

Proposed Outcome Measures for Children's Services

Section 1 – Outcomes

Outcome / Quality Requirement	Threshold	Method of Measurement	Consequence of Breach	Timing of application of Consequence	Applicable Service Specification
<p>Children and Young People have Individual Management Plans</p> <p>All children and young people with a permanent (or longstanding) hearing loss have an Individual Management Plan (IMP) that includes goals and intervention, and is produced and agreed jointly with them and their family</p>	100% of children and young people have a plan within 3 months of diagnosis	Audit to review that all children and young people have an IMP	To be defined	Quarterly audit and accumulative annual report	In development
<p>Children and young people achieve their personal goals in hearing and listening development</p> <p>Children and young people making expected progress in hearing and listening development as a result of the intervention, as identified goals in their IMP</p>	90%	Use of age appropriate validated tools such as: Nottingham Early Assessment Package (NEAP), Listening Progress Profile (LiP), Categories of Auditory Performance (CAP), Meaningful Auditory Integration Scale (MAIS), McCormick Toy Test, Manchester Picture Test, Listening Inventories for Education – Individual Hearing Profile (LIFE IHP), Parents' Evaluation of Aural/Oral Performance of Children (PEACH), BKB Sentence Test, or other validated tools to show improvement	To be defined	Quarterly and accumulative annual report to include a review of audit data from IMPs	In development

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<p>Children or young people and their families receive clear and age-appropriate information</p> <p>Families are given clear information to facilitate attendance and reduce anxiety.</p> <p>Children and young people's views are sought and listened to in respect of amplification options and their impact, and information about their hearing loss is provided to them at age-appropriate levels</p>	90% of children, young people, and their families express satisfaction with the quality of information provided	Service User Satisfaction Survey	To be defined	Quarterly and accumulative annual report	In development
<p>Children or young people and families receive choice of intervention</p> <p>Percentage of children, young people, and their families reporting being satisfied with their choice of intervention</p>	90%	Service User Satisfaction Survey	To be defined	Quarterly and accumulative annual report	In development
<p>Young people transitioned to adult audiology following a period of preparation</p> <p>Percentage of young people and their families who report satisfaction with the preparation period prior to transition</p>	90%	Service User Satisfaction Survey	To be defined	Annual	In development

Evidence Sources for Outcomes:

Transforming Services for Children with Hearing Difficulty and their Families: A Good Practice Guide, DH 2008
Children and Families Act, SEND Code of Practice, 2015

Section 2 – Proposed Key Performance Indicators

Outcome / Quality Requirement	Threshold	Method of Measurement	Consequence of Breach	Timing of application of Consequence	Applicable Service Specification
<p>Referral to Assessment Time</p> <p>All parents of babies that refer from the newborn hearing screen and wish to continue should be offered an appointment that is within 4 weeks of screen completion.</p> <p>All parents whose baby required targeted follow up should be offered an assessment before the baby is 9 months of age.</p> <p>Children referred for assessment post-newborn hearing screen should be offered an assessment within 6 weeks</p>	100%	Review of Service Quality Performance Reports	To be defined	Monthly	
<p>Assessment</p> <p>Developmentally appropriate hearing assessments are undertaken.</p> <p>A comprehensive range of electrophysiological and behavioural assessments are offered and performed by competent staff.</p>	100%	Regional ABR Peer Review and Paediatric Networks	To be defined	Quarterly	
<p>Permanent childhood hearing impairment (PCHI) confirmation</p>	80% of babies referred from	Review of Service Quality Performance Reports	To be defined	Quarterly	

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Permanent childhood hearing impairment (PCHI) confirmed and entered into eSP	newborn screening confirmed by 6 months of age, and 98% by 12 months of age				
Assessment to Fitting Time Hearing aids should be fitted within 4 weeks of diagnosis	100%	Review of Service Quality Performance Reports	To be defined	Monthly	
Children or young people have in place an Individual Management Plan (IMP) (as specified in Section 1 – Outcomes)					
Fitting of Hearing Aids The selection, fitting and verification of hearing aids should follow accepted best practice guidelines , including RECD and REM (exceptions reported in IMP) E.g. MCHAS, British Society of Audiology	100%	Review of Service Quality Performance Reports	To be defined	Quarterly	
Follow Up Care For children wearing hearing aids, there is same day access to a repair service, and a quick turn around postal service (three working days)	90%	Review of Service Quality Performance Reports	To be defined	Quarterly	

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for replacement batteries. Moulds are returned or replaced within five working days					
<p>Multidisciplinary Team</p> <p>An integrated care pathway, which facilitates joined-up multi-agency working to ensure all aspects of the child's development, safeguarding, and hearing aid use in the real world are appropriately assessed, monitored and supported as needed.</p> <p>E.g. medical support for developmental assessment and aetiological investigations, Teacher of the Deaf, speech and language therapist etc.</p>	<p>Referral for aetiological investigations and paediatric assessment – 100% offered referral to appropriate medical consultant at an appropriate time</p> <p>Education services notified within 1 working day of confirmation of PCHI</p>	<p>Review of Service Quality Performance Reports</p>	<p>To be defined</p>	<p>Quarterly</p>	
<p>Regular Reviews</p> <p>Children and young people receive regular appointments (as identified in their IMP) to monitor progress against goals, interventions used, and review support needed and priorities. IMP is updated to reflect changes.</p>	<p>100%</p>	<p>Review of Service Quality Performance Reports</p>	<p>To be defined</p>	<p>Quarterly</p>	
<p>Achieving personal goals in hearing and listening</p>					

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development (as specified in Section 1 – Outcomes)					
Education, Health and Care Plans (EHCP) Services must actively engage with the planning process for any child or young person who goes through assessment for, or review of, their EHCP to ensure their hearing and listening needs are appropriately addressed within the plan.	100%	Review of Service Quality Performance Reports	To be defined	Quarterly	
Information Sharing Records and associated letters/reports are completed and sent to the family, and GP/other professionals involved in the child's care (with family's consent) within 5 working days of hearing assessment/ fitting/ review	95%	Review of Service Quality Performance Reports	To be defined	Quarterly	
Child, young person and family experience of service (as specified in Section 1 – Outcomes)					
Service improvement	100%	Service user questionnaires and peer satisfaction	To be defined	Annual	

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Service user questionnaires and peer satisfaction surveys to capture areas for improvements. 100% of recommendations made and agreed with Commissioners are addressed		surveys and annual report to demonstrate recommendations and actions taken to address areas of service improvement			
Reducing Inequalities Family questionnaire demonstrates a high satisfaction rate from all protected characteristic groups (PCGs)	95%	Accumulative annual service user questionnaire report analysis to include number of families surveyed, number of these in PCGs, response rates, response rates for PCGs, % of these specifying overall satisfaction	To be defined	Annual	
Reducing Barriers An integrated care pathway, which facilitates signposting and referral to wider support services E.g. Specialist education hearing support services, speech and language therapy, social care services, National Deaf Children's Society, local deaf children's support groups, etc.	100%	Provider provides demonstrable evidence of % families who receive information about these support services validated by feedback from service user questionnaires	To be defined	Annual	