questionnaire
4. Number of individuals AUDIT positive (with a score of 8+) and have received brief advice or brief intervention
5. Number of individuals AUDIT positive (score 20+) and referred to specialist services

Additionally, metrics about the age and gender of individuals receiving each part of the pathway should also be collected.

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Quality improvement

- Analysing performance and **making efforts to innovate and improve** each part of the delivery of the IBA/ SBI pathway should be a continual cycle.
- It requires engagement and close working between commissioners and service providers.

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The SHELL model



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So what?

- How can we improve upon a vision of ‘Bad’ Alcohol IBA/ SBI?
 - Process to adopt
 - Indicators to consider
 - Measurements to put in place

Group work

- Divide into small groups
- Each group will be given a brief case study
- Read the case study and discuss the questions on the sheet
- Scribe key points on to the feedback sheet
- Nominate a person to briefly feedback 2 – 3 key points only

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Case study: questions for discussion

1. What are the key issues the commissioner should be considering in terms of the setting and the target group for this service?
2. What are some examples of quality indicators the commissioner could introduce to the service specification?
3. How would the commissioner measure quality of the service?

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Feedback & discussion

Please highlight 2-3 key
points from your
discussions

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References

Molloy, GJ. and O'Boyle, CA. (2005). The SHEL model: a useful tool for analyzing and teaching the contribution of Human Factors to medical error. *Academic Medicine*. 80(2):152-5.
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