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Using NADA Coms to  
benchmark client progress:  
a practical example using The  
Glen Centre

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# Acknowledgements

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# The Glen



# Benchmarking

- **A structured approach to comparing processes or outcomes:**
  - Comparison benchmarking
  - Outcome benchmarking
- **The purpose of benchmarking is to:**
  - Identify areas for improvement
  - Stimulate innovation
  - Improve client care
- **Benchmarking and The Glen:**
  - Quality improvement
  - Lack of research in the area



# Method

## Participants

- The Glen (N = 674)
- Broader NADA COMS (4212
  - Men & attending residential rehabilitation

## Measures

- Kessler-10
- EUROHIS Quality of Life

## Procedure

- Comparison benchmarking
- Reliable and clinically significant change

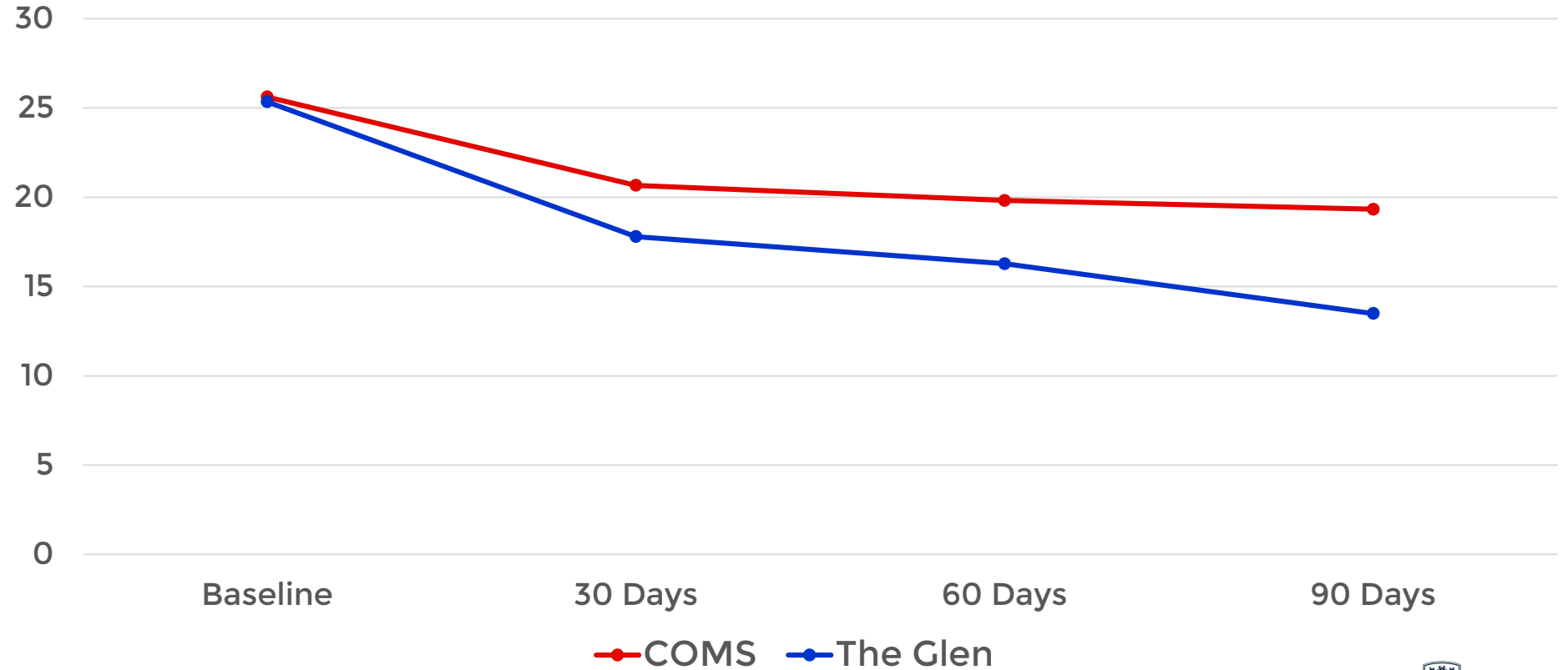
# Results: Comparison benchmarking

	<b>The Glen (N = 674)</b>	<b>COMS (N = 4314)</b>
<b>Age:</b>	33 years	35 years
<b>Country of birth: Australia:</b>	96%	89%
<b>Aboriginal &amp;/or Torres Strait Islander:</b>	57%	9%
<b>Primary substance of concern:</b>		
Methamphetamines	48%	28%
Alcohol	37%	36%
Opioids	9%	22%

# Do your clients improve?

Type of change	Question
<b>Statistically significant change</b>	On average, do people improve?
<b>Reliable change</b>	How many people make reliable improvement that is not due to chance?
<b>Clinically significant change</b>	How many people make clinically meaningful improvement?

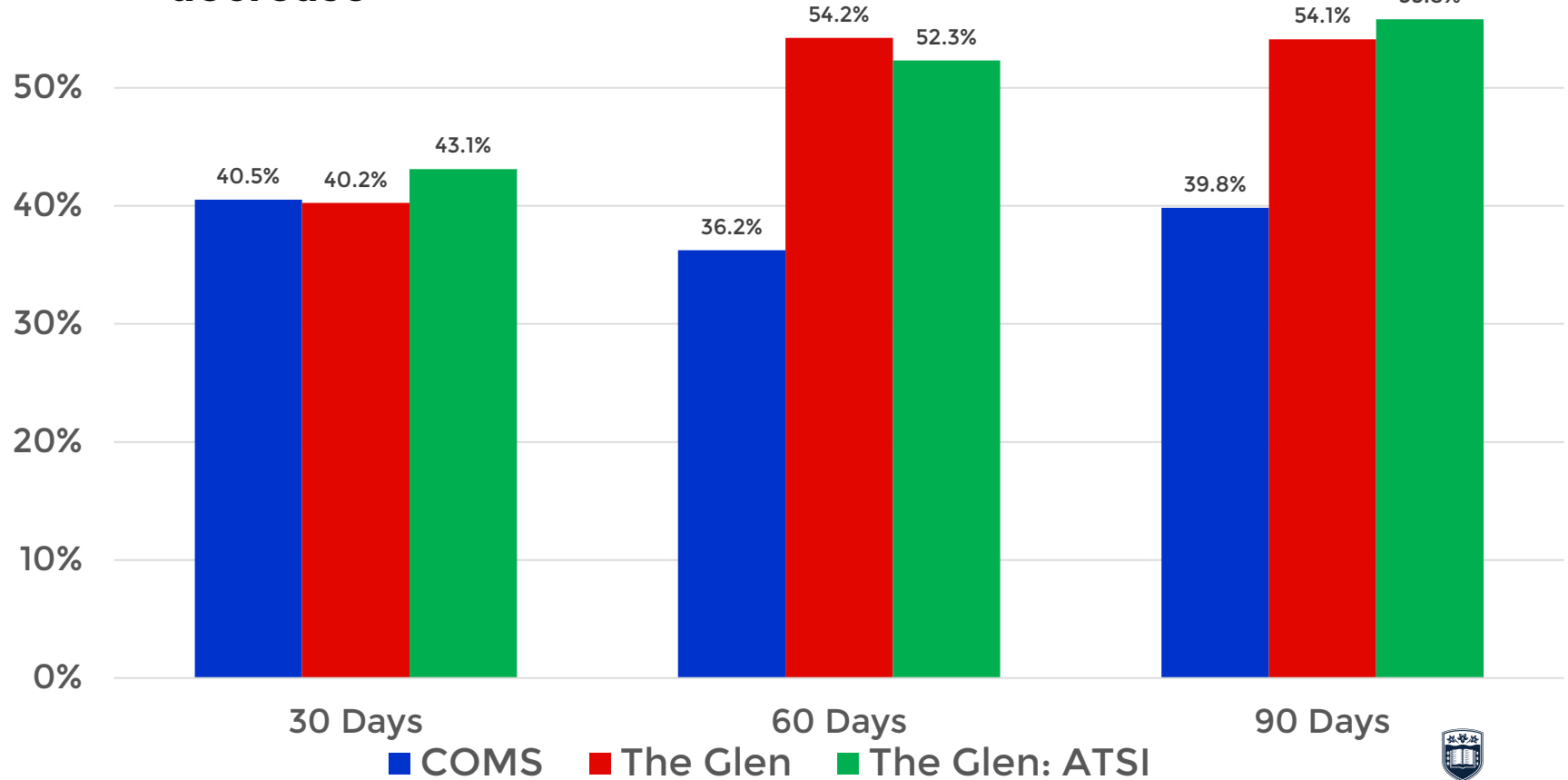
# K10: Average scores across time



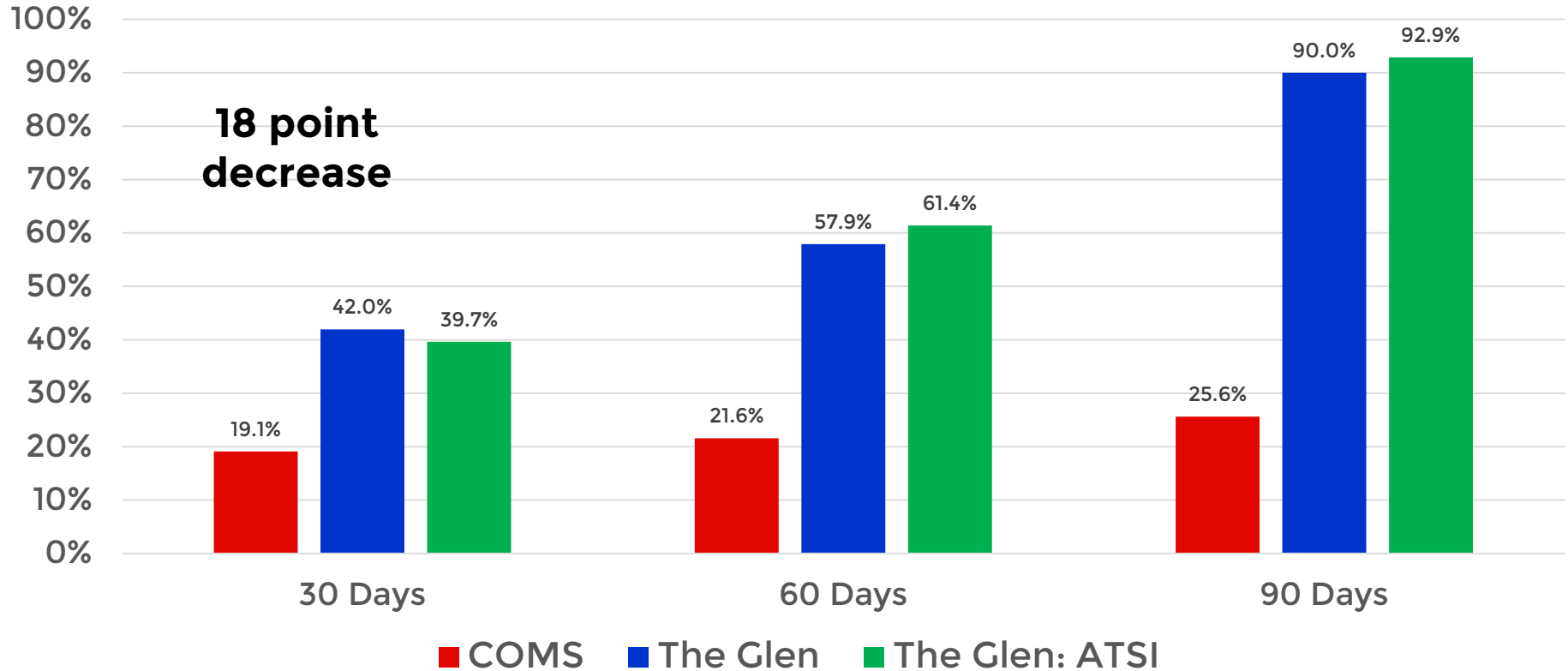


**8 point  
decrease**

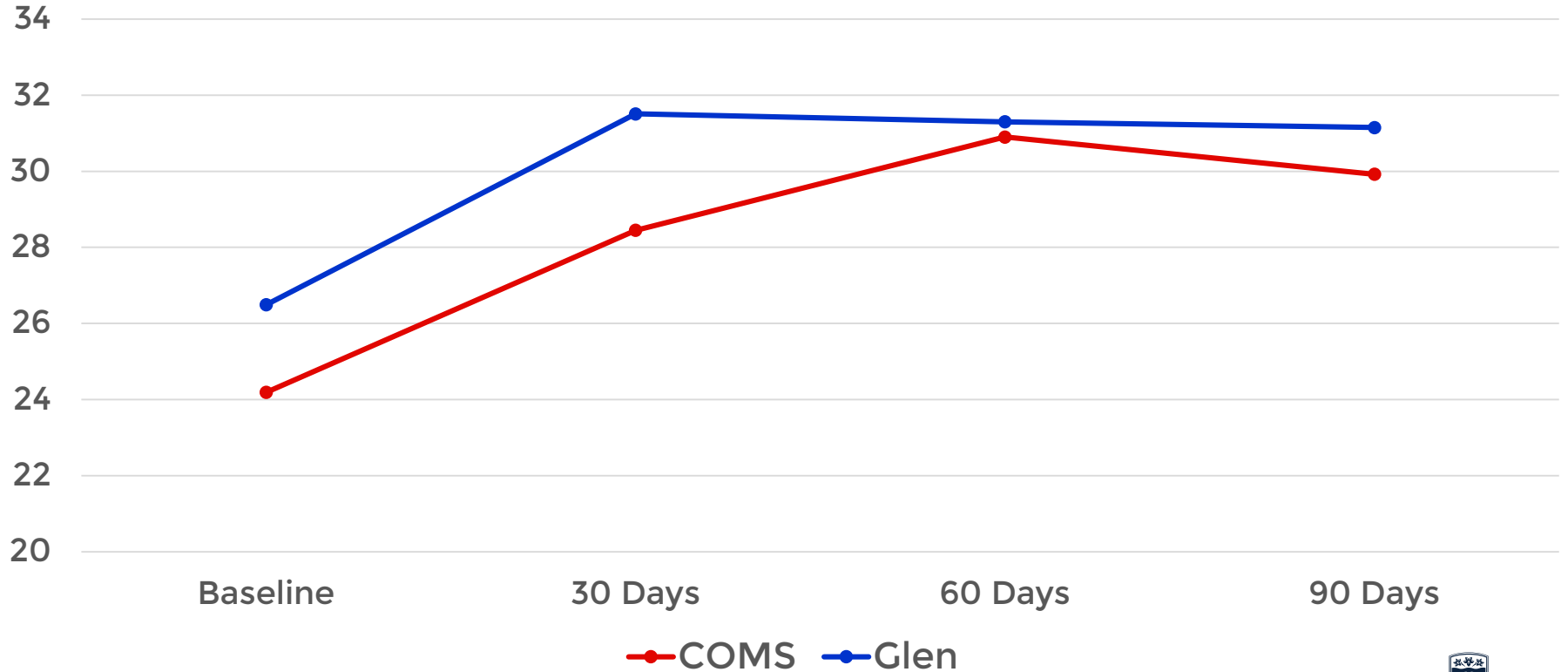
## K10: Reliable Change



# K10: Clinically Significant Change

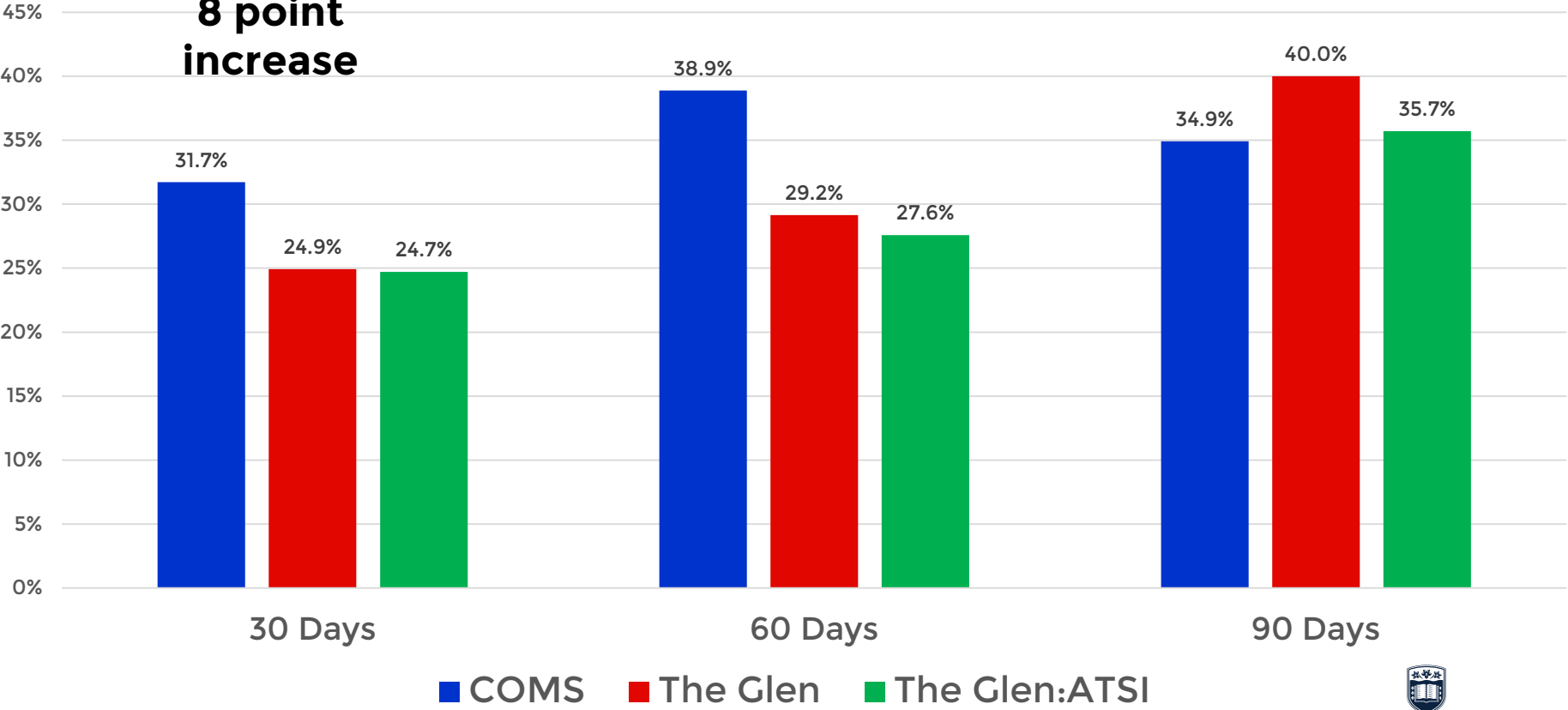


# QOL: Average scores across time

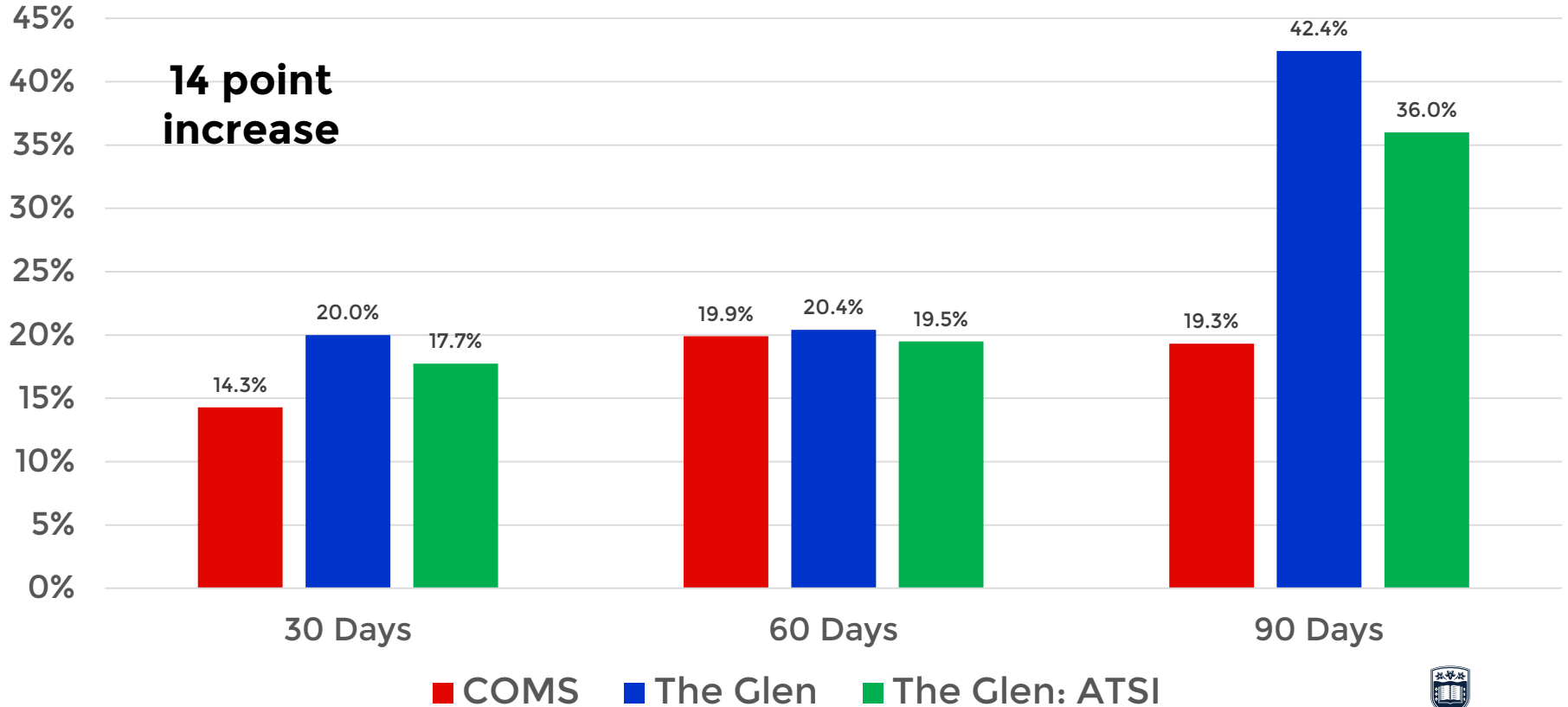


# QOL: Reliable Change

**8 point  
increase**



# QOL: Clinically Significant Change



# Conclusions

## **The Glen compares favourably with the broader sector:**

- Highlights the importance of Aboriginal Community Controlled Organisations
- Challenge is to use this information for quality improvement

## **Benchmarking is a strategy that all services who collect data in NSW could use:**

- Take some time to really think about your data
- Have a go at calculating reliable and clinically significant change