



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.

The Sensitive Claims Service

Outcome Measure Score Sheets

Effective 1 December 2024

This is a living document and will be updated as required.



Contents

1. Introduction	3
2. Outcome Measures Overview	3
3. Before completing the outcome measures	5
4. EQ-5D Score sheets	6
4.1 EQ-5D 5L (Adults aged 16 years and above)	7
4.2 EQ-5D Y (Children and young people aged 8 to 15 years)	10
4.3 EQ-5D Y Proxy (Children aged 4 to 7 years, completed by guardian)	13
5. HoNOS Score sheets	16
5.1 HoNOS 65+ (Adults aged 65 years and over)	17
5.2 HoNOS (Adults aged 18 to 65 years)	19
5.3 HoNOS-LD (Adults who have an intellectual disability)	21
5.4 HoNOSCA (Children and young people aged 4 to 17 years)	23
6. Hua Oranga Score Sheet (16 years and older)	24

1. Introduction

This document provides printable score sheets for each of the outcome measures that are used in the Sensitive Claims Service.

At times, it may be easier to record outcome measure scores on a paper-based template, and then enter the results into the online system later (noting we will only accept outcome measures through the online portal).

Please refer to the [Sensitive Claims Service Operational Guidelines](#) for information about the outcome measures, and how to collect and submit information to ACC.

2. Outcome Measures Overview

Outcome measures are standardised tools that measure the health status of kiritaki (clients) at a specific point in time. Primary and secondary measures are used in the Sensitive Claims Service:

- **Primary outcome measure** is completed for all kiritaki and is used to understand how the Sensitive Claims Service is improving health outcomes for different population groups.
- **Secondary outcome measure** is chosen by the lead service provider and kiritaki from a suite of measures. The secondary measure provides a more detailed view of kiritaki health and their progression towards recovery.

Primary outcome measure

The primary outcome measure for the Sensitive Claims Service is EQ-5D. This is compulsory for all kiritaki aged 4 and above.

Information about the use and scoring of EQ-5D can be found at <https://euroqol.org/>.

The following EQ-5D outcomes measures are available:

Kiritaki group	EQ-5D outcome measure
Adults aged 16 years and above	EQ5D 5L
Children and young people aged 8 to 15 years	EQ5D Y
Children aged 4 to 7 years	EQ5D Y (Proxy version)
Children under 4 years	No measure required

Secondary outcome measures

A secondary outcome measure is compulsory for all kiritaki aged 4 and above.

Two secondary outcome measures are available:

- Health of the Nation Outcome Scale (HoNOS); or
- Hua Oranga outcome scale.

For children and young people aged between 4 years and 15 years, the HoNOS scale must be used as the secondary outcome measure.

All kiritaki 16 years and older must complete one of the secondary outcome measures. Lead service providers should work with kiritaki to choose the most appropriate measure.

Once a secondary measure has been selected and used, this cannot be changed to a different secondary outcome measure partway through services – the same outcome measure must be used throughout.

Health of the Nation Outcome Scale (HoNOS)

HoNOS measures change in the health and social functioning of people experiencing mental illness.

The following HoNOS outcome measures are available:

Kiritaki group	HoNOS outcome measure
Adults aged 65 years and over	HoNOS65+ guide
Adults aged 18 to 65 years	HoNOS adult guide
Adults who have an intellectual disability	HoNOS-LD guide
Children and young people aged 4 to 17 years	HoNOSCA guide
Children under 4 years	No measure required

HoNOS has 12-18 questions that use a five-point rating scale.

A collaborative approach should be used to collect any of the suite of HoNOS outcome measures. Discussing ratings with kiritaki is one way they can participate in their care and treatment, and it may allow for further conversations about recovery.

HoNOS is a clinician rated measure, that means that ratings are to be determined and submitted by the lead service provider. Kiritaki do not directly participate in the rating process, nor does the lead service provider use the HoNOS questions as a structured interview.

The lead service provider must inform kiritaki they will be completing the measure and discuss the results with kiritaki prior to submitting to ACC. The lead service provider should also routinely share the HoNOS ratings with kiritaki as part of a collaborative care plan.

Information about the use of HoNOS can be found on <https://www.tepou.co.nz/>

Hua Oranga

Hua Oranga is a Māori health outcome measure and can be used by kiritaki of any ethnicity aged over 16 years.

It focuses on four dimensions of wellbeing:

1. Taha Hinengaro (mental and emotional)
2. Taha Wairua (spiritual)
3. Taha Tinana, (physical)
4. Taha Whanau (social)

Hua Oranga uses a five-point rating scale. Kiritaki are asked to indicate their health on the day by selecting the most appropriate statement for each of the 16 questions.

Hua Oranga must be completed with or by kiritaki.

Information about the use of Hua Oranga can be found on their [website](#).

Collecting and submitting information

Both the primary and a secondary outcome measure must be completed and submitted. Once a secondary measure has been selected and used, the same outcome measure must be used throughout.

It is at the discretion of the lead service provider to determine how they collect the information to then enter into ACC's online system. It is important to consider the following points:

- information to complete each outcome measure must be gathered in a clinically safe and appropriate way; and
- kiritaki must agree that the information collected through the outcome measure surveys can be submitted to ACC.

3. Before completing the outcome measures

Please explain to the kiritaki (client):

ACC wants to collect outcome measures to better understand how people's health changes as they progress through their recovery. To do so, ACC are seeking information about how you are progressing at different stages of your recovery. This will involve collecting information about your physical, social, and mental health.

ACC will use this information:

- to understand your progress through treatment, how services are working for you, and any changes that might be needed to the support you receive
- identify if there are changes they can make to their services

- measure the overall success of the Sensitive Claims Service
- to highlight any differences in outcomes across kiritaki groups and to inform decision making
- share the combined outcome measure score with the organisations who have created these measures. The scores will be used by those organisations to increase understanding of the effectiveness of the use of the outcome measures. It will not be possible to identify any individual kiritaki through the sharing of this information.

ACC will keep any information shared with them secure and confidential. If you'd like more detail about how ACC will store and use this information, please read our [Privacy Policy \(acc.co.nz\)](https://acc.co.nz/privacy-policy).

Note to Provider:

Discuss with the kiritaki how you will use the information collected to support their recovery

Ensure you have informed the kiritaki or their guardian how ACC will use the information collected from these outcome measures, and that you have kiritaki or guardian authority to submit the outcome measures to ACC.

4. EQ-5D Score sheets

The following EQ-5D outcomes measures are available:

Kiritaki group	EQ-5D outcome measure
Adults aged 16 years and above	EQ5D 5L
Children and young people aged 8 to 15 years	EQ5D Y
Children aged 4 to 7 years	EQ5D Y (Proxy version)
Children under 4 years	No measure required

4.1 EQ-5D 5L (Adults aged 16 years and above)

Please read the following to the kiritaki

We are trying to find out what you think about your health. I will explain what to do as I go along, but please interrupt me if you do not understand something or if things are not clear to you. There are no right or wrong answers. We are interested only in your personal view.

First, I am going to read out some questions. Each question has a choice of five answers. Please tell me which answer best describes your health TODAY.

Do not choose more than one answer in each group of questions.

Note to Provider

First read all five options for each question. Then ask the kiritaki to choose which one applies. Repeat the question and options if necessary. Mark the appropriate box under each heading. You may need to remind the respondent regularly that the timeframe is TODAY.

If the kiritaki has difficulty choosing a response or asks for clarification, then repeat the question word for word and ask them to answer in a way that most closely resembles their thoughts about their health today

Questionnaire and Rating Scale – EQ-5D Adult Version

© EuroQol Research Foundation. EQ-5D™ is a trade mark of the EuroQol Research Foundation

First, I would like to ask you about MOBILITY. Would you say that:

- You have no problems walking about? ☐
- You have slight problems walking about? ☐
- You have moderate problems walking about? ☐
- You have severe problems walking about? ☐
- You are unable to walk about? ☐

Next, I would like to ask you about SELF-CARE. Would you say that:

- You have no problems washing or dressing yourself? ☐
- You have slight problems washing or dressing yourself? ☐
- You have moderate problems washing or dressing yourself? ☐
- You have severe problems washing or dressing yourself? ☐
- You are unable to wash and dress yourself? ☐

Next, I would like to ask you about USUAL ACTIVITIES, for example, work, study, housework, family or leisure activities. Would you say that:

- You have no problems in doing your usual activities? ☐
- You have slight problems in doing your usual activities? ☐
- You have moderate problems in doing your usual activities? ☐
- You have severe problems in doing your usual activities? ☐
- You are unable to do your usual activities? ☐

Next, I would like to ask you about PAIN OR DISCOMFORT. Would you say that:

- You have no pain or discomfort? ☐
- You have slight pain or discomfort? ☐
- You have moderate pain or discomfort? ☐
- You have severe pain or discomfort? ☐
- You have extreme pain or discomfort? ☐

Finally, I would like to ask you about ANXIETY OR DEPRESSION.

Would you say that:

- You are not anxious or depressed? ☐
- You are slightly anxious or depressed? ☐
- You are moderately anxious or depressed? ☐
- You are severely anxious or depressed? ☐
- You are extremely anxious or depressed? ☐

Now, I would like to ask you to say how good or bad your health is TODAY.

This scale is numbered from 0 to 100.

100 at the top of the line means the best health you can imagine.

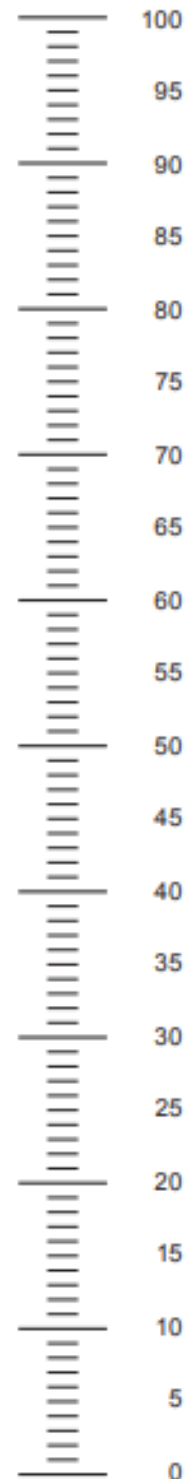
0 at the bottom of the line means the worst health you can imagine.

I would now like you to tell me the point on this line where you would put your health TODAY.

Please write the number marked on the scale in the box below.

**THE RESPONDENT'S
HEALTH TODAY =**

The best health
you can imagine



The worst health
you can imagine

4.2 EQ-5D Y (Children and young people aged 8 to 15 years)

Please read the following to the young person

We are trying to find out what you think about your health. I will explain what to do as I go along, but please stop me if you do not understand something or if things are not clear to you. There are no right or wrong answers. We are interested only in what you think.

First, I am going to read out some questions. Each question has a choice of three answers. Please tell me which answer best describes your health TODAY.

Do not choose more than one answer in each group of questions.

Note to Provider

First read all three options for each question. Then ask the young person to choose which one applies. Repeat the question and options if necessary. Mark the appropriate box under each heading. You may need to remind the young person regularly that the timeframe is TODAY.

If the young person has difficulty choosing a response or asks for clarification, then repeat the question word for word and ask them to answer in a way that most closely resembles their thoughts about their health today.

Questionnaire and Rating Scale – EQ-5D Youth Version

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First, I would like to ask you about WALKING ABOUT (MOBILITY).

Would you say that:

- You have no problems walking about? ☐
- You have some problems walking about? ☐
- You have a lot of problems walking about? ☐

Next, I would like to ask you about LOOKING AFTER YOURSELF.

Would you say that:

- You have no problems washing or dressing yourself? ☐
- You have some problems washing or dressing yourself? ☐
- You have a lot of problems washing or dressing yourself? ☐

Next, I would like to ask you about DOING USUAL ACTIVITIES, for example, going to school, hobbies, sports, playing, doing things with family or friends.

Would you say that:

- You have no problems doing your usual activities? ☐
- You have some problems doing your usual activities? ☐
- You have a lot of problems doing your usual activities? ☐

Next, I would like to ask you about HAVING PAIN OR DISCOMFORT.

Would you say that:

- You have no pain or discomfort? ☐
- You have some pain or discomfort? ☐
- You have a lot of pain or discomfort? ☐

Next, I would like to ask you about FEELING WORRIED, SAD OR UNHAPPY.

Would you say that:

- You are not worried, sad or unhappy? ☐
- You are a bit worried, sad or unhappy? ☐
- You are very worried, sad or unhappy? ☐

Now, I would like to ask you to say how good or bad your health is TODAY.

This scale is numbered from 0 to 100.

100 at the top of the line means the best health you can imagine.

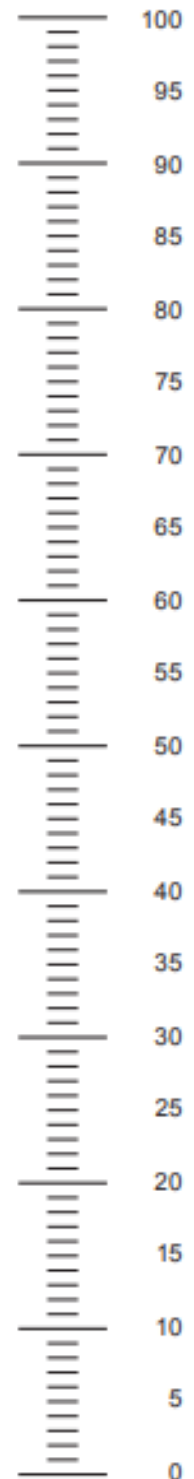
0 at the bottom of the line means the worst health you can imagine.

I would now like you to tell me the point on this line where you would put your health TODAY.

Please write the number marked on the scale in the box below.

THE RESPONDENT'S
HEALTH TODAY =

The best health
you can imagine



The worst health
you can imagine

4.3 EQ-5D Y Proxy (Children aged 4 to 7 years, completed by guardian)

Please read the following to the parent/guardian

We are trying to find out what you think about the child's health. I will explain what to do as I go along, but please stop me if you do not understand something or if things are not clear to you. There are no right or wrong answers. We are interested only in what you think.

First, I am going to read out some questions. Each question has a choice of three answers. Please tell me which answer best describes the child's health TODAY.

Do not choose more than one answer in each group of questions.

Note to Provider

First read all three options for each question. Then ask the parent/guardian to choose which one applies to the child. Repeat the question and options if necessary. Mark the appropriate box under each heading. You may need to remind the parent/guardian regularly that the timeframe is TODAY.

If the parent/guardian has difficulty choosing a response or asks for clarification, then repeat the question word for word and ask the parent/guardian to answer in a way that most closely resembles their thoughts about the child's health today.

Questionnaire and Rating Scale – EQ-5D Guardian Version

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Please select the ONE box that you think best describes the child's health TODAY.
You should not answer on behalf of the child, but rather rate the child's health as you see it.

First, I would like to ask you about MOBILITY (walking about)

- No problems walking about? ☐
- Some problems walking about? ☐
- A lot of problems walking about? ☐

Next, I would like to ask you about SELF-CARE

- No problems washing or dressing themselves? ☐
- Some problems washing or dressing themselves? ☐
- A lot of problems washing or dressing themselves? ☐

Next, I would like to ask you about DOING USUAL ACTIVITIES (for example: going to school, hobbies, sports, playing, doing things with family or friends).

- No problems in doing their usual activities? ☐
- Some problems in doing their usual activities? ☐
- A lot of problems in doing their usual activities? ☐

Next, I would like to ask you about HAVING PAIN OR DISCOMFORT

- No pain or discomfort? ☐
- Some pain or discomfort? ☐
- A lot of pain or discomfort? ☐

Finally, I would like to ask you about FEELING WORRIED, SAD OR UNHAPPY

- Not worried, sad or unhappy? ☐
- A bit worried, sad or unhappy? ☐
- Very worried, sad or unhappy? ☐

We would like to know how good or bad you think the child's health is TODAY.

You will see a scale numbered from 0 to 100.

100 at the top of the line means the best health you can imagine.

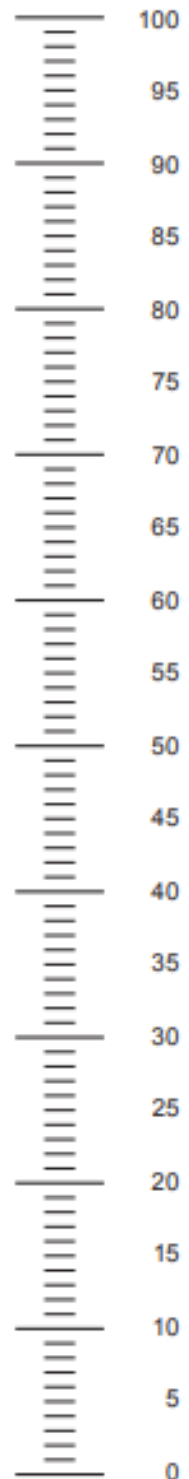
0 at the bottom of the line means the worst health you can imagine.

Please indicate on the scale how you think the child's health is TODAY.

Please write the number marked on the scale in the box below.

**THE CHILD'S HEALTH
TODAY =**

The best health
you can imagine



The worst health
you can imagine

5. HoNOS Score sheets

The following HoNOS outcome measures are available:

Kiritaki group	HoNOS outcome measure
Adults aged 65 years and over	HoNOS65+
Adults aged 18 to 65 years	HoNOS
Adults who have an intellectual disability	HoNOS-LD
Children and young people aged 4 to 17 years	HoNOSCA
Children under 4 years	No measure required

5.1 HoNOS 65+ (Adults aged 65 years and over)

Kiritaki Name _____

Date _____

The following table is a rating sheet only.

HoNOS is a clinician rated measure, that means that ratings are to be determined and submitted by the lead service provider. Kiritaki do not directly participate in the rating process.

To find the questions that you need to consider, please refer to the [HoNOS 65+ Clinician Guide](#).

For each question, answer on a scale of 0 - 4

0 = no problem

1 = minor problem requiring no action

2 = mild problem but definitely present

3 = moderately severe problem

4 = severe to very severe problem

Question	Rating
1. Behavioural disturbance	
2. Non-accidental self-injury	
3. Problem drinking or drug taking	
4. Cognitive problems	
5. Physical illness or disability problems	
6. Problems associated with hallucinations and delusions	
7. Problems with depressive symptoms	
8. Other mental and behavioural problems	
Specify disorder: A Phobic B Anxiety C Obsessive-compulsive D Stress E Dissociative F Somatoform G Eating H Sleep	

I J If other, please specify:	Sexual Other	
9. Problems with relationships		
10. Problems with activities of daily living		
11. Problems with living conditions		
12. Problems with occupation and activities		

Health of the Nation Outcome Scales for Elderly People (HoNOS 65+) ©Royal College of Psychiatrists 1999

5.2 HoNOS (Adults aged 18 to 65 years)

Kiritaki Name _____

Date _____

The following table is a rating sheet only.

HoNOS is a clinician rated measure, that means that ratings are to be determined and submitted by the lead service provider. Kiritaki do not directly participate in the rating process.

To find the questions that you need to consider, please refer to the [HoNOS Clinician Guide](#).

For each question, answer on a scale of 0 - 4

0 = no problem

1 = minor problem requiring no action

2 = mild problem but definitely present

3 = moderately severe problem

4 = severe to very severe problem

Question	Rating
1. Overactive, aggressive, disruptive or agitated behaviour	
2. Non-accidental self-injury	
3. Problem drinking or drug taking	
4. Cognitive problems	
5. Physical illness or disability problems	
6. Problems associated with hallucinations and delusions	
7. Problems with depressed mood	
8. Other mental and behavioural problems	
Specify disorder: A Phobic B Anxiety C Obsessive-compulsive D Stress E Dissociative F Somatoform G Eating H Sleep I Sexual	

Question	Rating
<div> <div>J</div> <div>Other</div> </div> <div> If other, please specify: </div>	
9. Problems with relationships	
10. Problems with activities of daily living	
11. Problems with living conditions	
12. Problems with occupation and activities	

Health of the Nation Outcome Scales (HoNOS) ©Royal College of Psychiatrists 1996

5.3 HoNOS-LD (Adults who have an intellectual disability)

Kiritaki Name _____

Date _____

The following table is a rating sheet only.

HoNOS is a clinician rated measure, that means that ratings are to be determined and submitted by the lead service provider. Kiritaki do not directly participate in the rating process.

To find the questions that you need to consider, please refer to the [HoNOSLD Clinician Guide](#).

For each question, answer on a scale of 0 - 4

0 = no problem

1 = minor problem requiring no action

2 = mild problem but definitely present

3 = moderately severe problem

4 = severe to very severe problem

Question	Rating
1. Behavioural problems – directed to others	
2. Behavioural problems – directed towards self (self-injury)	
3. Other mental and behavioural problems	
4. Attention and concentration	
5. Memory and orientation	
6. Communication (problems with understanding)	
7. Communication (problems with expression)	
8. Problems associated with hallucinations and delusions	
9. Problems associated with mood changes	
10. Problems with sleeping	
11. Problems with eating and drinking	
12. Physical problems	
13. Seizures	
14. Activities of daily living at home	
15. Activities of daily living outside of home	

16. Level of self-care	
17. Problems with relationships	
18. Occupation and activities	

Health of the Nation Outcome Scales for People with Intellectual Disabilities HoNOS-LD (2002)

5.4 HoNOSCA (Children and young people aged 4 to 17 years)

Kiritaki Name _____

Date _____

The following table is a rating sheet only.

HoNOS is a clinician rated measure, that means that ratings are to be determined and submitted by the lead service provider. Children, young people or their guardian do not directly participate in the rating process.

To find the questions that you need to consider, please refer to the [HoNOSCA Clinician Guide](#).

For each question, answer on a scale of 0 - 4

0 = no problem

1 = minor problem requiring no action

2 = mild problem but definitely present

3 = moderately severe problem

4 = severe to very severe problem

Question	Rating
1. Problems with disruptive, antisocial or aggressive behaviour	
2. Problems with overactivity, attention or concentration	
3. Non-accidental self-injury	
4. Problems with alcohol, substance or solvent misuse	
5. Problems with scholastic or language skills	
6. Physical illness or disability problems	
7. Problems associated with hallucinations, delusions or abnormal perceptions	
8. Problems with non-organic somatic symptoms	
9. Emotional and related symptoms	
10. Peer relationships	
11. Self-care and independence	
12. Family life and relationships	
13. Poor school attendance	

6. Hua Oranga Score Sheet (16 years and older)

Hua Oranga is a Māori health outcome measure and can be used by kiritaki of any ethnicity aged 16 years and older.

Kiritaki Name _____

Date _____

These questions are about taha tinana or your physical health.					
At this point in time do you feel:					
	Strongly disagree				Strongly agree
Able to move about without pain or distress	1	2	3	4	5
I have goals to maintain or improve my physical wellbeing	1	2	3	4	5
I believe physical health improves my general wellbeing, including mental wellbeing	1	2	3	4	5
Physically healthy	1	2	3	4	5

These questions are about taha wairua or your spiritual health.					
At this point in time do you feel:					
	Strongly disagree				Strongly agree
My mana is intact and acknowledged/respected	1	2	3	4	5
Strong in my cultural identity	1	2	3	4	5
Content within myself	1	2	3	4	5
Connected and healthy from a spiritual (Wairua and Mauri) perspective	1	2	3	4	5

These questions are about taha whānau or your family health.					
At this point in time do you feel:					
	Strongly disagree				Strongly agree
Able to talk to my whānau and others	1	2	3	4	5
My relationships with whānau and others are healthy	1	2	3	4	5
Clear about my roles within my whānau/family, and how to fulfill them	1	2	3	4	5
Able to participate in community, or hapū and iwi activities	1	2	3	4	5

These questions are about **taha hinengaro** or your mental health.

At this point in time do you feel:

	Strongly disagree				Strongly agree
I want to make changes in my life that contribute to my wellbeing	1	2	3	4	5
Able to think, feel and act in a positive manner	1	2	3	4	5
Able to manage unwelcome thoughts and feelings	1	2	3	4	5
I understand what contributes to my concerns and how to address these	1	2	3	4	5