Hello everyone, this is Libby from Lamplight. Welcome to part 5 of Basic Training - an introduction to entering, editing and viewing outcomes.

You can download a transcript of this video if it's helpful for you to be able to read along, and you can pause the video at any time to try out what we've done in your own system. We'd encourage you to do this regularly during the video – after all you can pause as often as you like. We've found practice is by far the best way of learning.

Outcomes

An outcome is where you ask the same person exactly the same question on multiple occasions, for example at different stages in your work with them.

Each answer is normally given a numeric value – so you might ask a client to rate the statement 'I've been feeling good about myself' on a scale of 1 to 10. The answers given at different times to the same question are then compared to measure the difference you've made.

An outcome can be added for any type of profile - clients, volunteers, staff or organisation.

Adding an outcome

There are several ways to add an outcome. Most people will add an outcome from the profile, and that's what we'll do first in our test client, Sam Carter.

I'm going to search for Sam in our test system using the search box in the top right of the screen. Once I'm in her profile I'll go to the outcomes tab.

If you have more than one outcome type in your system, you'll see a drop-down list of all of them at the top of the tab page. Clicking on this will let you choose which outcome measure you want to view or enter. I'm going to choose the top one, which in this system is the Warwick Edinburgh Mental Wellbeing scale.

The radar chart on the left of the screen shows you the scores for each time an outcome has been entered. For any set of outcomes measures, each spine of the radar chart relates to one question, and you'll see the text at the edge.

Whenever you enter an outcome, the answers are automatically transferred to show on the radar chart.

Yours may be empty, so let's add some results so we can see how it looks.

In the middle of the screen you'll see a box called 'Mode', and in there, an 'add' button. Click this, and the screen will change.

Alter the date if needed – the date you choose should be when the outcome was actually measured and not when you are recording it in Lamplight - then enter a workarea, and if needed, a subworkarea.

Once you have done this you can enter outcomes scores in two different ways.

Firstly you can enter them by clicking directly on the radar chart itself. Hover your mouse over one of the numbers on the top spine, and you'll see the cursor change to a hand. Click on the number, and you'll see it change colour. Now move to the next spine to the right, and do the same. As you repeat this, you'll see that you're drawing a line around the chart. You can complete the entire chart this way if you choose.

Alternatively, you can scroll down the page a little to the number entry section. Here you'll see each outcome question, and a box for the score. You can enter the score with the keyboard or use the mouse to click on the arrows to the right of the box, moving up and down through the numbers. Each outcome score has a number range to choose from, and you must enter a number within that range. You can also use the tab key to move though these boxes quickly. If some of the boxes are already completed, it's because they have filled in as you entered the outcomes directly into the radar chart.

You can record yes/no outcomes in exactly the same way as you record numeric scores. In our training system, the outcome 'Achievements' is a yes/no measure. You can simply choose Yes or No from the drop-down list.

The 'Comment' box allows you to write a small comment against each measure, should you choose.

The 'My work' tick box is used by some organisations and can be unticked if a particular outcome is not related to your work, such as a sudden dip in outcomes because of bereavement.

Whichever way you enter the outcome results, you must always scroll to the bottom and click save.

Once saved, Lamplight will go back to showing you the results for the first set of outcomes in your list. If you've just entered one which was not first on the dropdown list, you'll need to choose the appropriate set of outcomes again to see the results.

Why don't you try entering a first set of results for your test person, and then a second set for the same outcome with better results? This will show you how progress looks on the radar chart.

Viewing the radar chart

If you take a look at the radar chart now, you'll see the two outcomes you've entered displayed on the chart. In the centre of the page you'll see a button called 'Play slideshow'. Clicking this will show you the outcomes in the date and time order in which they were entered, allowing you to see progress.

You can save an image of the radar chart at any point by right clicking on it, and choosing 'save image as'.

Viewing individual outcomes

If you scroll down the page, there is a table where you can see the individual outcomes entered for this person, with the date and score for each time they were recorded. Each individual outcome measure (or question) is stored separately.

Alternative ways of entering outcomes

You can also add outcomes from the main menu, and this displays in a slightly different way. Depending on your system this may be more useful for you.

In the main menu go to Activity (it may be called something different on your system- for example Work) > then Add New > and Outcome. This will open a new record. The first page of this is ''When and Where'.

Enter the date (and time if important), workarea, and location if relevant.**

Your next tab may be called Attendance or Respondent. This is where you search for the profile of the person whose outcomes scores these are. If you are not sure how to use these fields, please see the work records video.

You then see tabs for each different outcome type in your system, and can complete multiple outcomes for one person in the same record.

You can also see any notes which have been entered for an individual outcome question. In our training system, the outcome type 'Family Situation', has guidance built in, and when you enter an outcome in this way, you can see the guidance next to each question.

If you have any custom tabs in outcomes, you'll also be able to see and complete them here.

Once we've entered all the outcomes we need, again we click the 'save' button in the bottom right of the screen.

We have a separate video for reporting on outcomes, and we'd encourage you to look at this for more information about extracting outcome information.

We suggest you take a short while to repeat what you've learned in your own system, referring back to this video if useful.

This is the end of our core basic training. Thank you for watching, and we hope you've found these videos useful.