
D1: Results Based Accountability – how to decide “Is anyone better off?”

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Learning objectives:

Upon completing this session, participants will:

1. Understand the difference between population accountability and performance accountability
2. Have an insight into how the New Zealand Ministry of Health engages assessment contract holders in developing reportable measures of service delivery
3. Identify 3 performance measures that would apply to a wheelchair and seating assessment service

Session description:

Evidence based outcome measures are increasingly being used to evaluate the impact of intervention with individuals and group programmes, but how do we ensure that services contracted by government departments actually make a difference to the people we see. In an increasingly fiscal environment, Results Based Accountability (RBA) is a simple, practical way for organisations to evaluate the results of their programmes and report on these to their funders. The question, ‘How are our communities, whānau and clients better off as a result of our work?’ is central to RBA. RBA uses publicly available data and data generated by providers to track the results of a programme on the wellbeing of a population.

In New Zealand RBA is incorporated within the contracting framework as the mechanism to support an increased focus on outcomes in government contracting. This session will outline the background to RBA and how it has been implemented within the Ministry of Health contracts, and the process of collaboration between the Ministry of Health and specialist wheelchair and seating assessment services to determine appropriate measure to report on service delivery. Comparisons of reporting pre and post RBA will be shared and discussed using Seating To Go as a case study.

Content references:

1. Mark Friedman. *Trying hard is not good enough: How to produce measurable improvements for customers and communities. (10th ed)* USA: Trafford Press
2. Clear Impact: Reach your peak. (n.d.) *The Results-based accountability guide*. Retrieved from <http://info.clearimpact.com/results-based-accountability-guide>
3. Mortenson WB, Miller WC, Miller-Polgar J. Measuring wheelchair intervention outcomes: Development of the wheelchair outcome measure. *Disabil Rehabil.* 2007; 2:275-285.
4. The University of British Columbia. (n.d.) *The Wheelchair Outcome Measure*. Retrieved from <http://millerresearch.osot.ubc.ca/tools/mobility-outcome-tools-2/the-wheelchair-outcome-measure-whom/>