Service level data: what to collect
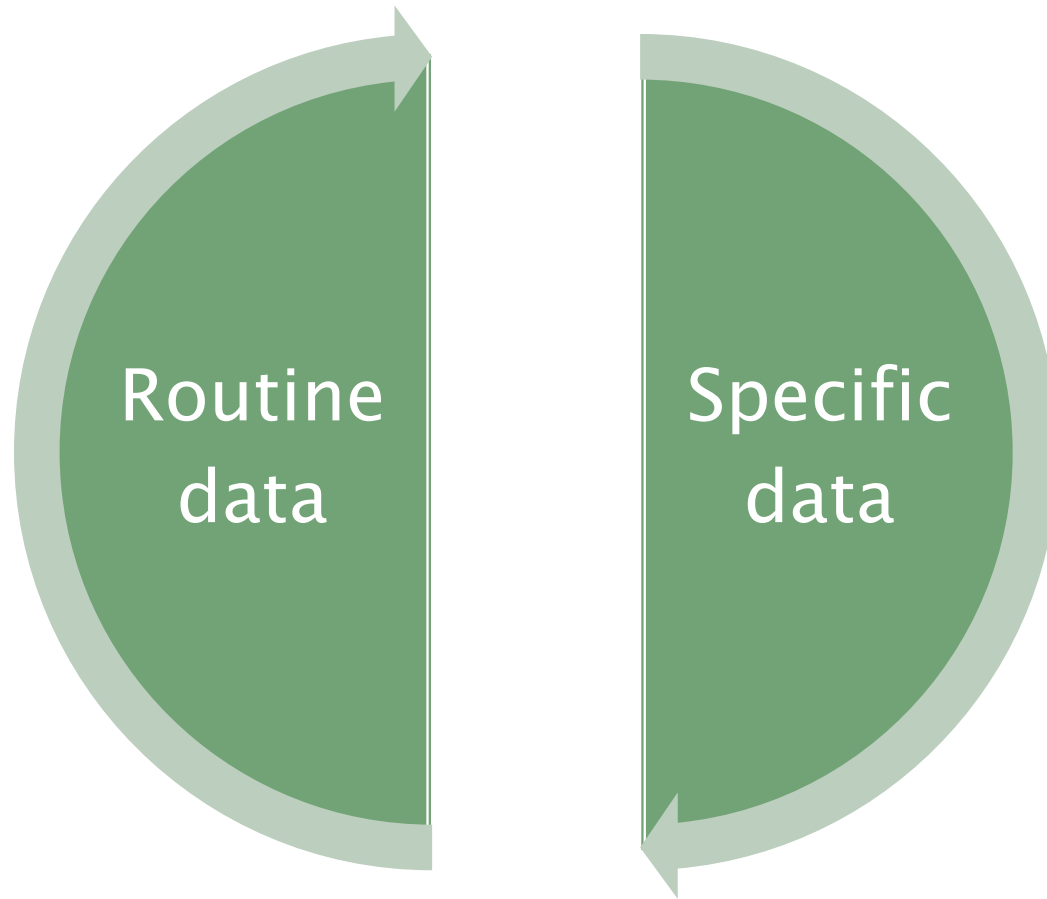
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Basics: two types of data

Routine data

Specific data

What data to collect

Routine data:
- Demographics
- Numbers of service users
- Processes of the service – courses run, attendance, etc
- Costs of service elements
- Needs of service users

Specific data:

- Effectiveness measures – i.e. outcome success rates
- Quality measures – i.e. user ratings of services or satisfaction surveys
- Efficiency measures – DNA rates

Everyday data

Targeted on goals

Basics: related to service goals: outcomes and impacts

- Basic demographics are useful to see who is benefitting:

- Age
- Gender
- Type of need
- Geographic or social data (postcode area, SES)

- Effect of the service: did it work?

- How did it work: what was it that worked?

- What did not work: why?

Who benefits

How they benefit

Collecting data to measure outcomes AND impacts: example

▸ Training community members in mental health first aid:

- Early referral to services
- Reduction in DSH in community
- More self help

▸ Other benefits from your service:

- Wider community understanding of MH
- Improved care pathway between community and services
- Community cohesion and collaboration

Main outcomes

impacts

What to do with the data

Basic analysis tells you

- ▸ What is working
- ▸ Who it works for
- ▸ How it works
- ▸ How much success costs