

OUTCOME INFORMED CARE

Jill Gamez, MBA/MSPH, CSAC, PS

March 22, 2017

POLLING QUESTION 1

MY PERSPECTIVE...

- Prevention Specialist
- AODA Counselor
- Administrator



AODA PREVENTION

- ◉ Commonly Grant Funded
- ◉ Applications Require a solid plan
- ◉ Goals, Objectives, Outcomes, Logic Models
- ◉ Accountable to Funders

AODA PREVENTION

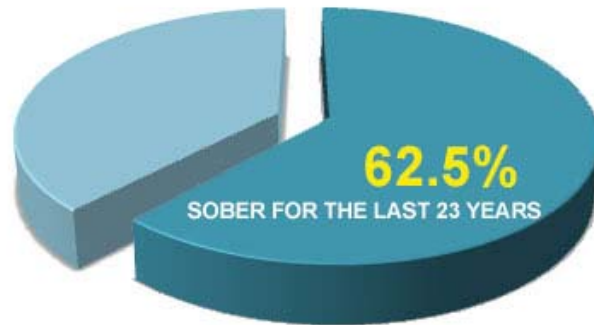
- ⦿ Demonstrate the Need
- ⦿ Select an appropriate intervention
- ⦿ Implement
- ⦿ Evaluate
- ⦿ Report

AODA TREATMENT

- Need
- Appropriate Intervention
- Implement
- Evaluate
- Report

TREATMENT EFFECTIVENESS

- Verified Success Rate 12x Higher than any rehab program in the nation



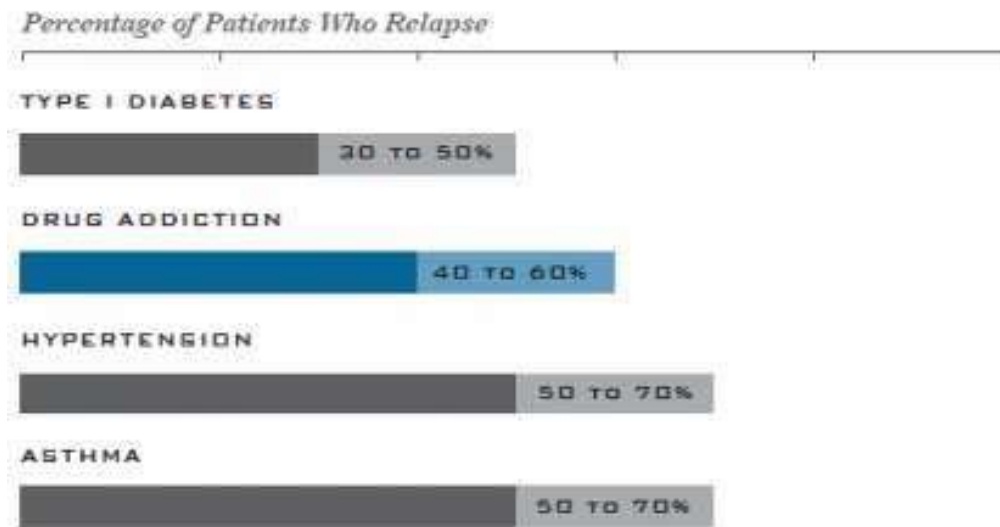
- ✓ Verified & Measured by Independent Outside Research Organizations
- ✓ Abstinence from all Substances
- ✓ Corroborated by Family Members



POLLING QUESTION 2

POLLING QUESTION 3

Relapse rates for addiction resemble those of other chronic diseases such as diabetes, hypertension, and asthma.



NIDA (2012). Principles of Drug Addiction Treatment: A Research-Based Guide (Third Edition). Retrieved March 20, 2017, from <https://www.drugabuse.gov/publications/principles-drug-addiction-treatment-research-based-guide-third-edition>

WHY IS ADDICTION TREATMENT EVALUATED DIFFERENTLY?
 BOTH REQUIRE ONGOING CARE



NIDA (2012). Principles of Drug Addiction Treatment: A Research-Based Guide (Third Edition). Retrieved March 20, 2017, from <https://www.drugabuse.gov/publications/principles-drug-addiction-treatment-research-based-guide-third-edition>

CLIENT SATISFACTION
VERSUS
OUTCOME MONITORING
VERSUS
CLINICAL INFORMED CARE

PROJECT PURPOSE

5% - 10% of people in psychotherapy actually experience a deterioration.

50% of people in psychotherapy show no reliable change during treatment.

Comment from a Judge...

PROJECT PURPOSE

Improve client clinical outcomes by implementing clinical outcomes tracking, feedback, and benchmarking for a least one counselor/therapist and at least 30 clients.

Desire to have our organization to keep up with good clinical and business practices, and be better able to measure clinical outcomes.

POLLING QUESTION 4

PROCESS

- Review various tools

 - Recovery Management Check-Up

 - Schwartz Outcome Scale

 - Maryland Assessment of Recovery Scale

 - A-CHESS Weekly Check-In

 - Outcome Rating Scale and Session Rating Scale

 - Behavioral Health Monitor

Resource Listing - Thanks to Michael Quirke

POLLING QUESTION 5

IDENTIFY NEEDS

- Concrete measurement
- Easy to administer
- Affordable
- Cover SUD and MH
- Valuable to the clinician and client
- Can generate easy reports

BEHAVIORAL HEALTH MONITOR - 20

- ◉ CelestHealth Solutions
- ◉ Electronic
- ◉ Short
- ◉ Immediate Results
- ◉ Easy to use
- ◉ Affordable
- ◉ Tracking over the course of treatment
- ◉ AODA and MH
- ◉ Ability to generate aggregate reports

BHM-20

The screenshot displays the CelestHealth Solutions website. The browser address bar shows <https://www.celesthealth.com/>. The website header includes the company name "CelestHealth Solutions™" and navigation links for "Home", "About Us", "The CelestHealth System", "News", and "Contact Us". There are also links for "Counseling Center Login" and "Client Questionnaire Login".

The main content area features a large blue banner with the text: "The Very Best in Assessing Behavioral Health and Treatment Outcomes". Below this, it states: "Featuring the Behavioral Health Measure-20® Which Assesses Complete Mental Health in Under 90 Seconds". To the right of the text is a small image of a computer screen displaying a dashboard with various charts and graphs.

Below the banner is a section titled "The CelestHealth System" with a brief description: "For use in mental health, college counseling, and medical settings, CelestHealth Solutions, LLC specializes in the assessment of behavioral health and treatment outcomes. We also offer approaches that can improve psychotherapy outcomes. The CelestHealth™ System features instruments that are the most comprehensive while being the most efficient in the behavioral health industry. Over two decades of research has produced our instruments and the methodology of the CelestHealth System." A "More..." link is provided.

The bottom section of the page is divided into three columns:

- Latest News:** A news item dated 2/29/17 stating: "CelestHealth Solutions LLC has been awarded a contract by the U.S. Department of Defense to provide the military with the CelestHealth System-MH." A "More Stories" link is included.
- Research:** A section stating: "The CelestHealth Research Group (CHRG) is a not-for-profit group that conducts research on behavioral health treatment outcomes. It includes some of the best researchers in the field." A "More Research" link is included.
- How to Buy:** A section stating: "To obtain information on our pricing structure for the CelestHealth System-MH and to request a live demonstration, please [contact us by email](#) or call us at 443-798-5797." A "+" icon is present.

The footer contains links for "Contact Us", "Privacy Policy", and copyright information: "©CelestHealth Solutions, LLC 2017 | [Counseling Center Login Page](#) | [Client Questionnaire Login](#)".

BHM-20

- Well-Being--Distress, Life Satisfaction, Motivation.
- Symptoms--Alcohol/Drug Abuse, Anxiety, Bipolar Disorder, Depression, Eating Disorder, Panic Disorder, Suicidality, Risk of Violence.
- Life Functioning--Work/School, Intimate Relationships, Social Relationships, Life Enjoyment.

BHM-20

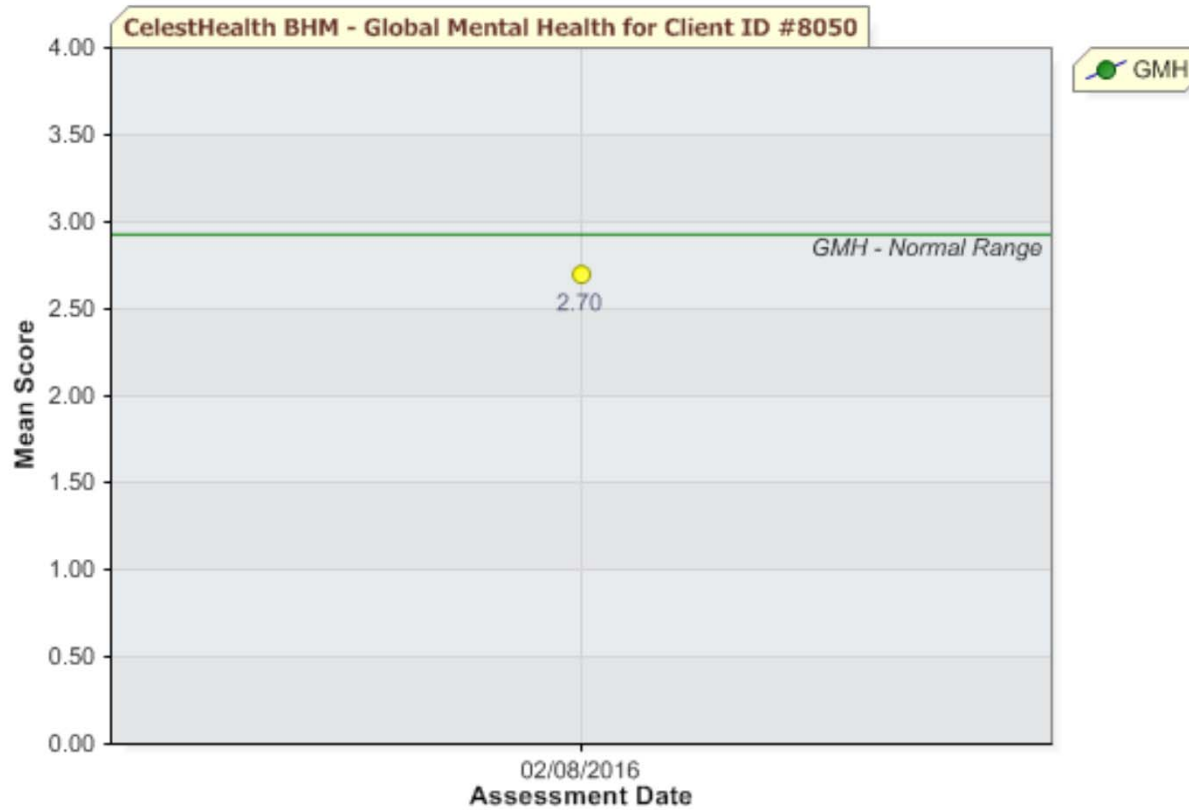
Using two items of the BHM-20, the Suicide Monitoring Scale (SMS) assesses suicidality using a color-coded matrix methodology.

The SMS provides four risk levels that have been shown to be highly valid and reliable - No Risk, Mild Risk, Moderate Risk, and Severe Risk.

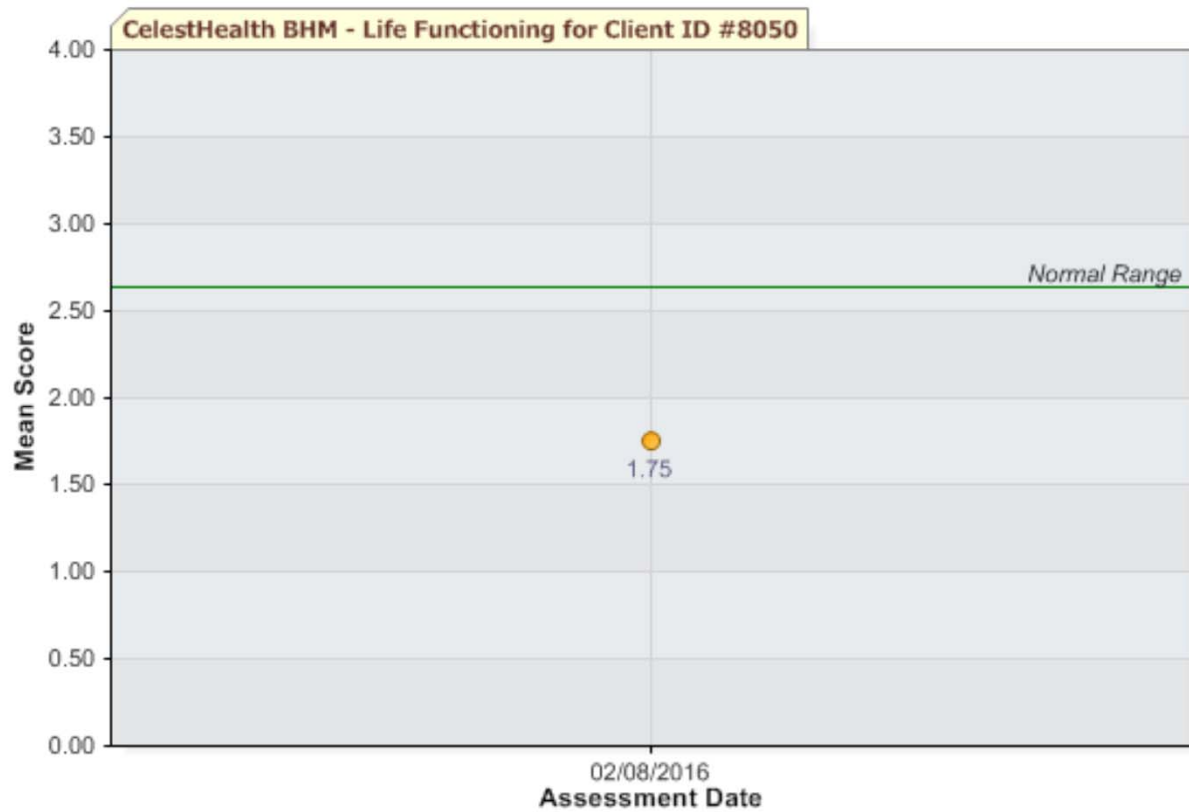
BHM-20

- ◉ 5-item Psychotherapy Readiness Scale identifies--at the first session--clients who are at risk to do poorly in psychotherapy.
- ◉ The 6-item Therapeutic Bond Scale evaluates the relationship between psychotherapist and client.

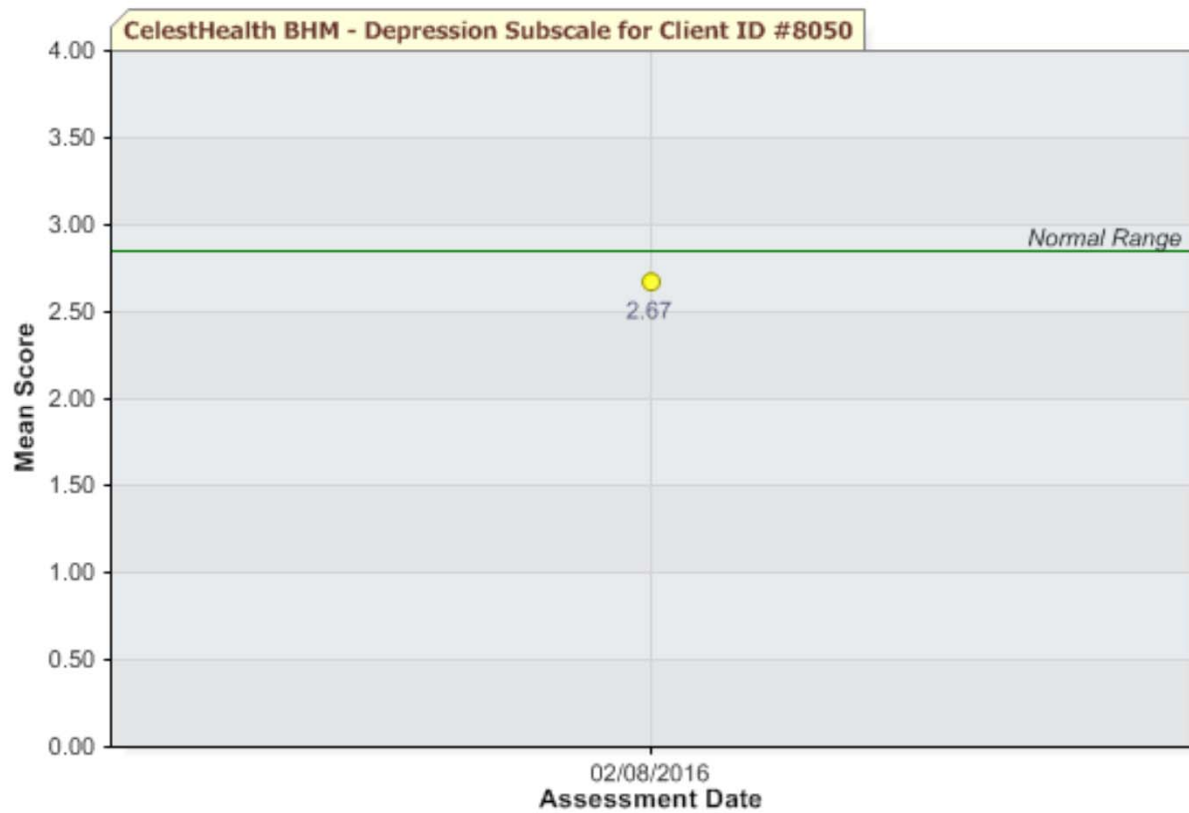
BHM-20 - 1 SESSION



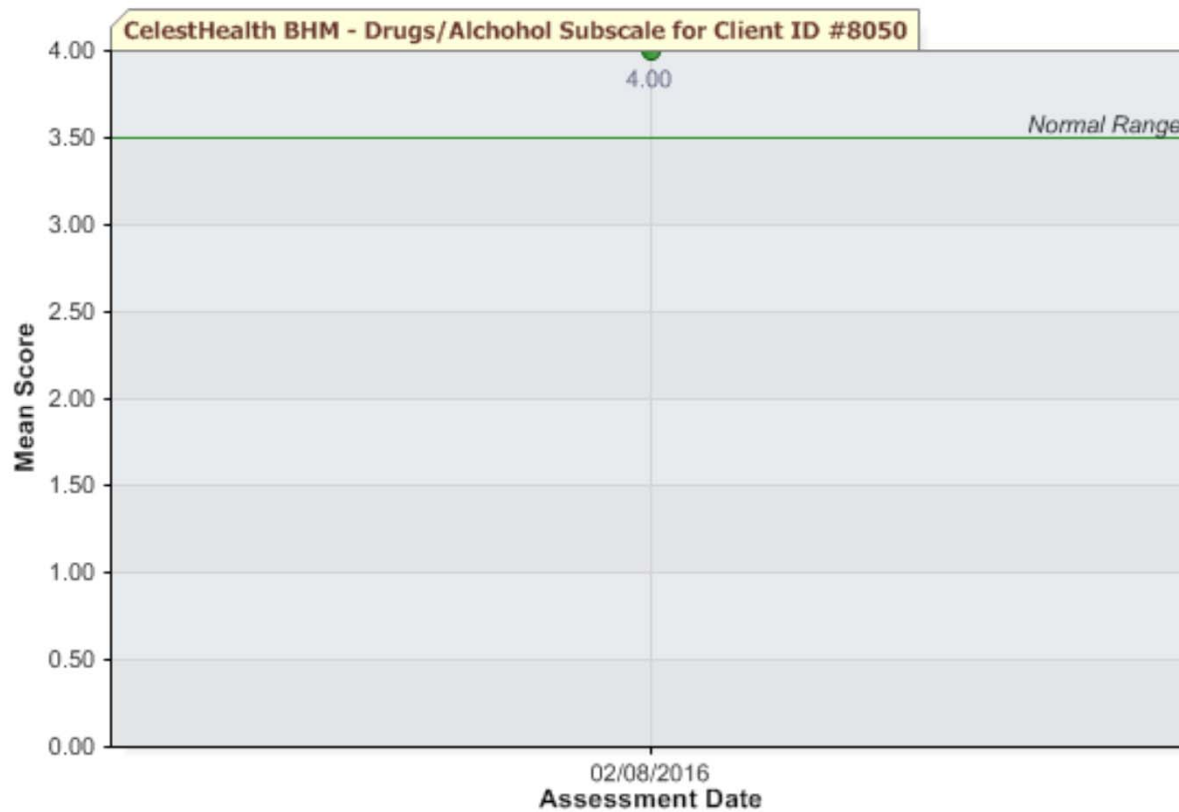
BHM-20 - 1 SESSION



BHM-20 - 1 SESSION



BHM-20 - 1 SESSION

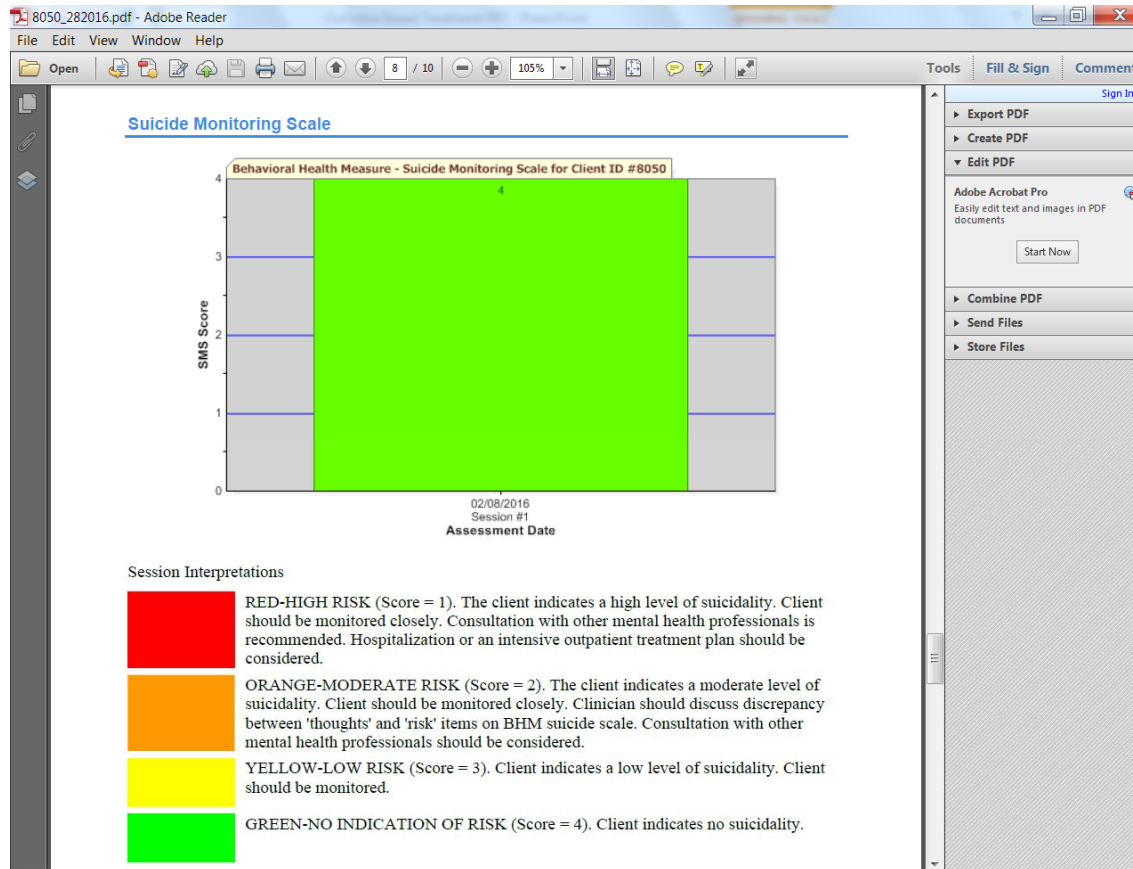


BHM-20 - 1 SESSION

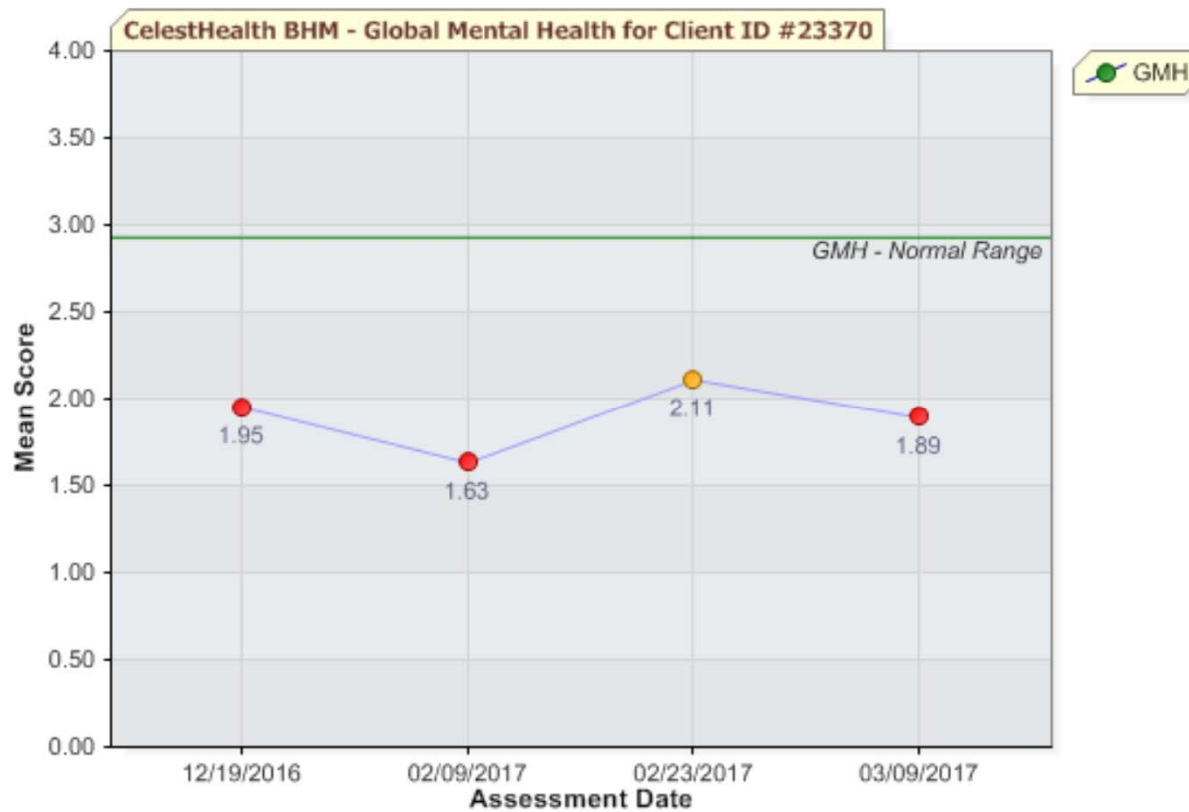
The screenshot shows a PDF document titled "8050_282016.pdf" in Adobe Reader. The document content is a report titled "BHM Scales, Subscales & Items". At the top, there is a legend with five colored circles: green for Normal Range, yellow for Mild Distress, orange for Moderate Distress, red for Severe Distress, and black for Invalid. The report lists several scales and subscales with their respective scores and ranges.

Scale/Item	Score	Normal Range	Mild Distress	Moderate Distress	Severe Distress	Invalid
Global Mental Health	2.70	4.00 - 2.94	2.93 - 2.38	2.37 - 2.09	< 2.09	
Well Being Scale	2.00	4.00 - 2.17	2.16 - 1.40	1.39 - 0.97	< 0.97	
How distressed have you been with your life?	3.00					
How satisfied have you been with your life?	2.00					
How energetic and motivated have you been feeling?	1.00					
Symptoms Scale	3.15	4.00 - 2.92	2.91 - 2.02	2.01 - 1.57	< 1.57	
Anxiety Subscale	2.50					
Difficulty concentrating	2.00					
Feeling nervous	2.00					
Heart pounding or racing	3.00					
Feeling fearful, scared	3.00					
Depression Subscale	2.67					
How energetic and motivated have you been feeling?	1.00					
Not liking yourself	4.00					
Difficulty concentrating	2.00					
Feeling sad most of the time	2.00					
Feeling hopeless about the future	3.00					
Thoughts of ending your life	4.00					
Alcohol/ Drug Use Subscale	4.00					
Alcohol/Drug use interfering with your relationships with family and/or friends	4.00					
Alcohol/Drug use interfering with your performance at school or work	4.00					

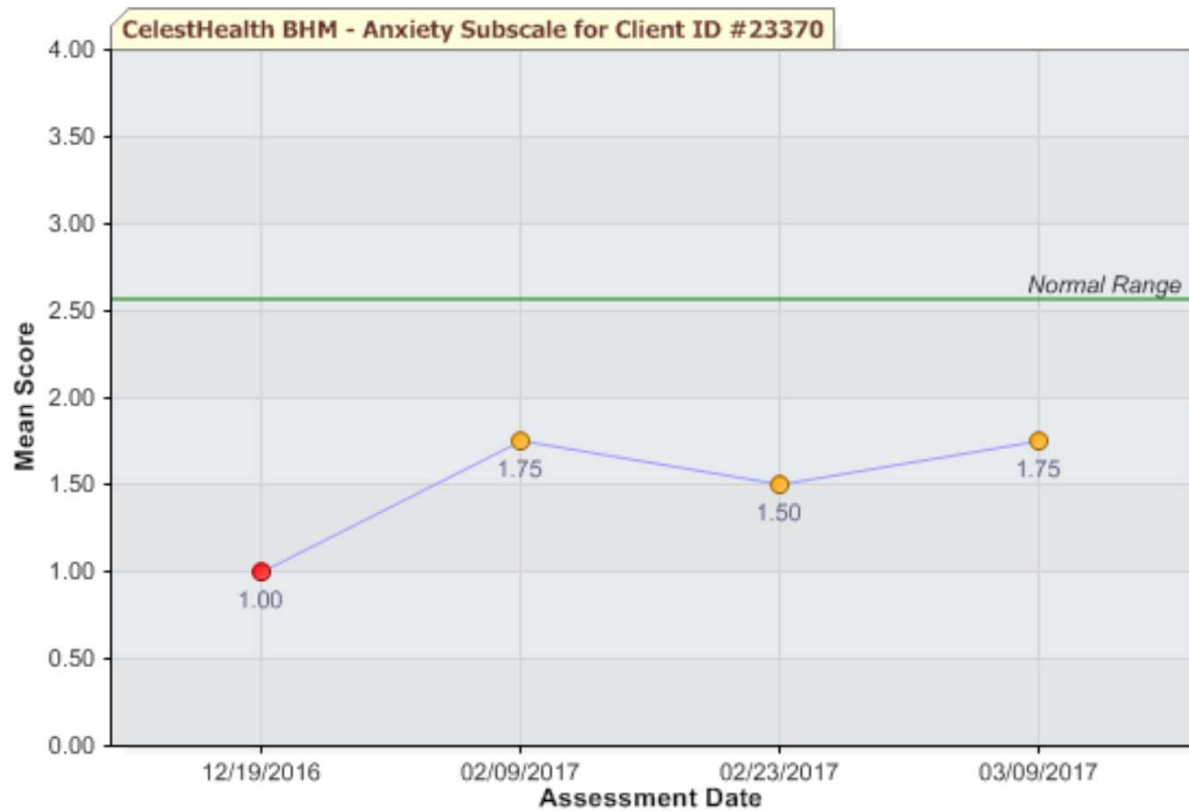
BHM-20 - 1 SESSION



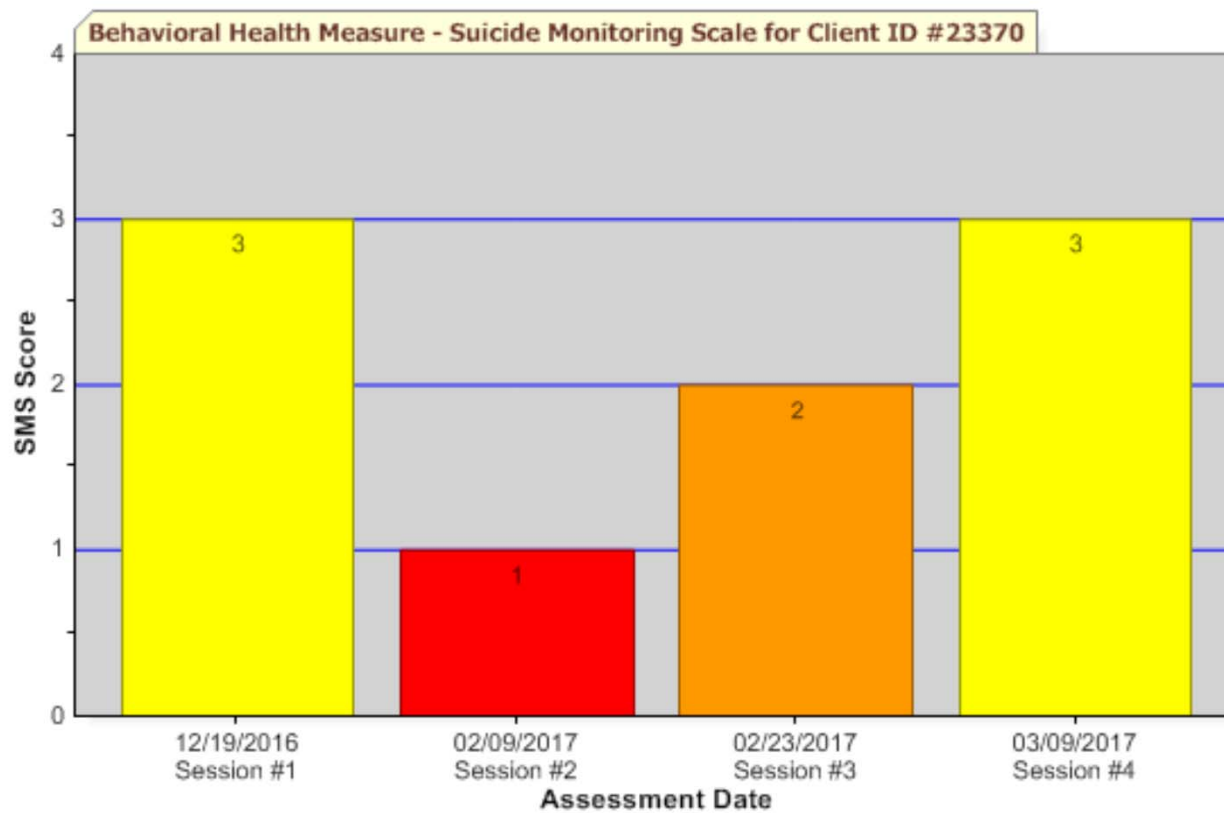
BHM-20 - 4 SESSIONS



BHM-20 - 4 SESSIONS



BHM-20 - 4 SESSIONS



CLINICIAN FEEDBACK

“The BHM-20 survey is a useful tool in evaluating the client’s current mental health, general life satisfaction and motivation on a regular basis. By having the client complete the survey prior to session, I am able to view client’s current status and share with the client. The survey also can be used to identify “flags” that may be of immediate concerns about the clients well-being.”

CLINICIAN FEEDBACK

"I share it with clients and they are able to visibly see their progress (or decline)."

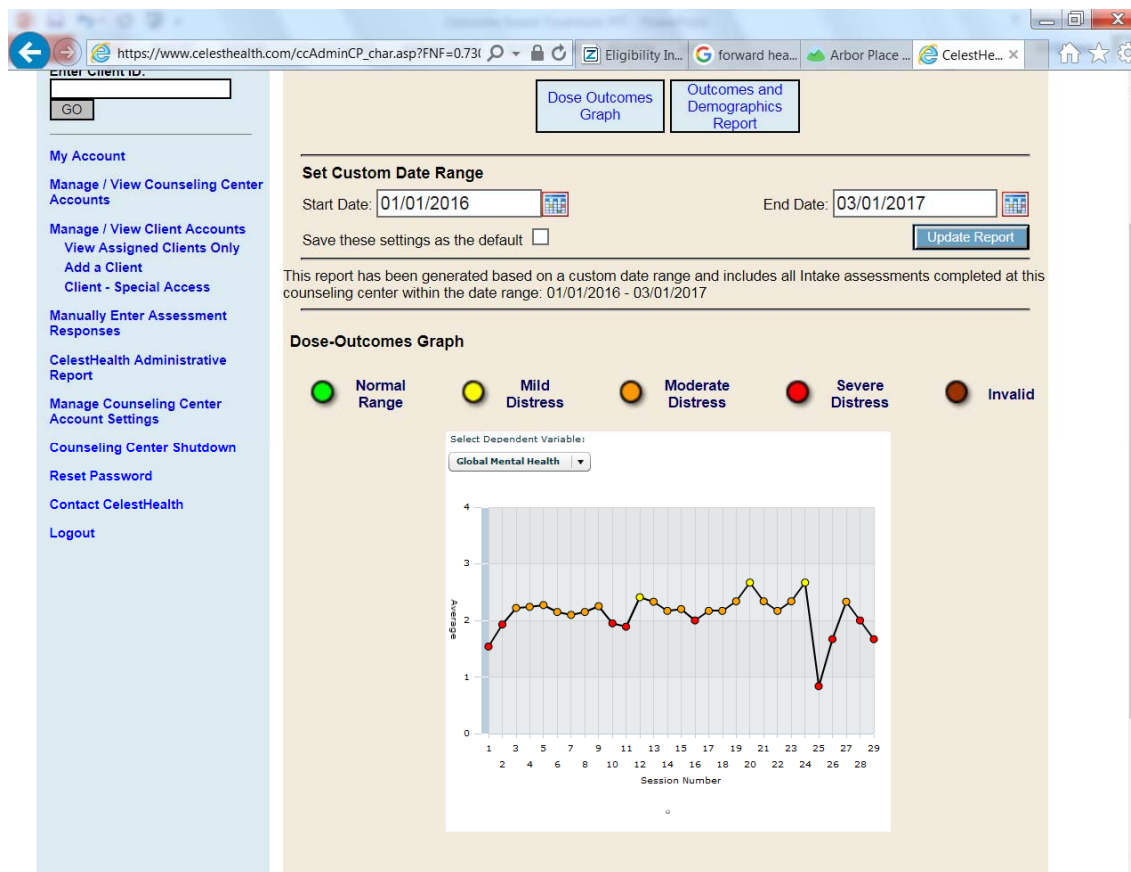
"I am able to visibly see their progress."

"It is helpful in guiding the session."

CLINICIAN FEEDBACK

"I am using the BHM-20 with each client. Each time I meet with them they fill it out, and bring it to session. I quickly review it and address any concerns immediately in session—really high marks, suicidal thinking, discomfort with the therapist, etc. The form gives me a good idea about anything that's changed since I've seen them last, overall progress, checking in on the critical things—like suicidal thinking, and therapeutic rapport. It helps me adjust therapy to meet the client where they are at that day."

AGENCY LEVEL DATA



AGENCY LEVEL DATA

The screenshot shows a web browser window with the URL https://www.celesthealth.com/ccAdminCP_char.asp?FNF=0.731. The page is titled "AGENCY LEVEL DATA" and contains a sidebar with navigation links, a main content area with a date range selector, and two data tables.

Set Custom Date Range
 Start Date: 01/01/2016 End Date: 03/01/2017
 Save these settings as the default [Update Report](#)

This report has been generated based on a custom date range and includes all Intake assessments completed at this counseling center within the date range: 01/01/2016 - 03/01/2017

Outcomes and Demographics Report

TOTAL NUMBER OF CLIENTS ASSESSED AT INTAKE	546
AVERAGE NUMBER OF BHM ADMINISTRATIONS PER CLIENT	3.26

Percentages/Averages for Major Scales Based on the Most Recent Session
 Clients included in these calculations are those who entered psychotherapy in the distressed (i.e., Mild, Moderate, Severe) range except for Deteriorated clients where all clients are included. Improved clients include those clients who also Recovered.

Global Mental Health - Based on 208 Clients

	Number of Clients	% of Category
Recovered	93 of 208	44.71%
Improved (includes Recovered)	138 of 208	66.35%
Unchanged	58 of 208	27.88%
Deteriorated (including clients with Normal range intake score)	30 of 330	9.09%
Average Intake Score	1.96	
Average Most Recent Score	2.68	

Anxiety - Based on 235 Clients

Recovered	81 of 235	34.47%
Improved (includes Recovered)	138 of 235	58.72%
Unchanged	75 of 235	31.91%
Deteriorated (including clients with Normal range intake score)	40 of 390	10.26%
Average Intake Score	1.46	

CHALLENGES

“Some clients have reported that they are tempted to lie on the form as they are concerned that if they don’t say what the “therapist wants to hear” there will be negative repercussions. When I hear this, I always clarify the purpose of the form and reassure them that it only helps me gauge where they are at and make adjustments to meet their needs, however I wonder how many clients lie out of fear or misunderstanding. This could be remedied with an explanation at the top of the form, or just one from me as part of my intake process.”



- ⦿ Integrating the tool as “how we do business.”
- ⦿ Competing Priorities
- ⦿ Staff Turnover
- ⦿ Implementing it electronically
- ⦿ Working more with the data

IMPROVEMENT TRACK



