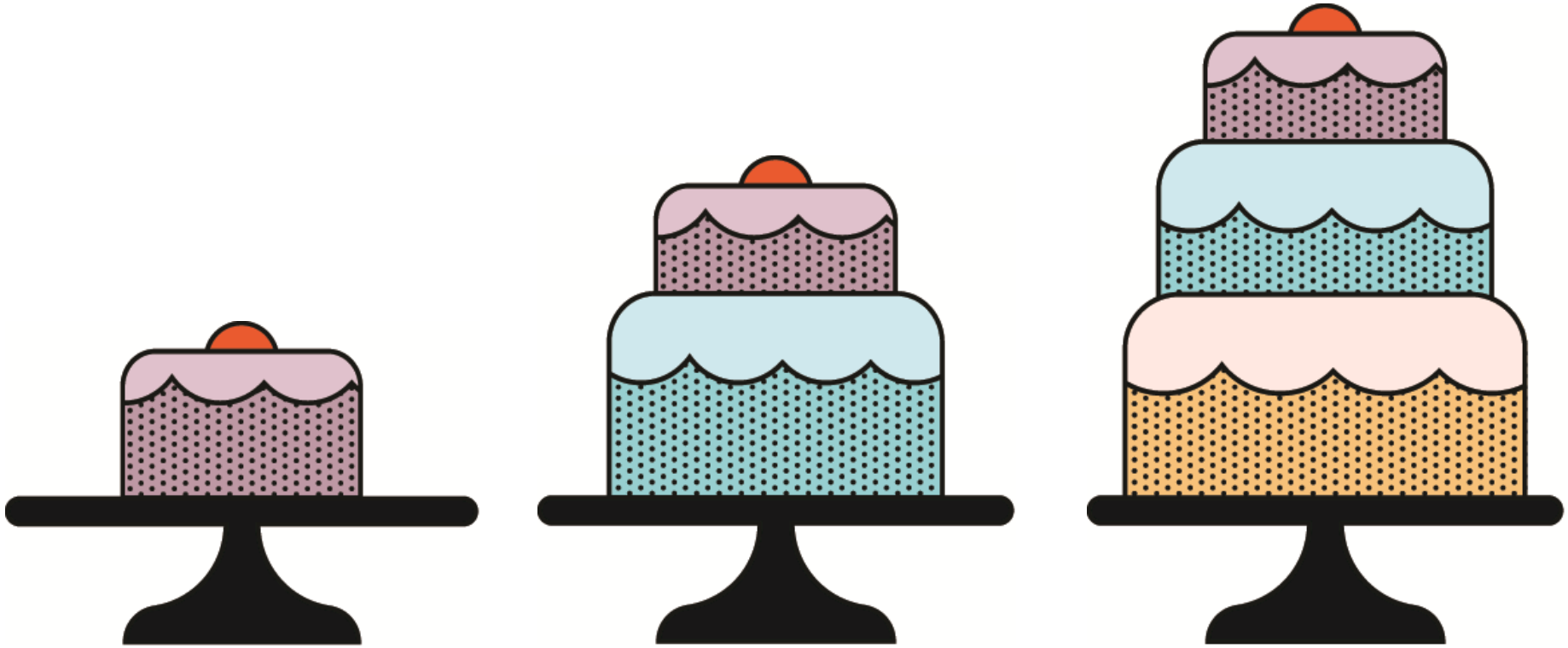
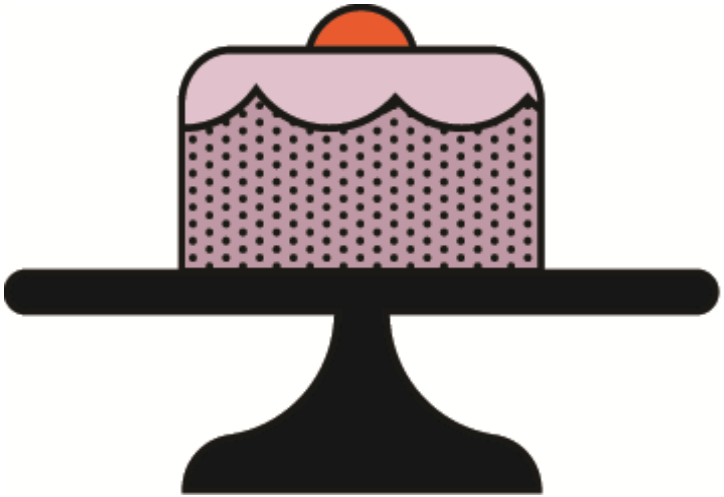
Health Justice 2025

Outcomes measurement for HJPs using the resources that you have





Collect priority data for reporting

Share priority data with others

Build a shared understanding of outcomes

Reflect and review together

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Identify shared priorities for additional data

Identify opportunities for additional data collection

Collect, analyse and share a manageable amount of additional data

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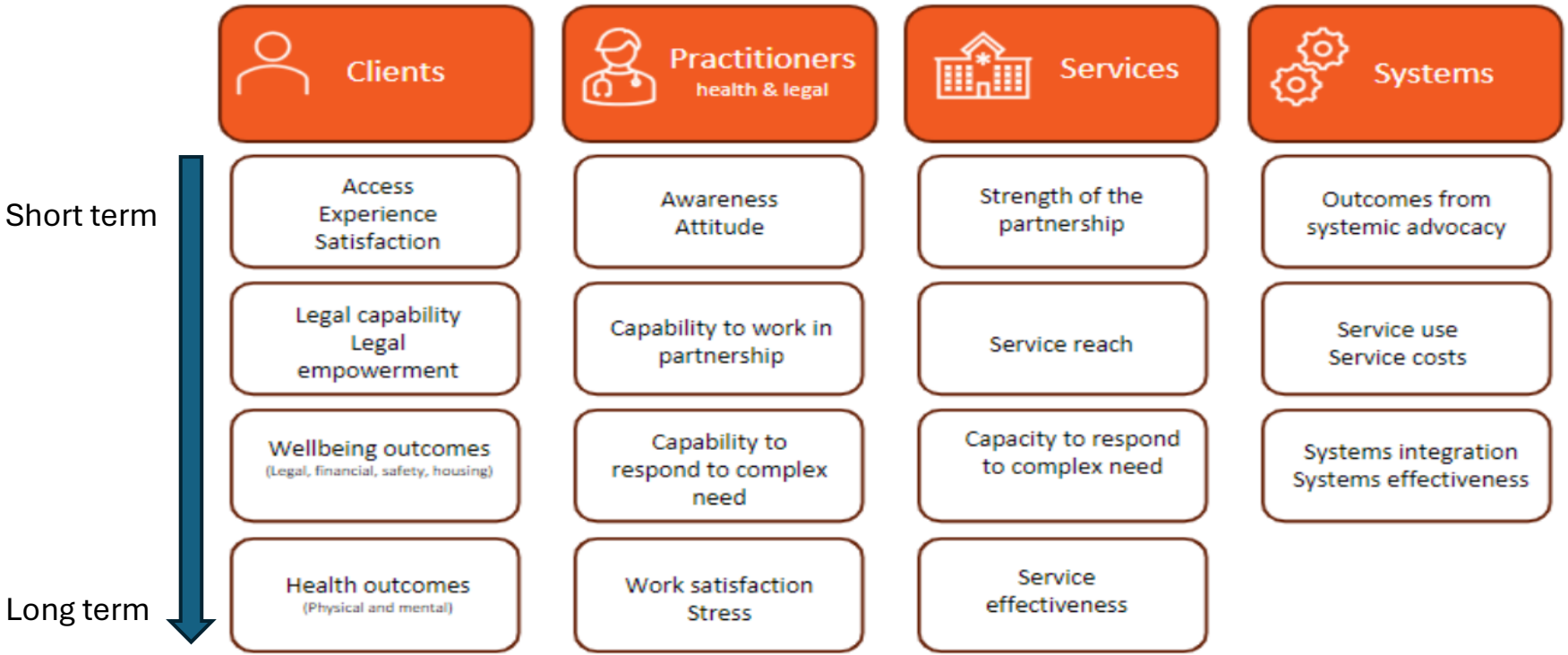
Advanced evaluation design, data sources

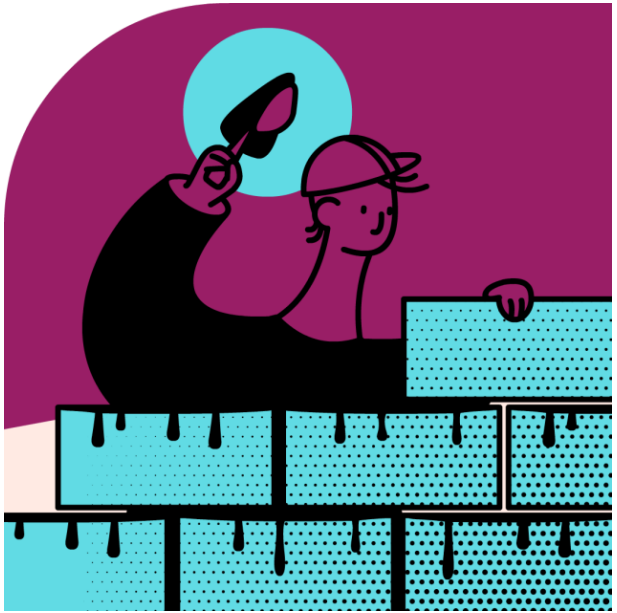
Why measure outcomes?

- **Accountability to funders and stakeholders**
- **Learning and improving practice**
- **Navigating complexity (health + legal + social systems)**


Clients
Practitioners
health & legal
Services
Systems
Short term
Long term
Access
Experience
Satisfaction
Awareness
Attitude
Strength of the partnership
Outcomes from systemic advocacy
Legal capability
Legal empowerment
Capability to work in partnership
Service reach
Service use
Service costs
Wellbeing outcomes
(Legal, financial, safety, housing)
Capability to respond to complex need
Capacity to respond to complex need
Systems integration
Systems effectiveness
Health outcomes
(Physical and mental)
Work satisfaction
Stress
Service effectiveness

Immediate Outcomes

- **Better identification of legal need**
- **Strong referral pathways**
- **Increased staff awareness and confidence (capability)**
- **Partnership relationships**

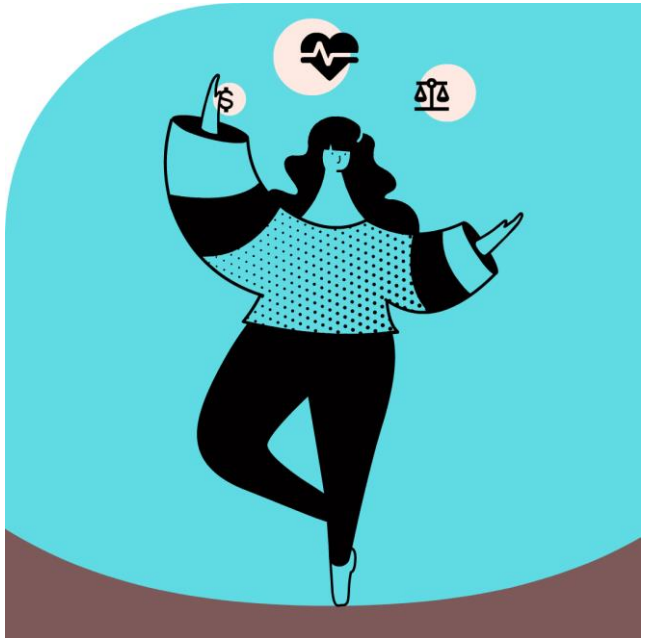


Measuring Immediate Outcomes

- **Referral counts, turnaround times**
- **Clinician surveys**
- **Tracking joint case meetings / training**

Client Outcomes

- **Legal access**
- **Legal resolution (e.g. income, housing, safety)**
- **Reduced stress / improved wellbeing**
- **Better engagement with healthcare**



Measuring Client Outcomes

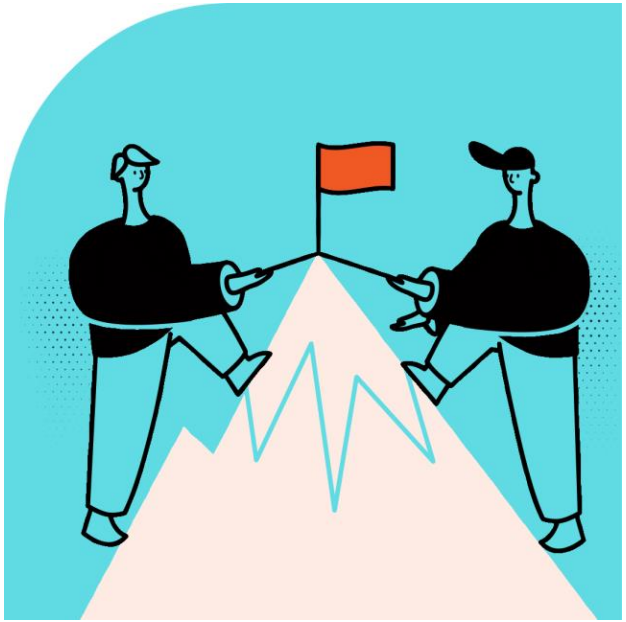
- **Client surveys and interviews (sample follow-up)**
- **Case studies**
- **Mixed quantitative (numbers) and qualitative (stories) data**

Reflection

- **Which client outcomes would matter most to your stakeholders?**

Long term and System Outcomes

- **Health improvements**
- **Reduced health inequities**
- **Organisational change**
- **Policy / legislative impact**

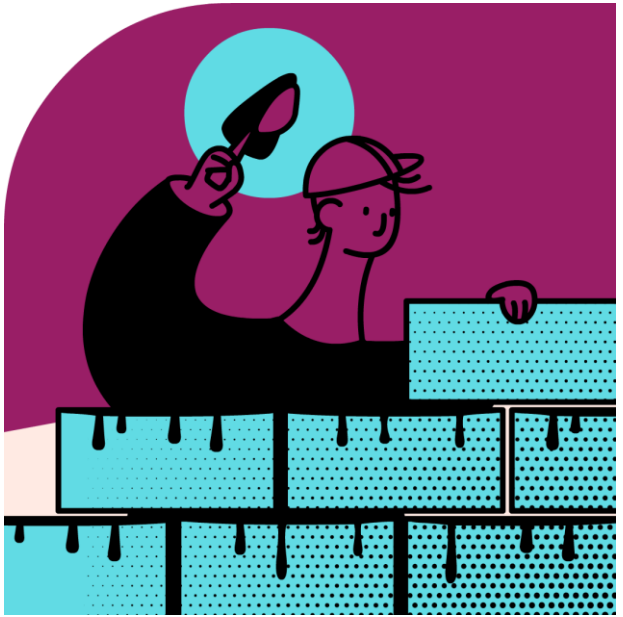


Challenges with Long term outcomes

- **Hard to attribute to one HJP**
- **Require longitudinal data**
- **Often aspirational unless well-resourced**

Making choices with existing resources

- **Be proportionate**
- **Prioritise stakeholder needs**
- **Use existing data sources**
- **Mix numbers and stories**
- **Build evaluation in from the start**
- **Think about what is achievable within your partnership**

Bringing it together

- Start with immediate outcomes
- Add client outcomes as capacity allows
- Keep systemic outcomes in the theory of change
- Build evaluation into your partnership activities