

INTRODUCTION

Every community mental health center focuses on clinical quality. Benefits of effective service delivery support quality through:

- optimize resource allocation,
- increase consistency in consumer outcomes,
- increase service fidelity,
- decrease administrative load on clinicians, and
- increase access to consumer services.

This poster presents our development of a set of reliable and valid mental health recovery measures, which we combine for a multi-perspective assessment of recovery progress, which anchors an objective clinical quality control system.

RECOVERY ASSESSMENT

MHCD consistently collects, reviews, and analyzes data across all consumers on four different recovery-oriented outcome measurement tools. The combined data from these assessments provide multi-perspective viewpoints for a more comprehensive picture of the consumer's recovery experience and what factors may be impacting their recovery. It also provides supporting information to ensure the consumer is placed at a level of care that appropriately reflects their needs.

Recovery Marker Inventory – Clinician Assessment

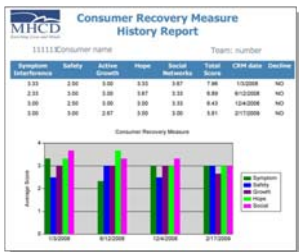
Assessments are recorded on seven factors associated with recovery: **Employment, Learning/Education, Activity/Growth Orientation, Symptom Interference, Participation in Services, Housing, and Substance Use.**

Documentation of this data provides the clinician with a longitudinal perspective – from both an overall standpoint, as well as more specific recovery dimensions. These observations can then be used to help guide clinical discussion with the consumer, and indicate treatment focus.

Consumer Recovery Measure – Consumer Assessment

With the Consumer Recovery Measure, the **consumer** rates agreement or disagreement with statements regarding their current recovery experience. These responses gauge consumer perspective on five dimensions of recovery: **Symptom Management, Sense of Safety, Sense of Growth, Sense of Hope, and Social Activity.**

Graphic representation of this data is shared with the consumer to initiate clinical discussion about changes in these areas, what the consumer attributes the changes to, and possible relationships between categories. This promotes insight, and empowers the consumer to share their story in a new and different way.



RECOVERY ASSESSMENT continued

Recovery Needs Level

The Recovery Needs Level is a series of indicators that through an objective algorithm assigns the consumer to an appropriate clinical service level. The RNL is completed by the clinician every six months and as needed. The measure consists of 15 different dimensions such as the GAF, Residence, Case Management, Substance Abuse, and Service Engagement.

Promoting Recovery in Organizations

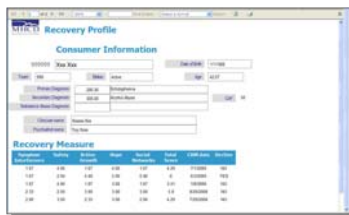
The PRO survey is completed by the consumer, and consists of 7 sections covering all major service positions at MHCD, i.e. front desk, nursing/medical, case management, and rehabilitation. This data is collected annually through a random sampling of consumers. The survey summaries are then utilized to determine how well the teams and system are promoting recovery ideals.



QUALITY CONTROL CHARTS

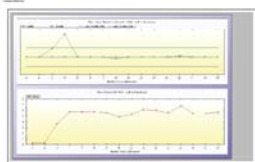
The Recovery Outcome Tools have enabled us to develop a quality review system to monitor **individual consumer outcomes and recommend review** in cases where the consumer may not be progressing as expected. We are able to do this in three ways:

1. The **Consumer Recovery Profile** provides a snapshot of a person's current mental health recovery progress. It demonstrates through graphs and tables the current status of a consumer to aid in service planning.

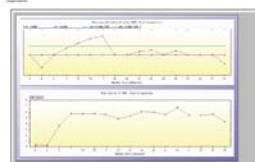


2. The **Recovery Change Chart** automatically identifies consumers needing further review by flagging those with substantial change in their recovery outcomes. A flag occurs whenever a consumer deviates from their expected outcomes for an extended period of time or if the deviations are large.

Self-Comparing Control Chart



Peer-Comparing Control Chart

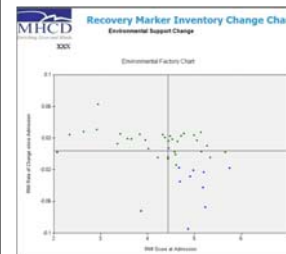


QUALITY CONTROL CHARTS continued

3. The **Utilization Review Process**: When a consumer is "flagged" by the Change Chart they will be an automatic candidate for a utilization management review. This review is done by other clinicians reviewing a consumer's medical record to determine if a gap in services has occurred and if other services should be considered. The recommendations from this review are forwarded to the program manager for further review and implementation.

Utilization Review Form

Qualitative Identification of Service Outliers



CONCLUSION & FUTURE DIRECTIONS

Consistent with continuous quality improvement, integration of these tools into the clinical workflow is a constantly evolving process. We feel the following are basic needs to meet, and opportunities for operational enhancement:

- **Education of Clinical staff, Executive Management, Consumers, and other stakeholders** as to the value of outcomes data collection and analysis and integration into the clinical practice
- **Technological ability to "communicate" with the Electronic Medical Record** - the Recovery Profile is connected to the Electronic Medical Record, so it can be easily accessed by clinicians by bringing the information to them, without having to log in or open other data storage sites
- **Integration into the daily clinical work flow** – clinicians can review outcomes information with consumers during individual sessions, so as to make the information more meaningful; it is employed as part of the Peer Review process; and can be used during six month case reviews
- **Automation of Quality Review process** – control charts "flag" concerning outcome outliers and identify them for Utilization Management Review, so as to address and redirect treatment inefficiencies in a timely manner
- **Exploration of "super performer" characteristics** to identify benchmarks for teams/programs
- **Consumer Recovery Portal** – consumers will have access to their outcomes data for increased engagement in the recovery process

• Integrate physical and mental healthcare

• Maximize outcomes to improve human lives!

For more information about research or mental health recovery at MHCD, please view conference presentations on our website:

www.outcomesmhcd.com