

Article: 0138

Topic: W03 - Workshop 04: Outcome measurement in routine clinical practice

Experience and Challenges of Implementing Outcome-based Measures in Routine Psychiatric Practice

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This presentation is about implementing a new system into the clinical care process. It is not an easy task to do. The implementation of the outcome measurement instruments the HoNOS and the OQ is made visible with a case history in an outpatients clinic for anxiety and mood disorders in a non-academic setting. The difficulties and challenges during the implementation process are discussed. The term 'operations management' will be introduced and how operation management can help to overcome these hurdles and transform them into challenges. OM could be a tool that can make effects visible and acceptable during the implementation process.