

Incorporating the Outcomes Star™ into your paperwork and IT systems

Background

The Outcomes Star is a family of tools for supporting and measuring change. There are currently eleven published tools for different client groups including the Recovery Star for mental health, the Family Star for parents and the Older Person's Star. Training is vital for the proper use of the tools and is available from Triangle Consulting Social Enterprise the developers of the tools. Triangle can also license and support your own trainers to train your staff in the Outcomes Star.

The Outcomes Star is a copyrighted tool which is made available free of charge as downloadable PDFs on www.outcomesstar.org.uk under a Creative Commons Licence. For more information on the reasons for this approach please see Appendix Two at the end of this document.

The Creative Commons licence permits organisations to use, share, copy, distribute and display the pdfs on certain conditions including that they are not used commercially and that no derivative works or modifications to the tool are made. This enables organisations to thoroughly test one or more versions of the Outcomes Star to make sure that it is right for them without any licensing costs.

Integrating the Star within your systems

Having tried using the Outcomes Star in their services many organisations are keen to embed it within their key-work and data collection systems. This usually involves:-

- A. incorporating it into key-work paperwork and
- B. finding ways to systematically and efficiently record and analyse Outcomes Star data

A. Key-work paperwork

Organisations usually pilot the Outcomes Star alongside existing paperwork. However when the decision is taken to implement the Star as a core part of the key-work and outcome monitoring systems of the organisation there is usually some adjustment of paperwork to streamline the process. This may include:-

- Using the outcome areas from the Star as headings to structure the collection of other data (eg in needs assessment forms and risk assessment forms)
- Reducing the size of needs assessments and other forms. There is usually additional information to be gathered alongside the Star but this is less than before
- Using the Star headings within Action Plans or adopting the Star Action Plan

There are two broad approaches:-

Option 1: Use the Outcomes Star™ in parallel with the organisation's paperwork

Some organisations choose to use the Outcomes Star exactly as it is and make changes to the rest of their paperwork to complement it. If you choose to do this you will not require a license for the use of the Star within your paperwork. However you might like help with amending your paperwork to work well with the Star. For more information about implementation support please contact Jane@triangleconsulting.co.uk.

Option 2: Incorporate the Outcomes Star™ into the organisation's paperwork

Some organisations wish to incorporate the Outcomes Star into their paperwork so that the Star and other information gathered are part of one form with the organisation's logo and other details on it. If you wish to do this you will require authorisation from Triangle and a license for the use of the material. This license will also cover you for the use of the Outcomes Star within your IT system as set out in Option 2 in section b) below. For information on costs see Appendix One.

Please note that this license does not allow you to modify the Star or scales. It simply makes it possible for you to incorporate the existing Star and scales into your own materials.

If you are already using the Star in this way without a license please let us know and we can issue a retrospective licence.

B. On-line recording and analysis of Outcomes Star™ data

Once you have decided that the Outcomes Star will be an on-going part of your data collection and monitoring systems you will need to find an efficient way of recording and analysing the information on a regular basis. There are currently two options for doing this:-

Option 1: The Star Online as a stand-alone system

The Star Online is a stand-alone system owned and managed by Triangle Consulting Social Enterprise which:-

- Records and analyses data for all published versions of the Outcomes Star and generates a range of standard and advanced reports across a service and group of services
- Has the same graphics as the paper-based tool, is straightforward, attractive and intuitive to use and is suitable for use in key-work sessions, entering data directly into the system with the client and generating a Star immediately for them to see
- Enables organisations to benchmark their outcomes with others using the system

A free demo system for the Star Online can be accessed at www.staronline.org.uk and information on costs are given below in Appendix One.

We are currently looking at ways that we might extend the functionality of the Star Online to carry out other client management system functions for those who wish to use the Star Online for all client management functions.

Option 2: Modifying an existing system to include the Outcomes Star™

If you want to use any version of the Outcomes Star within your existing system it is also possible for you or your software provider to put one or more versions of the Outcomes Star onto your own system, including the visual of the Star or ladders/scales or quiz questions as well as the facility to enter the data. Because this constitutes a derivative work you will need a licence from Triangle Consulting to do this. If you are just recording the outcome areas and scores you will still need a license but a reduced fee may be available. If you are already using the Star within your IT system without a license please let us know and we can issue a retrospective licence.

We may in the future also be able to offer the option of linking the Star Online to your existing client management system through an api, however this option is not currently available.

More information

For more information on training licensed trainers, the Star Online or purchasing a license to use the Outcomes Star within your paperwork or IT system please contact jane@triangleconsulting.co.uk.

Software companies, training providers and consultancies

If you are a software company that wishes to make the Outcomes Star available to your customers or a consultancy or training company that wishes to offer services related to the Outcomes Star please contact Triangle Director Joy MacKeith at joy@triangleconsulting.co.uk.

Appendix One: License Costs

Licenses enable Triangle to control the quality of services associated with the Outcomes Star and to generate income for the on-going dissemination, support and improvement of the tools.

Licenses to incorporate the Outcomes Star™ into IT systems and/or paperwork

The annual cost of a license to incorporate the Outcomes Star in your paperwork or IT system depends on the number of workers using the Star with service users and the number of manager managing them. The costs is £14 per worker/manager paid annually in advance, with a minimum annual license fee of £300 for up to 20 workers. There is a £75 administrative fee in the first year. The cost per worker drops to £13 from 100 workers and £12 from 200 workers. Examples of prices are given in the table below.

Number of frontline workers and managers	Annual licence fee*
Up to 20	£300
Up to 25	£350
Up to 30	£420
Up to 35	£490
Up to 40	£560
Up to 45	£630
Up to 50	£720
Up to 60	£840
Up to 70	£980
Up to 80	£1,220
Up to 90	£1,260
Up to 100	£1,400
Up to 125	£1,625
Up to 150	£1,900
Up to 175	£2,275
Up to 200	£2,400
Up to 250	£3,000
Up to 300	£3,600

* Prices shown exclude VAT

Licenses to use the Star Online

The annual cost of a license to use the Star Online also depends on the number of workers using the Star with service users and the number of manager managing them. Licenses to use the Star Online cost twice the amount of licenses to incorporate the Star into your paperwork or your own IT system because with the Star Online we are providing a software service as well as licensing the use of our intellectual property. The details are set out below.

The Star Online costs £28.00 per worker paid annually in advance, with a minimum annual license fee of £600 for up to 20 workers. This includes support for one Star Lead per organisation (or per 100 workers in large organisations). There is a £75 set up fee. The cost per worker drops to £26 from 100 workers and £24 from 200 workers. Examples of prices are given in the table below.

Number of frontline workers and managers	Annual licence fee (including support)*
Up to 20	£600
Up to 25	£700
Up to 30	£840
Up to 35	£980
Up to 40	£1120
Up to 45	£1260
Up to 50	£1440
Up to 60	£1680
Up to 70	£1960
Up to 80	£2240
Up to 90	£2520
Up to 100	£2800
Up to 125	£3250
Up to 150	£3900
Up to 175	£4550
Up to 200	£4800
Up to 250	£6000
Up to 300	£7200

* Prices shown exclude VAT

Appendix Two: A Sector-wide Approach to Outcomes Measurement

Serving the sector with high quality tools

We believe that the best way to serve service users and enable organisations to work effectively is to make available high quality tools which are widely recognised and applied across a sector. This approach:

- Saves time and resources because organisations don't have to develop their own tools from scratch
- Allows organisations to focus their energy on effective implementation
- Provides a common language and shared methodologies across a sector
- Enables data to be shared and compared
- Means that service users can take their tool with them as they move along the Care Pathway.

For this reason we make the Outcomes Star tools available free of charge in pdf form on this website to support this sector-wide adoption.

Copyright control to maintain quality and consistency

We retain the copyright of the tools and the terms of publication do not allow organisations to make changes to the wording of the Outcomes Star or the scales. While we understand the desire to customise the Star to meet the needs of individual services, wide consultation and discussion has indicated that allowing this would not serve the wider needs of sectors as a whole, for the following reasons:

- The official versions of the Outcomes Star have been tested and re-tested many times within their sector to create tools that are coherent and practical. Changes are often made without a full understanding of the issues that have been considered in ensuring the overall integrity of the tool and therefore undermine the quality of the tool
- A number of unofficial versions of the Outcomes Star in circulation would damage the credibility of the tool – particularly if some of the versions are of poor quality
- When clients move to different projects it is confusing if different versions of the same tool are used
- One of the benefits of the Outcomes Star is that all users who use the Star Online contribute to the development of a national outcomes evidence base. If there are different versions in circulation then the outcomes measured on each version are not comparable and it is no longer possible to develop an evidence base.

For all of these reasons the making of derivative works of any version of the Outcomes Star is not permitted. This means that you cannot modify any version of the Star in any way, or use the Star or ladder graphics, the text from the tool or the name of the tool in another application.

Triangle Consulting is working hard to make official versions of the Star available for all client groups. Find out the Outcomes Star versions that currently exist and others in development, or contact us on 020 7272 8765 or email info@triangleconsulting.co.uk if you would like to discuss collaborating with us to create a new version of the Outcomes Star.

Licences allow integration with your systems and create sustainability

Once organisations have piloted the Outcomes Star and decide to adopt and integrate it into their systems for key-work and data collection, there is a modest license fee. This enables Triangle Consulting Social Enterprise to continue to develop and support the tools, keeping them up to date and relevant to the current context.