YES-CMO

Your Experience of Service
(Community Managed Organisations)

YES-CMO Launch Presentation

Prepared by [Insert name of presenter]
Insert job title
Organisation

NSW GOVERNMENT

Being

mhcc

Topics

- Introduction to YES-CMO
- Pilot implementation in NSW
- The YES-CMO process
- Action and Change
- Resources
- Future Developments

Introduction to YES-CMO

Service:

YES-CMO

Your Experience of Service - Community Managed Organisations

Your feedback is important. This questionnaire was developed with mental health consumers. It is based on the Recovery Principles of the Australian National Standards for Mental Health Services. It aims to help mental health services and people accessing such services to work together to build better services. If you would like to know more about the questionnaire, please ask for an information sheet.

Completion of the questionnaire is voluntary. All information collected in this questionnaire is anonymous. None of the information collected will be used to identify you. It would be helpful if you could answer all questions, but please leave any question blank if you don't want to answer it.

Please put a cross in just one box for each question, like this... ☐ ☒ ☐ ☐ ☐ ☐

These questions ask *how often* we did the following things... Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1. You felt comfortable using this service	☐	☐	☐	☐	☐	
2. Staff showed respect for how you were feeling	☐	☐	☐	☐	☐	
3. You felt safe using this service	☐	☐	☐	☐	☐	
4. Your privacy was respected	☐	☐	☐	☐	☐	
5. Staff were positive for your future	☐	☐	☐	☐	☐	
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.)	☐	☐	☐	☐	☐	
7. Staff made an effort to contact you when you wanted	☐	☐	☐	☐	☐	
8. You had access to the staff involved in your support or care when you needed	☐	☐	☐	☐	☐	☐
9. You would make a complaint to this service if you had a concern about your support or care	☐	☐	☐	☐	☐	☐
10. You had opportunities for your family and friends to be involved in your support or care if you wanted	☐	☐	☐	☐	☐	☐

What is YES-CMO?

- A national questionnaire which was developed in collaboration with service users and CMO's
- Part of a suite of consumer and carer experience measures which includes the Your Experience of Service (YES) and Mental Health Carer Experience Survey (CES) that are used in the NSW public sector.
- YES-CMO asks service users about their experience of care with community managed mental health services
- YES-CMO is designed to assist services and service users to work together to improve services
- Currently in pilot stage to consider broader implementation in the NSW CMO sector.

NSW YES-CMO pilot

- YES-CMO is a joint project between the Ministry of Health, Being and Mental Health Coordinating Council (MHCC)
- The YES-CMO Working Group was established in 2018 to support the planning implementation and provide ongoing support for YES-CMO
- The YES-CMO Working Group has representatives from various CMO's, the MHCC and the Ministry of Health. The committee is co-chaired by the Ministry of Health and the MHCC

Structure of YES-CMO

- YES-CMO is four pages long and has a total of 38 questions
  - 23 experience questions
  - 5 outcome questions
  - 2 free text questions
  - 7 demographic questions
  - 1 additional question specific to NSW (Q29) – Net Promoter Score(NPS)

YES-CMO Rating Scales

- YES-CMO uses three rating scales
  - **Frequency scale**
    - Never, Rarely, Sometimes, Usually, Always , Not Applicable (Questions 1-18)
  - **Performance scale**
    - Poor, Fair, Good, Very Good, Excellent (Questions 19-28)
  - **Likelihood scale**
    - Likert scale 0 -10 (Question 29) - NPS

Domains

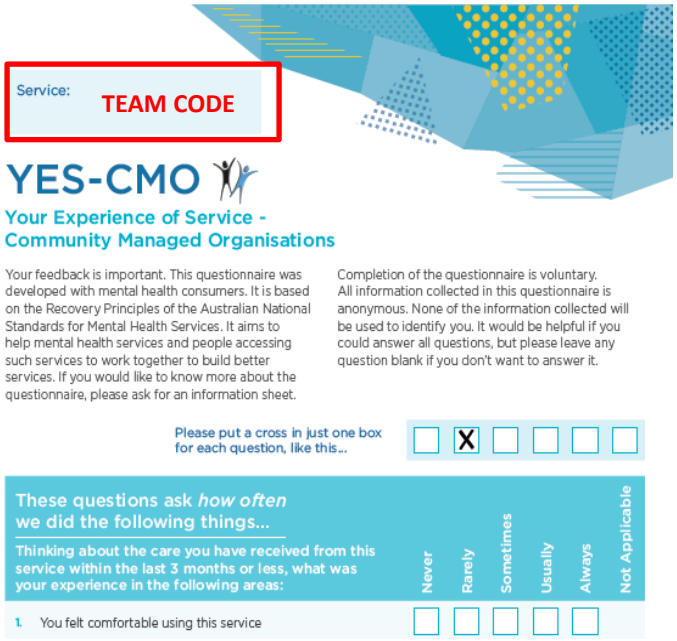
- Each question in the YES-CMO is aligned with a particular 'domain'. These are specific constructs which are important to the consumer experience.
- These domains are consistent between the suite of consumer and carer experience measures.
- Question 23 in YES-CMO is the only question included in the questionnaire that sits outside of the domain structure.
- YES-CMO covers 6 broad domains

CMO YES DOMAINS AND CORRESPONDING QUESTIONS	
Making a difference	**Providing information and support**
(Q.24, Q.25, Q.26, Q.27, Q.28)	(Q.19, Q.20, Q.21, Q.22)
Valuing individuality	**Supporting active participation**
(Q.6, Q.17, Q.18)	(Q.8, Q.10, Q.11, Q. 15, Q. 16)
Showing Respect	**Ensuring Safety and Fairness**
(Q.1, Q.2, Q.4, Q.5, Q.7, Q.13, Q14)	(Q.3, Q.9, Q.12)

YES-CMO ROADMAP

Identify your team

- A team code is used to identify each team /service participating in the pilot
- This code links the data to the specific team/service and is made up of 1 letter and 4 numbers e.g C001.
- If the code is not stamped or written on the front of the questionnaire then the results of the questionnaire cannot be linked back to a team and included in reporting.
- If you loose the stamp, please contact the MHCC to confirm your service code.
- The code can be hand written in the service box while waiting for the stamp



Service: TEAM CODE

YES-CMO

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These questions ask *how often* we did the following things...

Thinking about the care you have received from this service within the last 3 months or less, what was your experience in the following areas:

	Never	Rarely	Sometimes	Usually	Always	Not Applicable
1. You felt comfortable using this service						

Make YES-CMO available

- YES-CMO should be offered when service users leave the service and routinely for those people who those who have been with the CMO over longer periods of time
- It is recommended that the questionnaire be offered routinely every 3 months
- Offering YES-CMO continuously allows for comparison between teams and ensures that all service users will have an opportunity to complete YES-CMO
- YES-CMO starter packs which include questionnaires, envelopes, brochures and posters are being provided to each service participating in the pilot.
- If your team runs out of the starter pack resources please speak to your YES-CMO Champion who can advise you on how to place an order.

Consumer completes YES-CMO

- Staff can offer to assist service users to complete YES-CMO.
- Once completed, place the questionnaire in the pre-paid envelope which is provided with the questionnaire.
- Envelopes can be posted by the service user, placed in collection boxes located in services or handed back to the staff member who supplied the questionnaire.
- If service users cannot find their pre-paid envelope they can write the following address on a standard envelope and mail their questionnaire to

  YES/CES
  Reply paid 3975
  SYDNEY NSW 2001

- As this is a reply paid address, there is no need for service users to pay for postage

Mail and Scanning

- Questionnaires are sent to a PO Box that is emptied by a scanning company regularly
- The questionnaires are scanned and the responses are converted into a data file
- Once a month the data file is sent to NSW Ministry of Health and uploaded to a database for analysis

YES- CMO Reporting

All reports will be at the individual team level and sent to CMOs quarterly. The reports include:

Team report

- The average score out of 5 for each questions
- The average score for all CMOs out of 5 for each question
- The proportion of responses scores 1 – 5
- The NPS score
- The average NPS score for all CMOs
- The distribution of detractors, passives and promoters
- The teams rating compared to the last quarter

Raw data

- Excel file
- Results for each question

Free text questions

- Word document

Other ways of providing feedback

- If a consumer wishes to make a specific complaint or raise a specific allegation they should consider discussing these with
  - A support worker
  - Service Manager

- YES-CMO provides anonymous feedback to services

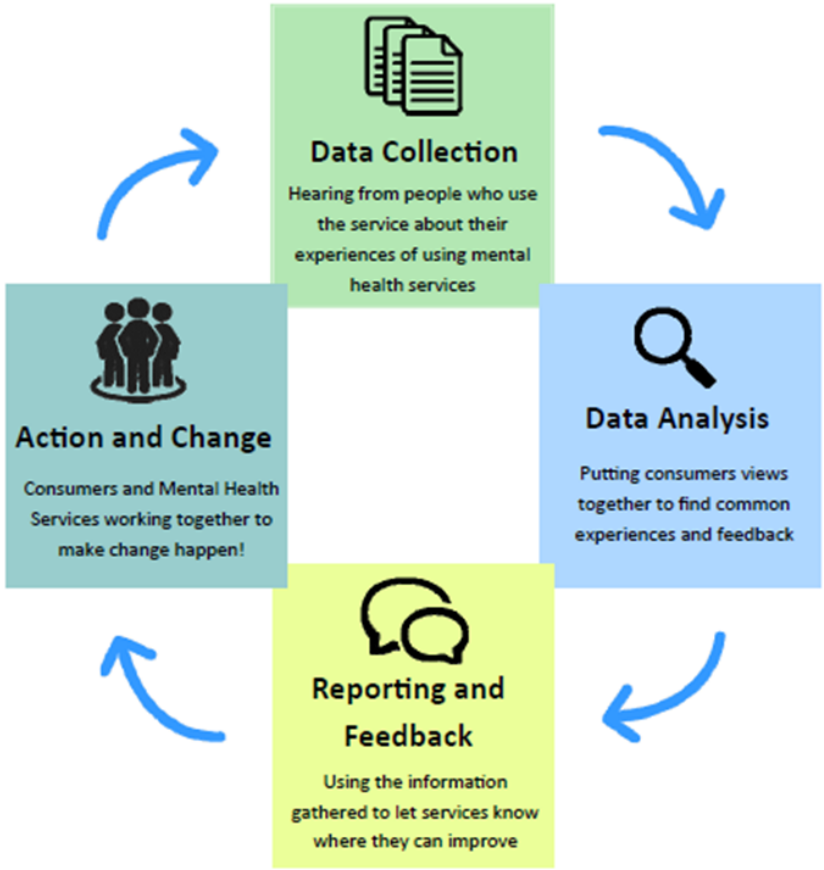
- YES-CMO is not to be used for complaints. Please advise service users on your organisations complaints process should they wish to lodge a complaint
- Alternative options include lodging the complaint with the NSW Ombudsman or the Health Care Complaints Commission (HCCC)

Action & Change Framework

Action and Change is the process of using YES-CMO feedback to improve the services provided in the community managed sector

Teams can use YES-CMO reports to identify areas of strength and areas in need of improvement

Teams should discuss the results with service users and include them in planning changes in response to the feedback provided



Launch

- YES-CMO will be launched in October 2019
- Services will commence using YES-CMO once they receive their questionnaires and promotional resources
- A range of resources have been developed to support the roll out of YES-CMO in services

Resources

YES-CMO
Your Experience of Service -
Community Managed Organisations
We want your feedback.
Ask for a YES-CMO questionnaire.
Tell us about your experience with our service. With your feedback we can work together to improve the services we provide.
For more information about YES-CMO see the YES-CMO brochure or ask a staff member.
Your feedback is anonymous.
Your answers cannot be used to identify you.
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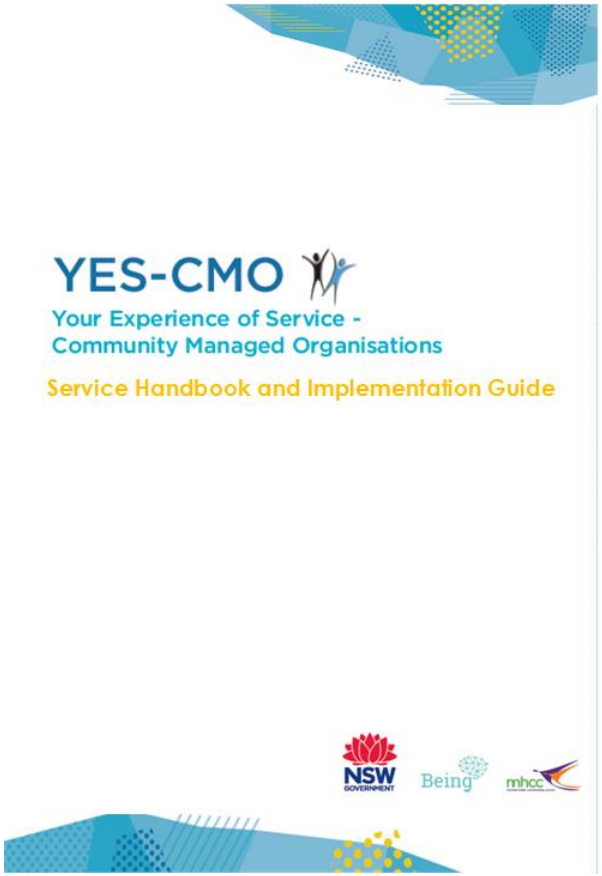
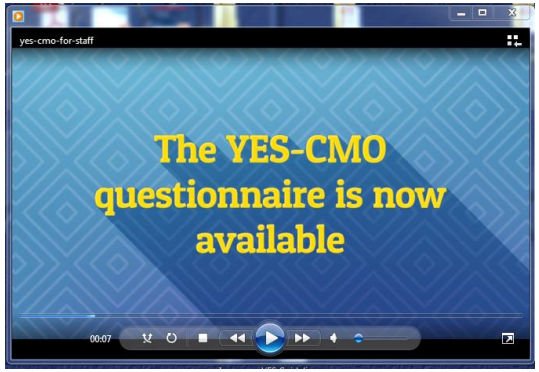
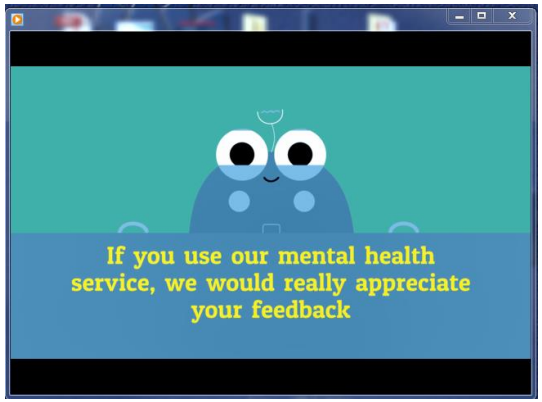
Handbook and Promo videos







Future Developments

- Work will shortly commence on the online version of YES-CMO

Further information

For further information, please read the YES-CMO Handbook and Implementation Guide

Or speak to your YES-CMO Champion

[Name]
[Role]
[Phone]
[Email]