# Staff-Reported Outcome Measures

R-Outcomes' staff measures cover service excellence, job confidence, work wellbeing (satisfaction) and service integration. We also show a staff or carer-reported measure of patients need (*howRthey*).

These tools are short, quick and easy to use. They work well with all staff groups, including those whose first language is not English. They share a common framework with 4 items and 4 responses, suitable for use on member of staff's own smart-phone, tablet or PC.

Results show trends, changes and comparisons. Findings are easy to interpret, providing rapid feedback to managers, staff and others.

R-Outcomes measures have been ten years in development and testing.

We provide software for data collection, analysis and reporting.

Consulting services can help and tailor implementation to local needs, for analytics and other purposes. Data may be collected anonymously or as identifiable patient data. Identifiable data can be imported into EHR systems using SNOMED CT and Read Codes. All R-Outcomes measures are copyright and require a license.

## Service

Staff *howRwe* is a short generic staff reported experience measure, which measures staff perceptions of the care and service provided. It is suitable for all types of patient and care setting.

**How are we doing?**
What do you think of the service we provide?
Choose one answer on each line

|  | Excellent | Good | Fair | Poor |
|---|---|---|---|---|
| Treat people kindly |  |  |  |  |
| Listen and explain |  |  |  |  |
| See people promptly |  |  |  |  |
| Well organised |  |  |  |  |

## Job Confidence

Job Confidence Score (JCS) is a short measure of staff's confidence to do their job, addressing knowledge, self-management, access to help and involvement in decisions.

**Job Confidence**
How do you feel about doing your job?
How much do you agree?

|  | Strongly agree | Agree | Neutral | Disagree |
|---|---|---|---|---|
| I know enough about my job |  |  |  |  |
| I can manage my work |  |  |  |  |
| I can get help if I need it |  |  |  |  |
| I am involved in decisions that affect me |  |  |  |  |

## Work Wellbeing

Work Wellbeing Score (WWS) measures staff wellbeing in terms of job satisfaction, worthwhileness, happiness and anxiety. WWS is based on ONS4 personal wellbeing questions.

**Work Wellbeing**
What do you think about your job?
How much do you agree?

|  | Strongly agree | Agree | Neutral | Disagree |
|---|---|---|---|---|
| I am satisfied with my job |  |  |  |  |
| What I do in my job is worthwhile |  |  |  |  |
| I was happy yesterday* at work |  |  |  |  |
| I was NOT anxious yesterday* at work |  |  |  |  |

*Previous working day

## Service Integration

Integration across service boundaries is a challenge for all health services. It is a priority for new models of care.

**Service Integration (staff view)**
How do you work with other services?
How much do you agree?

|  | Strongly agree | Agree | Neutral | Disagree |
|---|---|---|---|---|
| Services talk to each other |  |  |  |  |
| We all know what other services do |  |  |  |  |
| I think about other services when planning care |  |  |  |  |
| I feel part of the overall care team |  |  |  |  |

## Need

*HowRthey* is a carer-reported measure of need and risk for people who cannot answer surveys themselves (e.g. patients with dementia).

**How are they?**
How much help does this person need?
Choose one answer on each line

|  | None | A little | Quite a lot* | Extreme§ |
|---|---|---|---|---|
| Physical care needs |  |  |  |  |
| Pain and/or distress |  |  |  |  |
| Unpredictable needs |  |  |  |  |
| Behaviour problems |  |  |  |  |

*needs 1 person most of the time   §needs 2 people

## Length

The length and difficulty of questionnaires affects respondent burden and response rates. Reading age is a proxy for ease of use, in particular by people whose first language is not English.

| Name | Items | Words | Reading age |
|---|---|---|---|
| **R-Outcomes** | | | |
| Staff *howRwe* | 4 | 25 | 8 |
| Job Confidence Score | 4 | 44 | 7 |
| Work Wellbeing Score | 4 | 47 | 8 |
| *howRthey* | 4 | 26 | 10 |
| **Other** | | | |
| NHS Staff Friends and FamilyTest | 2 | 74 | 14 |
| Job Satisfaction Survey (Spector) | 36 | 695 | 10 |
| NHS Staff Core Survey 2015 | 99 | 2,627 | 13 |
| NHS Staff Patient Experience Module | 15 | 318 | 15 |