

# MODULE II: CARE AIMS INTENDED OUTCOMES FRAMEWORK

## GOAL-SETTING IN THE CONTEXT OF PERSON-CENTRED OUTCOMES

This **Two-day workshop** is Module II of the 4-day Care Aims Course. It builds on the principles taught in Module I: Advanced Clinical Reasoning and Decision-making by providing clinicians with the tools needed to evidence their clinical reasoning and, as such, feel confident they are discharging their duty of care to the public. Because continuous improvement through reflection on intended outcomes is at the core of the governance approach used by the framework, Module II provides practitioners with transparent ways of recording their decisions in an easily accessible way, aiding learning, improvement and assurance. It also gives them the skills to support active caseload management, ensuring optimal throughput of cases and reliance on proximal people to identify further need. It also provides tools for robust clinical supervision and peer support.

Module II can be co-designed with you as a bespoke offer for your team/service if you are simply hoping for more robust goal-setting in teams. Please see the broad outline below as a basis for ongoing conversation.

**It is suitable for practitioners from all professional groups (including operational managers) and sectors of Health and Social care and related agencies. The training achieves the best results when targeted at a team of leaders and practitioners working in the same system, organisation or service.**

### AIMS of the COURSE:

To gain a shared reasoning framework to support organisational, service, team and practice decisions that are ethical and achieve the best possible outcomes and experience for service users whilst acknowledging the resource constraints facing public sector organisations.

To begin to apply the framework to day-to-day practice, at a uni- and multi-disciplinary level.

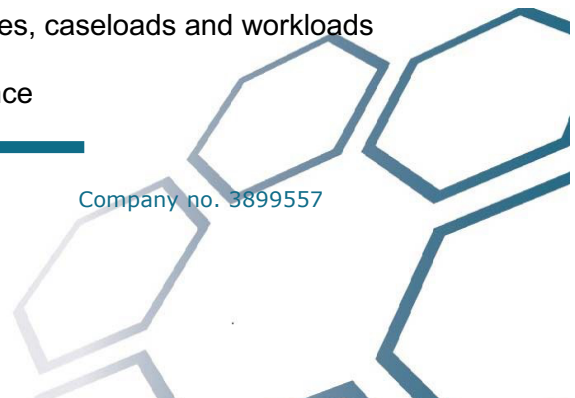
### LEARNING OUTCOMES: Participants will have:

- the levels of listening required to co-produce personal outcomes that promote partnership with patients, families and integrated teams.
- increased skills in setting SMART clinical goals that support evidence-based practice.
- increased skills in clarifying the Aim of each episode of Care and selecting valid outcome measures that support evidence-based practice.
- skills in consistently using the concepts of risk, clinical risk and clinical need to reflect on optimal caseloads that promote high levels of clinical effectiveness,
- an increased understanding of the nature and importance of reflective practice in professional development and improved professional accountability,

*Pre-course work is optional to support practical application on the course*

**WORKSHOP OUTLINE:** This workshop includes taught elements and group work **and requires participants to discuss their own case examples in small groups**. Broad areas covered include:

- Outcomes, Goals and Tasks – what is the difference?
- Collecting effectiveness evidence at each stage of duty
- What does the evidence mean?
- Writing goals that support objective reflective practice
- The duty to the population and the skills of managing resources, caseloads and workloads equitably and effectively.
- The power of recording clinical outcomes as service intelligence



## MODULE II: CARE AIMS INTENDED OUTCOMES FRAMEWORK GOAL-SETTING IN THE CONTEXT OF PERSON-CENTRED OUTCOMES

**PARTICIPANTS:** **Maximum of 35 participants** per workshop from all professional groups and sectors of Health, Social care and Education and related agencies.

**ORGANISATIONAL COMMITMENT REQUIRED:** Whilst this workshop can enhance and support the practice of individual practitioners and leaders, it is best delivery to whole teams or service with with organisational support for the significant change in culture and practice it can represent.

**FACILITIES:** These should be provided by the service/organisation commissioning the package and, for each workshop, should include:

- a large room (big enough for break-out groups)
- a data/powerpoint projector, screen and flipchart
- refreshments as appropriate
- photocopying of handouts

**COSTS:** (*Fee covers 2 day's tuition*)

**For up to 30 participants (optimum)**

£3,000 + £600 VAT = **£3,480** plus travel/accommodation expenses at cost plus VAT

*We advise against more than 30 participants, to ensure best learning outcomes -*

*additional participants will be charged at £100 + VAT per head, up to a maximum of 35 people.*

**Please note:** *this course is also online over 3 short days or 4 half-days. The maximum number of participants is 21 and the cost is higher. Please see [www.careaims.com/training/courses](http://www.careaims.com/training/courses)*

**FACILITATORS:** **A facilitator will be allocated according to the dates requested/offered.**

**Kate Malcomess**, who developed the Care Aims Framework, is an organisational consultant, specialising in effective person-centred practice. Whilst working in the NHS, as a highly experienced practitioner and public-sector manager, she developed this approach in response to challenges faced by her own team. Her success led to it being rolled out across her organisation and outside agencies. In 2000 she set up her own consultancy to deliver the benefits of the Care Aim Framework to all public-sector bodies wanting to deliver better outcomes for their users, their staff and their organisations.

**Clare Grace**, who is an associate for The Care Aims Well-being Outcomes Collaborative, is an independent consultant Clare currently is a Consultant and Trainer in complex needs to both adults and children. She delivers her service both in the NHS and independently. Her background is in Speech & Language Therapy and Behaviour Therapy. Clare has extensive experience in the day-to-day running and leadership of a busy city community NHS service supporting the delivery of person-centred care using the Care Aims Intended Outcomes Framework as the foundation for their quality strategy. Clare brings a practical and pragmatic perspective, understanding the rigours of working within the NHS today and shares her own experiences of implementing the Care Aims Intended Outcomes Framework both at a caseload level and as a manager interpreting data to support reform of service delivery.

**Please see [www.careaims.com/training/courses](http://www.careaims.com/training/courses) for more details**

**Or e-mail us on [contact@careaims.com](mailto:contact@careaims.com) or phone us on 0131 516 8493**

