



## **Outcomes Informed Care**

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## Bio - Barbara Dunn



As Director of Program Innovation and Outcomes for Magellan Health Services, Barbara Dunn is responsible for coordinating and evaluating innovative programs across the public sector. Barbara also facilitates the implementation of Magellan's public sector outcomes assessment initiatives, which help service-recipients and their parents, caregivers and providers track their health, recovery and resiliency.

Barbara began her career working with homeless children and their families through an innovative Headstart program. She also held positions in community mental health, and worked for 10 years in child welfare. She later headed up a foster care program, where she administered a successful pilot program for reunification that was expanded and funded by the Philadelphia Department of Human Services.

As a Magellan-credentialed psychotherapist, Barbara joined Magellan's staff in 2000 as a care manager, then became clinical supervisor for the Children's Outpatient/Behavioral Health Rehabilitative Services (BHRS) Department, helping to improve the quality of home and community services. She has championed outcomes-based programs and the use of evidence-based practices to reduce residential treatment and keep children with families.

Barbara also managed the first data-driven, outcomes-based, collaborative BHRS management program in Pennsylvania, which earned a Public Sector Innovative Practices Award in 2006.

A licensed clinical social worker, Barbara holds a master's degree in Social Service Administration from the University of Chicago and a bachelor's degree in psychology from Binghamton University.

**As a result of this training, participants will be able to:**

- Define Outcomes-Informed Care
- Describe the trends and research in behavioral health outcomes
- Classify types of behavioral health outcomes
- Explain a measurement feedback system framework
- Summarize how to use outcomes-informed care in clinical practice

# The Case for Outcomes

- Evidence based practice
- Measurement and timely feedback are at the core of management and learning theories
- Decision support
- Person centered practice
  - Therapeutic alliance
  - Treatment planning
  - Build trust and voice
- Accreditation
- Funding: grants, pay for performance
- Accountability

# Outcomes Informed Care

- Targeting the outcomes desired
- Measuring those outcomes during and at completion of treatment
- Using that measurement in deciding what and when interventions are needed.

# The Case for Outcomes Informed Care

*“Feedback on client health status is mainly beneficial to clients who may require changes in their current treatment.” (Saptya, Riemer, and Bickman 2005)*

- Feedback on “flagged” treatment group led to 62% of clients having improvement over the control group.
- Those progressing well in therapy who had feedback had a negligible change in outcomes over the control group.
- No correlation between standardized measures and clinicians perception of progress (Love, Koob, and Hill, 2007)
- Difficulty predicting and detecting worsening of symptoms and functioning over the course of treatment (Hatfield et al., 2009)



# Measuring Outcomes vs. Outcomes Informed Care

	Aggregate all Medicaid Providers	Trained Providers (Case Mgmt)	Large Provider Pilot	Trained Providers (State-Wide)
Emotional Health 1st score	41	39	39	39
Emotional Health most recent score	42	41	41	42
% Emotional Health Improvement	<b>38.1%</b>	<b>53.3%</b>	<b>56.9%</b>	<b>59.7%</b>
% Members w/ Clinically Significant. Emotional Health Improvement	<b>25.1%</b>	<b>34.3%</b>	<b>38.1%</b>	<b>41.4%</b>
Number of members	4932	781	197	776
Stat. sig. (p-value <=0.05)	✓	✓	✓	✓

# A Framework for Measurement Feedback Systems

- Decision-Making Needs at the Client-Provider Level
- Decision-Making Needs at the Agency/Organization Level
- Decision-Making Needs at the Policy-Level



# Information Technology Architecture



- Accessible
- Real time
- Salient data
- Flexibility in reporting for multiple users and usages

# Magellan's Approach to Outcomes

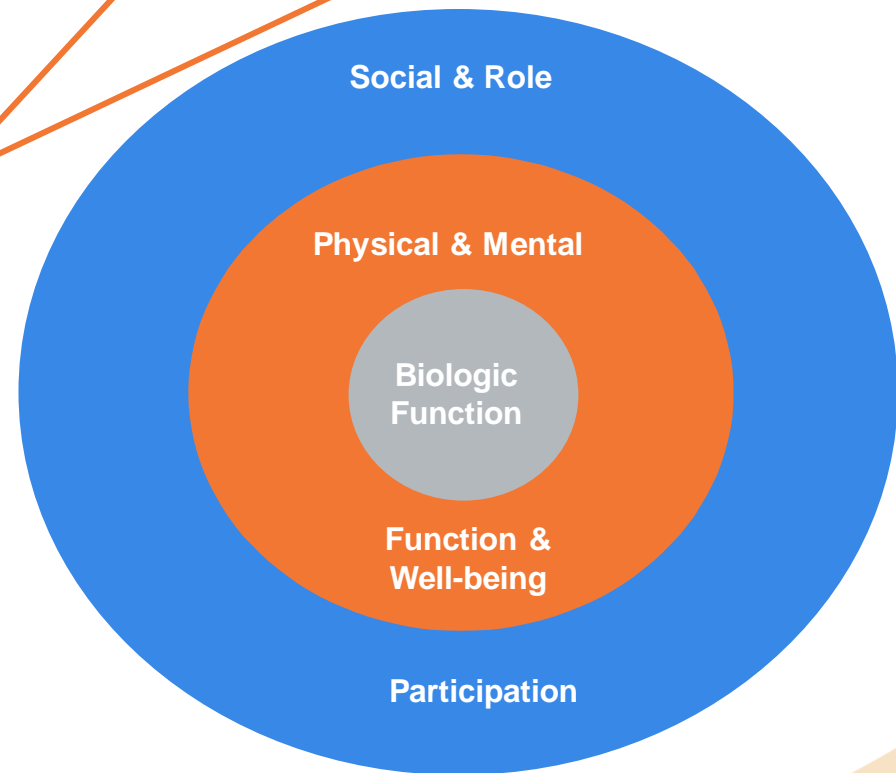


- **Strength Focused:** Empowering consumers to track their progress across treatment, focusing on recovery, resiliency, and wellness.
- **Clinical Utility:** Real-time consumer and provider reports, functional outcomes, facilitating person-centered planning
- **Real-time reporting:** Providers' need to easily stay abreast of individual consumers' progress in real-time.
- **Tools & Reports Available For Free**
- **Versions for Adults & Children, in English & Spanish**
- **Scientifically-validated:** created in collaboration with a nationally recognized leader in the field, nationally normed
- **Web-based:** Brief self-report by recipients or caregivers through a secure website
- **Population Health Management:** Aggregate reports available online to all providers and reports which aggregate up to a community

# Patient-reported Outcomes (PROs): What Are We Measuring?

Best captured using PRO surveys

- Bodily structure and function
- What you are able to do: functioning
- How you feel: distress and well-being
- What you say it is: personal evaluation



Sources: WHO, ICDH-2, 2001 ([www.who.org](http://www.who.org))

- Classifying behavioral health outcomes:
  - Clinical: symptoms reduced or no longer present
  - Functional: impact on daily life activities
  - Personal: moving forward with life goals

## Using the CHI in Clinical Care: Testimonial



*“The CHI has been a good conversational piece and learning tool to assist the case manager in having an open dialogue with consumer. Many consumers initially stated that they were completing the CHI because the case managers asked and they wanted to assist. **As the reports continue to be completed and discussed, more and more consumers are able to dialogue more freely and are able to note the changes and be able to provide more insight into why they believe they are improving or showing a decline.** As consumers start to see the CHI as a more valuable tool instead of an inconvenience or something that is being used to set them up for service termination, they are becoming more open and comfortable with completing the forms in an honest and forthcoming manner.”*

*Lehigh County Case Management Provider*

# Using Outcomes in Clinical Care

- Workflow Support
  - Administration
  - Treatment planning and review
  - Supervisory and team process
- Value Proposition
  - Face value
  - Scored Reports: individual and program
- Decision support
  - Service plans (Person Centered Treatment Planning)
  - Clinical alerts
  - Program evaluation and progress



# From the Field: Using the CHI in Program Change

1. Observation
2. Analysis
3. Plan
4. Progress on plan
5. Percent CHI completion

- Roles QI and Supervisor in reviewing and interpreting the data
- Evaluation of Population Characteristics
- Evaluation of Population Change
- Making Plans based on Provider Web Report
- Assessing Progress on Plans

***Scott Wolff, Director  
Lehigh Valley Community Mental Health Center***

- Upcoming webinars
  - Access to *Outcomes360<sup>SM</sup>* tools
  - Clinical Use of Outcomes Tools with consumers and in supervision
  - Programmatic Use of Provider Web Reporting for Self-Evaluation and Program Improvement
- Start the discussion
  - Identify needed vision, skills, resources, incentives, and actions
  - Review the Decision Tracker Template
  - Bring up questions at the webinars!

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Manage your patients' outcomes reports.

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SEARCH  **Go**

Sign In :: Provider Network :: Providing Care :: Getting Paid :: **Forms** :: Education :: News & Publications ::

- Review resources in **Education > Outcomes Library**
- *FAQ For Example: How do I reset my password?*
- **Education > Online Training > Demos of Online Tools** (*scroll down*)
  - My Practice > [Admin Setup](#) (1:01 mins)
  - Manage Outcomes > [Manage Outcomes Demo](#) (2:35 mins)

- Provider Services Line 800-788-4005 Monday – Friday 8:00-5:30CT
  - To request a user name, reset a password or ask questions about the website, or if you experience technical difficulty
- Network: Christine Cole at [CSCole@MagellanHealth.com](mailto:CSCole@MagellanHealth.com)
  - To change administrator and ask which MIS# number to use
- Bryon Belding at [BNBelding@MagellanHealth.com](mailto:BNBelding@MagellanHealth.com)
  - To change administrator and ask which MIS# number to use
- Outcomes Manager Julie Hoeschen at [JHoeschen@MagellanHealth.com](mailto:JHoeschen@MagellanHealth.com)
  - On business decisions and clinical use of tools and reports

# Questions?

*Thank you for your dedication to the people we serve and to improving their lives using outcomes informed care!*



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