

# An Outcomes Focused approach to delivering services

## What is it?

Our Outcomes framework is an evidence based tool used to structure thinking and demonstrate:

- Impact of future service provision, and
- Value for money

	Evidence	Costs
<b>Need</b>	Statement of the need for this project/service	☒
<b>Inputs</b>	What actions are you taking (or do you expect to take) to meet the need?	☒ ☒ ☒
<b>Outputs</b>	What outputs do you expect from your actions?	☒
<b>First level Outcomes</b>	How are you hoping patients, public or staff will change their behaviour, knowledge and attitudes?	☒
<b>Main outcomes</b>	High level (health) outcomes this project is aimed at addressing.	☒
<b>Headline Outcomes</b>	Link back to Need	Total cost

## When would we use it?

- Writing business cases
- Planning projects
- Monitoring project/service delivery progress

## Strategic benefits

The framework assists:

- Strategic decision making – by providing evidence of impact of services
- Understanding likely effects of spending cuts on outputs and outcomes
- Interpretation of business cases and project plans
- Writing value for money reports (eg, for DH, Board members, the public)

## Operational benefits

The framework helps managers to:

- Focus thinking more on outcomes than outputs
- Plan projects and service delivery effectively
- Enable evidence based progress reporting
- Engage stakeholders in dynamic and meaningful ways
- Provide evidence for value for money reports

## How can we learn to use the framework?

### Project and service managers

Normally 3 hours to learn the basic framework (½ day workshop) – comprising 1 hour on the model and 2 hours working with a real example

### Project and service managers

Normally 3 hours to learn to use evidence and cost elements and business case writing

### Directors and Executives

Two hour familiarisation brief – enabling directors and executives to use the framework effectively, simply by asking the right questions

*“Thank you for running this half day Outcomes Modelling course. It has just saved me three days work.”* NHS Project Manager

