

- Empowerment, 0.4
- Community Functioning on the Provider Form, 4.0

Reliable Change can be in a positive direction, which is reason to think that treatment is working. Reliable Change in a negative direction is an indicator that treatment should be reviewed. Lack of any reliable change, better or worse, can indicate that treatment is not working.

IT'S NEVER TOO EARLY TO THINK ABOUT USING OUTCOMES IN DISCHARGE PLANNING

7. Outcomes can be used for Consumer Advocacy!

Responses to specific questions can be used to help identify a need for active consumer advocacy. For example, if you notice housing problems, financial problems, difficulty getting medication questions answered, or physical health problems that are interfering with daily life, this might indicate that additional services are needed. It will also allow you to get a better overall picture that highlights areas where other types of services may be helpful.



WAYS TO USE THE DATA THROUGHOUT THE COURSE OF TREATMENT

8. Review the Outcomes Forms periodically.

Consumers and clinicians reviewing and discussing the Outcomes together in the first treatment session is a good way to set a course for



treatment. Using the Outcomes data in treatment is appropriate and is billable!

9. Use Outcomes in Documentation!



Outcomes data can be used to inform the Diagnostic Assessment, used as goals and monitors in treatment planning, and to identify progress made in the progress notes and treatment plan updates. Obviously, Symptom Distress items from the Consumer Form and Community Functioning items from the Provider Form and the scale scores can show medical necessity, but many items on the Empowerment scale are associated with commonly occurring diagnoses and can also show medical necessity.

10. Make sure everyone gets copies of all completed Outcomes forms or reports!

- Data entry needs to occur as soon as possible in order to have reports available for use.
- Clinicians need this information to use in treatment planning.
- Consumers and family members need this information in order to establish trust and open communication as well as to allow them to track their own progress in treatment.



Produced by Ohio Department of Mental Health.
More Outcomes resources are at:
<http://www.mh.state.oh.us/oper/outcomes/outcomes>

ODMH, 3/14/2008

The Top Ten Ways to Use the Adult Outcomes Data in Treatment



The Outcomes data can be used:

- As a tool for clinicians and consumers to use in treatment,
- To provide accountability to ensure consumers' needs are met efficiently and effectively, and
- In quality improvement activities of agencies and boards to help focus on what works.

This brochure is designed to show you how clinicians and consumers can work together to develop a plan of recovery.

Mental health consumers have the right to get copies of the Treatment Plan (ISP), and Consumer and Provider Outcomes forms. This helps everybody know what the plan is, and what progress is being made.

ASSESSMENT & TREATMENT PLANNING

1. Focus on the key items that may not be reported anywhere else.

These are not the only items that may signal serious problems, still the responses listed below deserve discussion.



“Terrible” or “Mostly dissatisfied” for this question in the Quality of Life Scale:

#8. Your personal safety?

“Quite a bit” or “Extremely” for these questions on the Symptom Distress Scale:

#24. Feeling afraid to go out of your home alone

#25. Feeling of worthlessness

#30. Feeling no interest in things

2. Identify potential targets of treatment, or “Red Flags”, in individual items from each scale to help develop the diagnostic assessment and treatment goals.

Red Flags to look for:



- Quality of Life items with “Terrible” or “Mostly dissatisfied”
- Symptom Distress items with “Extremely” or “Quite a bit”
- Empowerment items 34 to 36, 38, 39, 42, 44 to 49, 52, 53, 58 to 61 with a value of “Strongly Disagree” or “Disagree”

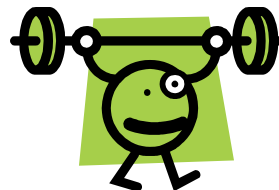
- Empowerment items 37, 40, 41, 43, 50, 51, 54 to 57 with a value of “Strongly Agree” or “Agree”

These items are shown in the Consumer Red Flags Reports to identify problems and monitor progress in treatment.

3. Identify strengths depicted in individual items from each scale to create action steps for each goal in the treatment plan.

Everyone has positive attributes to build on!

Strengths to look for:



- Quality of Life items with “Very pleased” or “Mostly satisfied”
- Symptom Distress items with “Not at all” or “A little bit”
- Empowerment items 34 to 36, 38, 39, 42, 44 to 49, 52, 53, 58 to 61 with a value of “Strongly Agree” or “Agree”
- Empowerment items 37, 40, 41, 43, 50, 51, 54 to 57 with a value of “Strongly Disagree” or “Disagree”

These items are shown on the Strengths Reports to identify all of the assets reported in the Consumer Forms. You can use these strengths together to create plans that address Red Flags items.



4. Recovery!!

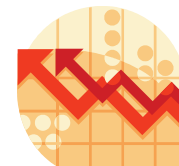
Recovery is a journey, taken by the consumer and shared with the clinician. The first step is having hope, which comes from knowing that recovery is possible.

Combining the information from the Consumer and Provider forms to develop a recovery plan is a substantial tool for improvement that is very empowering. Working together on a consumer-supported plan is the basis for maximizing this relationship between a consumer and a clinician, and that can have dramatic effects on the outcomes of treatment!

MONITOR AND MODIFY TREATMENT BY LOOKING AT AN OBJECTIVE VIEW OF HOW TREATMENT IS PROGRESSING

5. Compare current scores with previous scores.

How do you know if treatment is working? Pick items and scales that you feel are important markers of progress toward recovery. Then look for change in these measures. A positive change can indicate that you are on the right path. No change or a negative change may indicate that treatment needs to be adjusted.



6. Check if Reliable Change has occurred.



When a scale score changes by a certain amount, that change is deemed to be a Reliable Change. Changes equal to or higher than the values listed below are considered a Reliable Change:

- Overall Quality of Life, 0.8
- Financial QOL, 1.0
- Symptom Distress, 11.0