

Proposed Outcome Measures for Vestibular Services

Section 1 – Outcomes - Diagnostic and Rehabilitation

Outcome / Quality Requirement	Threshold	Method of Measurement	Consequence of Breach	Timing of application of Consequence	Applicable Service Specification
<p>Diagnostic Assessment Report</p> <p>Written reports to be produced for all service users receiving diagnostic vestibular assessment.</p>	Reports produced for 100% service users	Audit of service user records	To be defined	Annual	In development
<p>Personalised Care Planning</p> <p>All service users receiving vestibular rehabilitation, particle repositioning or other treatment have a jointly agreed Individual Management Plan (IMP).</p>	100% of service users have a plan	Audit of Service User Records / Service User Satisfaction Survey	To be defined	Annual	In development
<p>Reduced difficulties with activities of daily life</p> <p>For service users receiving treatment: improvement in patient reported disability, handicap, and/or difficulty</p>	90% of service users report a reduction in the impact of their balance problem in daily life.	Service User reported outcome measures, such as Dizziness Handicap Inventory, Vestibular Rehabilitation Benefit Questionnaire, Activities Specific Balance Confidence Scale, Vertigo Symptom Scale Short Form, or other validated tool to show improvement	To be defined	Annual	In development
<p>Service user satisfaction with assessment and/or choice of intervention</p> <p>Percentage of service users</p>	95% of service users express satisfaction in their assessment	Service User Satisfaction Survey	To be defined	Annual	In development

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reporting being satisfied with their assessment and/or feel their choice of intervention is worthwhile	and/or choice of intervention.				
Service user satisfaction - quality of service delivery Percentage of service users reporting being satisfied with the service.	95% of service users report satisfaction with the quality of service received.	Validated service user satisfaction questionnaire.	To be defined	Annual	In development
Improvement in service user reported quality of life *		Use of qualitative service user reported outcome measures			
Responsive Waiting Times Percentage of Service Users waiting 6 weeks or more from Referral for a diagnostic test	90% of service users are seen within 6 week diagnostic operational standard	Review of Service Quality Performance Reports	Where the number of Service Users waiting 6 weeks or more at the end of the month exceeds the tolerance permitted by the threshold, £200 in respect of each such Service User above that threshold (note – quoted in Standard Contract 2016/17)	Monthly	In development

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Seamless service Complete and robust pathways exist for onward referral or primary care liaison where required.	% Inappropriate referrals? Clear patient pathways exist for onward referral and are used appropriately.	Audit of onward / inappropriate referrals	To be defined	Annual	In development

***Notes:**

1. The use of objective measures of treatment benefit is encouraged, but may have limited use for some service users with vestibular disorders: dizziness and vertigo, and their impact on daily life are subjective experiences so qualitative patient reported outcome measures are often more relevant for this group. The tool selected may depend on service provision and patient demographics, but may include, for example, posturography, video Head Impulse Testing, Dynamic Visual Acuity Testing, Timed Up and Go test, gait testing, etc.

Section 2 – Proposed Key Performance Indicators

Outcome / Quality Requirement	Threshold	Method of Measurement	Consequence of Breach	Timing of application of Consequence	Applicable Service Specification
Referral to Assessment Time Vestibular assessments to be completed within 6 weeks following receipt of referral, unless service user requests otherwise	90%	Review of Service Quality Performance Reports	To be defined	Monthly	In development
Vestibular Assessment Secondary care services should have facilities to perform a full range of evidence-based assessments as necessary, to include assessment of	95%	Annual review of facilities and equipment	To be defined	Annual	In development

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oculomotor and vestibular function, as well as functional balance					
<p>Assessment to Treatment Time</p> <p>Where indicated, vestibular rehabilitation and/or particle repositioning treatment should be commenced within 4 weeks of assessment.</p>	90%.	Review of Service Quality Performance Reports	To be defined	Monthly	In development
<p>First Treatment Follow Up</p> <p>Appointments are offered within 8 weeks from commencement of treatment, according to individual needs unless there are clear, documented, clinical reasons to do otherwise, or the service user chooses to wait beyond this period</p>	90%	Service User Satisfaction Survey	To be defined	Annual	In development
<p>Access to further Follow Up</p> <p>Where service users request a further follow-up, this is offered within 10 working days, unless there are clear, documented, clinical reasons to do otherwise, or the service user chooses to wait beyond this period</p>	90%	Service user satisfaction questionnaire.	To be defined	Annual	In development
<p>Information Sharing and Reporting</p> <p>Patient records and associated letters/reports completed and sent to</p>	95%	Annual report	To be defined	Annual	In development

Outcome / Quality Requirement	Threshold	Method of Measurement	Consequence of Breach	Timing of application of Consequence	Applicable Service Specification
GP and/or referrer within 10 working days of vestibular assessment or treatment					
Personalised Care Planning (as specified in outcome requirements)					
Outcome of Treatment Service User reported outcomes of treatment should be monitored and recorded systematically (as specified in outcome requirements)					
Service User Experience Standardised service user questionnaire to be issued at discharge points. 95% of responses received from service users sampled should report overall satisfaction with service. (as specified in outcome requirements)					
Peer Satisfaction with Service A minimum of one clinician satisfaction survey will be designed and sent to all referring clinicians	95% of referrers sampled should report overall satisfaction with diagnostic	Annual report of Clinician Satisfaction Survey to include an analysis of completed user questionnaires, demonstrating % of those satisfied or very satisfied	To be defined	Annual	In development

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	and/or rehab service.	with service.			
Service Improvement Service user questionnaires and peer satisfaction surveys are used to capture areas for improvements. 100% of recommendations made and agreed with Commissioners are addressed	100%	Service user questionnaires and peer satisfaction surveys analysed and reported in annual report to demonstrate recommendations and actions taken to address areas of service improvement.	To be defined	Annual	In development
Workforce All staff performing vestibular assessments and rehabilitation should be appropriately trained and qualified & registered with a relevant statutory or voluntary body e.g. HCPC, AHCS, RCCP, etc.	100%	Annual review of staff training and qualifications	To be defined	Annual	In development