

From Managing To Partnering:

An Analysis of Level of Care vs. a Recovery-oriented, Consumer-driven Outcomes System

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Workshop Agenda

↪ Review of Level of Care Instruments

- ◆ **ALFA** – Diana McIntosh
- ◆ **LOCUS** (Funded by the Health Foundation of Greater Cincinnati)
 - Overview – Sara Dooley
 - Research Findings – Erik Stewart

↪ Recovery-oriented, Consumer-driven Outcomes System

- Erik Stewart & Renee Kopache

ALFA: The Arizona Level Of Functioning Assessment

↪ **An assessment tool evaluated in 1997 by Hamilton County to be used for:**

- ◆ **Determining case management service level**
- ◆ **Continuing utilization management**
- ◆ **Providing supporting evidence for individualized treatment plan**
- ◆ **Matching clients services with acuity level**
- ◆ **Assisting supervisor to monitor case load composition**
- ◆ **Monitoring progress of consumers**

Purpose of Using the ALFA

- ↪ **Timely, thorough and appropriate assessments are necessary to ensure that mental health services are identified and delivered (in other words, the right service for the right client at the right time)**
- ↪ **Determine and manage the type, frequency and duration of the services for the client**

Areas of Functioning to be Assessed with ALFA

- ↪ **Role performance** – “the persons capacity to perform the present major role function in society – school, work parenting or other developmentally appropriate responsibility”
- ↪ **Self-Care/Basic Living (Adult)** – “The person's capacity to live independently or in a family setting, including the capacity to provide or arrange for needs such as food , clothing, shelter and medical care”

Areas of Functioning to be Assessed (cont)

- ↪ **Self-care/basic Living (child)**
- ↪ **Interpersonal Relations**
- ↪ **Family/Living Environment**
- ↪ **Medical/Physical**
- ↪ **Social/Legal**
- ↪ **Feeling/Affect/Mood**
- ↪ **Thinking/Cognition**
- ↪ **Substance use**
 - **And determine diagnosis**

Scoring

↳ **Score is placed into an algorithm that determines the recommended level of care needed for a client at that moment**

↳ **Determine three levels:**

- ◆ **A: 150-250 – Intensive (weekly face to face or phone contact for next 12 months)**
- ◆ **B: 100-140- Moderate to Intensive (monthly face to face or phone contact over next 12 months)**
- ◆ **C: 50-90- Mild to Moderate (fewer than 12 face to face or phone contacts over next 12 months)**

Hamilton County's Pilot of ALFA

- ↪ **Used Consultants from Arizona to discuss use of ALFA in Hamilton County**
- ↪ **Organized system wide training of case managers in use of ALFA**
- ↪ **Instructed case managers to complete ALFA on all of their current clients**
- ↪ **Complied results by system and by agency**

Results

- ↪ **Acuity scores for intensive agencies were the same as those from non-intensive agencies**
- ↪ **Agency staff began to question validity of the results**
- ↪ **Some agency staff believed that they had clients that were lower in functioning than tool indicated**

Results Con't

- ↪ **About 1/3 of clients scored in the range to obtain intensive services, 1/3 to receive moderate services and 1/3 less frequent services**
- ↪ **Staff from different agencies viewed use of the tool in different ways:**
 - ◆ **i.e., to prove they had clients that were lower in functioning than others**
 - ◆ **i.e., to assign cases to teams (intensive, moderate and sustaining)**
- ↪ **No consensus on use or confidence in the tool**

Outcome

- ↪ **ALFA was not adopted as a system wide tool for agencies to use**
- ↪ **In 2000, decided to again try piloting a level of care instrument to manage care**

Level of Care Utilization System for Psychiatric and Addiction (LOCUS)

- ↪ **Designed to be an instrument used to determine levels of care that can be easily understood and simple to administer**

LOCUS – historical perspective

- ↪ **Developed by task force of the American Association of Community Psychiatrists**
- ↪ **Incorporates factors clinicians normally use in making level of care decision**
- ↪ **Reflects the interaction among factors**
- ↪ **Supposed to facilitate a balance between wise resource management and effective clinical care**

LOCUS – The Instrument

↳ Seven dimensions:

- ◆ Risk of Harm
- ◆ Functional Status
- ◆ Medical, Addictive and Psychiatric Co-Morbidity
- ◆ Recovery Environment Level of Stress
- ◆ Recovery Environment level of support
- ◆ Treatment and Recovery History
- ◆ Engagement

LOCUS – The Instrument

- ↪ **Overall score is calculated as well as separate score for each dimension**
- ↪ **Score is placed into an algorithm that determines the recommended level of care needed for a client at that moment**

LOCUS – The Instrument


↪ Six levels of Care:

- ◆ **Recovery maintenance and health management**
- ◆ **Low intensity community based services**
- ◆ **High intensity community based services**
- ◆ **Medically monitored non-residential services**
- ◆ **Medically monitored residential services**

LOCUS – The Instrument

↪ Continuum of service variables:

- ◆ Care environment
- ◆ Clinical services
- ◆ Support services
- ◆ Crisis stabilization and prevention services



LOCUS:

Hamilton County Pilot Project

- ↪ Funded by The Health Foundation of Greater Cincinnati in 2000**
- ↪ Level of Care Project Planning team – formed in August 2001**
- ↪ Project Coordinator and Project Evaluator hired**
- ↪ Project completed March 2002**

Hamilton County Pilot Project

- ↪ **Project comprised of three community mental health agencies – MHAP, CRI, Core**
- ↪ **MHAP conducted initial LOCUS evaluation and randomly assigned clients to one of two agencies:**
 - ◆ **Core**
 - ◆ **CRI**
- ↪ **Start date: Feb. 2001**
 - ◆ **MHAP assigned clients to No Locus group or the Enhanced Locus group**
 - ◆ **Supervisor and project evaluator conducted 2nd LOCUS evaluation at 6th month of service**

Hamilton County Pilot Project

- ↪ **Focused on levels 1,2 and 3 and did not include residential**
- ↪ **Clients requiring acute care were not included in pilot project**
- ↪ **If LOCUS recommended level 4,5,6 for a client but the project evaluator did not agree with the intensity, the client was considered a level 3b for analysis purpose**

Hamilton County Pilot Project

↪ Review of Levels of Care:

- ◆ **Level 1 – Recovery Maintenance**
- ◆ **Level 2 – Low Intensity Community Based Services**
- ◆ **Level 3- High Intensity community based Services**
- ◆ **Levels 4,5 6 did not apply**

Hamilton County Pilot Project

↪ Recovery Maintenance Health

- ◆ **Low intensity**
- ◆ **Live independently in community**
- ◆ **Does not require frequent contact**
- ◆ **Professional contact available up to two hrs/month**
- ◆ **Med somatic services should be provided one time every 3-4 months**

Hamilton County Pilot Project

↳ Low Intensity Community Based Services

- ◆ More intensive than Level I
- ◆ Treatment programming available up to three hrs/week and not usually less than one hr/two weeks
- ◆ Med somatic should be every eight weeks

Hamilton County Pilot Project

- ↪ **High Intensity Community Base services**
 - ◆ **Client needs more intense attention, structure and contact**
 - ◆ **Professional contact usually several days per week for several hours per day**
 - ◆ **Treatment programming (group, individual, family) should be at least three days per week and about 2 to 3 hours/day**
 - ◆ **Med somatic should take place every two weeks and available more frequently if needed**



LOCUS Instrument



Vignette



LOCUS Research Findings

- ↪ **Clinical Status**
- ↪ **Quality of Life**
- ↪ **Functional Status**
- ↪ **Self-termination**
- ↪ **Satisfaction**
- ↪ **Hospitalization**
- ↪ **Incarceration**
- ↪ **Housing Stability**
- ↪ **Employment**
- ↪ **Violent Behavior**
- ↪ **Staff Turnover**
- ↪ **Cost-impact**

Clinical Status

- ↪ **The level of symptom distress reported by an individual receiving services through selected items of the Ohio Mental Health Consumer Outcomes System Adult Consumer Form A survey.**

Clinical Status

↪ The Ohio Mental Health Consumer Outcomes System Adult Consumer Form A survey

- ◆ Survey for individuals with a serious mental illness
- ◆ Taken at service inception, 6 months, 12 months, annually and discharge
- ◆ Administered using the Point-of-View box

Clinical Status

Symptom Distress Items

During the past 7 days, about how much were you distressed or bothered by:

- **Nervousness or shakiness inside**
 - 1. Not at all
 - 2. A little bit
 - 3. Some
 - 4. Quite a bit
 - 5. Extremely
 - 9. Don't Know/Unsure

Clinical Status

Symptom Distress Items:

- **Being suddenly scared for no reason**
- **Feeling fearful**
- **Feeling tense or keyed up**
- **Spells of terror or panic**
- **Feeling so restless you couldn't sit still**
- **Heavy feelings in arms or legs**
- **Feeling afraid to go out of your home alone**

Clinical Status

Symptom Distress Items:

- **Feeling of worthlessness**
- **Feeling lonely even when you are with people**
- **Feeling weak in parts of your body**
- **Feeling blue**
- **Feeling lonely**
- **Feeling no interest in things**
- **Feeling afraid in open spaces or on the streets**

Clinical Status

Analysis:

- ◆ Items summed to provide composite score
- ◆ Those with >5 blank items deleted
- ◆ Only those with pre and post-measures considered

Clinical Status Findings

Table 1: Symptom Distress (Ohio Mental Health Consumer Outcomes System Adult Consumer Form A Survey)

Item	All Subjects				Non-LOCUS Enhanced Subjects				LOCUS Enhanced Subjects			
	Time 1 Mean	Time 2 Mean	Sig.	N	Time 1 Mean	Time 2 Mean	Sig.	N	Time 1 Mean	Time 2 Mean	Sig.	N
Symptom Distress Overall	44.41	39.22	.001	49	43.78	33.91	.000	23	44.96	43.92	NS	26

Clinical Status Findings

Table 2: Symptom Distress (comparisons between those assigned a level of care consistent with or more intensive than MHAP LOCUS level and those assigned a level of care LESS than MHAP LOCUS recommended level)

	All Subjects				Assignment consistent or higher				Assignment less than indicated			
Item	Time 1 Mean	Time 2 Mean	Sig.	N	Time 1 Mean	Time 2 Mean	Sig.	N	Time 1 Mean	Time 2 Mean	Sig.	N
Symptom Distress Overall	44.41	39.22	.001	49	41.07	37.36	NS	28	48.86	41.71	.009	21

Quality of Life

↪ **Ohio Mental Health Consumer Outcomes Items related to how a person feels about:**

- ◆ **Money**
- ◆ **Freedom**
- ◆ **Activity**
- ◆ **Health**
- ◆ **Safety**

Quality of Life Findings

Table 3: Quality of Life Indicators (Ohio Mental Health Consumer Outcomes Survey Adult Consumer Form A Survey)

Item	All Subjects				Non-LOCUS Enhanced Subjects				LOCUS Enhanced Subjects			
	Time 1 Mean	Time 2 Mean	Sig.	N	Time 1 Mean	Time 2 Mean	Sig.	N	Time 1 Mean	Time 2 Mean	Sig.	N
FRIENDSH	2.78	2.88	NS	58	2.71	3.07	NS	28	2.83	2.7	NS	30
MONEY	1.81	2.07	NS	43	1.89	2.0	NS	18	1.76	2.12	NS	25
MCOMFORT	1.81	2.03	NS	59	1.61	2.11	.05	28	2.0	1.97	NS	31
MFUN	1.88	1.93	NS	59	1.67	1.89	NS	27	2.06	1.97	NS	32
MEANING	2.66	2.56	NS	61	2.66	2.52	NS	29	2.66	2.66	NS	32
FREEDOM	3.37	3.34	NS	62	3.31	3.69	NS	29	3.42	3.03	NS	33
FAMRSHIP	2.7	3.0	NS	60	2.68	3.25	NS	28	2.72	2.78	NS	32
PERSONAL	3.22	3.52	NS	60	3.36	3.54	NS	28	3.09	3.5	NS	32
HEALTH	2.71	2.94	NS	62	2.66	3.03	NS	29	2.76	2.85	NS	33
TIMEWITH	2.71	2.9	NS	59	2.62	2.9	NS	29	2.8	2.9	NS	30

Quality of Life Findings

Table 4: Quality of Life Indicators (comparisons between those assigned a level of care consistent with or more intensive than MHAP LOCUS level and those assigned a level of care LESS than MHAP LOCUS recommended level)

Item	All Subjects				Assigned level consistent or higher				Assigned level less than recommended			
	Time 1 Mean	Time 2 Mean	Sig.	N	Time 1 Mean	Time 2 Mean	Sig.	N	Time 1 Mean	Time 2 Mean	Sig.	N
FRIENDSH	2.78	2.88	NS	58	2.97	2.97	NS	35	2.48	2.74	NS	23
MONEY	1.81	2.07	NS	43	1.78	2.11	NS	27	1.87	2.00	NS	16
MCOMFORT	1.81	2.03	NS	59	1.97	2.14	NS	37	1.55	1.86	NS	22
MFUN	1.88	1.93	NS	59	1.92	1.94	NS	36	1.83	1.91	NS	23
MEANING	2.66	2.56	NS	61	2.89	2.57	NS	37	2.29	2.63	NS	24
FREEDOM	3.37	3.34	NS	62	3.64	3.51	NS	39	2.91	3.04	NS	23
FAMRSHIP	2.7	3.0	NS	60	2.78	3.08	NS	37	2.57	2.87	NS	23
PERSONAL	3.22	3.52	NS	60	3.28	3.44	NS	36	3.12	3.63	NS	24
HEALTH	2.71	2.94	NS	62	3.05	3.26	NS	38	2.17	2.42	NS	24
TIMEWITH	2.71	2.9	NS	59	2.83	3.00	NS	36	2.52	2.74	NS	23

Functional Status

↪ Ohio Mental Health Consumer Outcomes System **Provider** Form A

- ◆ Items addressing issues such as:
 - Social contact
 - Housing stability
 - Daily living skills
 - Meaningful activities
 - Legal involvement
 - Etc.

Functional Status Findings

*Non-significant rows deleted

Item	All Subjects				Non-LOCUS Enhanced Subjects				LOCUS Enhanced Subjects			
	Time 1 M e a n	Time 2 M e a n	Sig.	N	Time 1 M e a n	Time 2 M e a n	Sig.	N	Time 1 M e a n	Time 2 M e a n	Sig.	N
SOCIALC	2.04	2.3	.005	112	1.91	2.19	.034	53	2.17	2.41	NS	59
SOCIALIN	2.4	2.89	.000	107	2.2	2.76	.001	49	2.57	3.0	.002	58
SOCIALSU	2.69	2.99	.002	107	2.57	2.9	.044	49	2.79	3.07	.017	58
PERSHYG	4.57	4.81	.004	108	4.56	4.85	.012	52	4.59	4.77	NS	56
DRESS	4.75	4.86	.012	111	4.75	4.9	.031	52	4.75	4.83	NS	59
NUTRIT	4.4	4.68	.001	102	4.4	4.73	.008	48	4.41	4.63	.027	54
TRANSPOR	4.19	4.31	NS	89	4.15	4.62	.02	40	4.22	4.06	NS	49
SHOPPING	4.21	4.43	NS	76	4.16	4.61	.02	38	4.26	4.26	NS	38
LAUNDRY	4.43	4.63	NS	67	4.47	4.81	.046	32	4.4	4.46	NS	35
HSEKEEP	4.17	4.38	NS	65	3.97	4.53	.014	32	4.36	4.24	NS	33
MANMONEY	3.94	4.17	NS	71	3.8	4.31	.032	35	4.08	4.03	NS	36
WORK	2.04	2.42	.013	55	2.0	2.48	.049	25	2.07	2.37	NS	30
SCHOOL	1.31	1.44	.033	36	1.22	1.39	NS	18	1.39	1.5	NS	18
PRIMARY	1.99	2.59	.000	81	1.95	2.63	.000	38	2.02	2.56	.000	43
CRIMINAL	1.6	1.75	.001	110	1.59	1.8	.002	51	1.61	1.71	NS	59

Functional Status Findings

*Non-significant Rows Deleted

Item	All Subjects				Consistent or higher than indicated				Less than indicated			
	Time 1 M e a n	Time 2 M e a n	Sig.	N	Time 1 M e a n	Time 2 M e a n	Sig.	N	Time 1 M e a n	Time 2 M e a n	Sig.	N
SOCIALC	2.04	2.3	.005	112	2.15	2.44	.023	62	1.92	2.14	NS	50
SOCIALIN	2.4	2.89	.000	107	2.47	3.00	.000	60	2.32	2.74	.010	47
SOCIALSU	2.69	2.99	.002	107	2.75	3.15	.002	61	2.61	2.78	NS	46
PERSHYG	4.57	4.81	.004	108	4.66	4.82	.032	62	4.46	4.78	.042	46
DRESS	4.75	4.86	.012	111	4.76	4.92	.003	62	4.73	4.80	NS	49
NUTRIT	4.4	4.68	.001	102	4.42	4.70	.002	57	4.38	4.64	NS	45
WORK	2.04	2.42	.013	55	1.68	1.97	NS	34	2.62	3.14	NS	21
SCHOOL	1.31	1.44	.033	36	1.50	1.59	NS	22	1.00	1.21	NS	14
LEISURE	2.27	2.52	NS	88	2.54	2.44	NS	50	1.92	2.58	.004	38
PRIMARY	1.99	2.59	.000	81	2.09	2.65	.000	46	1.86	2.51	.000	35
CRIMINAL	1.6	1.75	.001	110	1.52	1.68	.024	63	1.70	1.85	.018	47

Self-Terminating Clients

↪ **Data maintained by Project Coordinator**

Self-Terminating Clients Findings

- ↪ **220 Individuals initially enrolled**
- ↪ **28 Individuals in LOCUS enhanced condition self-terminated services**
- ↪ **33 Individuals in non-LOCUS enhanced condition self-terminated services**
- ↪ **No statistically significant differences between groups for any studied criteria, including demographic features (agency assignment, education, age)**

Satisfaction

↳ LOCUS Project Satisfaction Survey

◆ Measured satisfaction with:

- Results of services
- Timeliness of services
- Involvement in treatment planning and goal setting
- Respect from service provider
- Encouragement received to change/grow/assume responsibility for self
- Help received toward recovery
- Response with urgent needs
- Overall service satisfaction
- Amount of service received

Satisfaction Findings

Table 7. Satisfaction by LOCUS status

Satisfaction with:	All Consumers			Non-LOCUS			LOCUS			Sig.
	Mean	SD	N	Mean	SD	N	Mean	SD	N	
Case management*	1.58	.784	120	1.48	.646	62	1.69	.902	58	NS
Speed in getting case management*	1.60	.831	121	1.61	.847	64	1.6	.821	57	NS
Involvement in treatment planning*	1.67	.871	120	1.62	.923	63	1.74	.813	57	NS
Would still choose case management over other options*	1.63	.771	118	1.66	.750	61	1.6	.799	57	NS
Respect from case manager*	1.31	.616	123	1.27	.597	64	1.36	.637	59	NS
Response during urgent need*	1.82	.984	62	1.79	.977	24	1.84	1.00	38	NS
Overall quality of case management**	3.16	.891	122	3.27	.827	63	3.03	.946	59	NS
Encouragement by case manager to change/grow/assume responsibility*	1.60	.720	117	1.51	.679	59	1.69	.754	58	NS
Case managers help toward recovery*	1.71	.796	119	1.6	.741	60	1.81	.840	59	NS

*Lower scores indicate higher levels of satisfaction (1 = Very satisfied; 2 = Generally satisfied; 3= Somewhat dissatisfied; 4 = Very dissatisfied)

** Overall case management item scale reflected greater satisfaction with higher scores (1 = poor; 2 = fair; 3 = good; 4 = excellent)

Satisfaction Findings

Table 8. Satisfaction by Consistency Between LOCUS assignment and Actual LOC Assignment

Satisfaction with:	All Consumers			Consistent or Higher			Less than LOCUS Recommendation			Sig.
	Mean	SD	N	Mean	SD	N	Mean	SD	N	
Case management*	1.58	.784	120	1.46	.714	71	1.76	.855	49	NS
Speed in getting case management*	1.60	.831	121	1.49	.826	71	1.76	.822	50	NS
Involvement in treatment planning*	1.67	.871	120	1.68	.922	71	1.67	.801	49	NS
Would still choose case management over other options*	1.63	.771	118	1.61	.786	70	1.65	.758	48	NS
Respect from case manager*	1.31	.616	123	1.25	.645	72	1.39	.568	51	NS
Response during urgent need*	1.82	.984	62	1.76	1.044	41	1.95	.865	21	NS
Overall quality of case management**	3.16	.891	122	3.24	.942	72	3.04	.807	50	NS
Encouragement by case manager to change/grow/assume responsibility*	1.60	.720	117	1.56	.780	68	1.65	.631	49	NS
Case managers help toward recovery*	1.71	.796	119	1.67	.847	70	1.76	.723	49	NS

*Lower scores indicate higher levels of satisfaction (1 = Very satisfied; 2 = Generally satisfied; 3= Somewhat dissatisfied; 4 = Very dissatisfied)

** Overall case management item scale reflected greater satisfaction with higher scores (1 = poor; 2 = fair; 3 = good; 4 = excellent)

Hospitalization

↪ **Episodes and tenure of hospitalizations**

Hospitalization Findings

↪ Of 152 consumers involved for 6 month project period, 19 (12.5%) required hospitalization.

↪ No Statistically significant difference between the two study groups - hospitalization

◆ Pearson χ^2 (1, N=152) = .961, p = .327

↪ No Statistically significant difference between the two study groups - # days hospitalized

◆ $r = -.100$; p > .05

Incarceration

↪ Ohio Mental Health Consumer Outcomes System **Provider** Form A

- ◆ Has the client abided by the law sufficiently to avoid incarceration and/or criminal justice system involvement?

Incarceration Findings

- ↪ **Data available for 119 individuals**
- ↪ **91 (76.5%) did not experience incarceration**
- ↪ **No statistically significant relationship discerned between the two study groups**
 - ◆ **Pearson χ^2 (1, N = 119) = .548, p = .459**

Housing Stability

- ✚ **Ohio Mental Health Consumer Outcomes System **Provider** Form A**
 - ◆ **Please rate the client's housing stability**
 - **Moved very frequently**
 - **Moved often**
 - **Moved a few times**
 - **Moved once**
 - **Did not Move**

 - ◆ **Has the client been forced/compelled to move from his/her living arrangements?**

Housing Stability Findings

↪ Extent of movement

- ◆ No statistically significant relationship between study groups
 - $F(1,116) = 1.85, p = .271$

↪ Compelled to move

- ◆ No statistically significant relationship between study groups
 - Pearson $\chi^2 (1, N = 110) = .455, p = .500$

Employment

↪ Ohio Mental Health Consumer Outcomes System **Provider** Form A

- ◆ Measures the extent to which the client has engaged in:
 - Work
 - School
 - Volunteer activity
 - Parenting
 - Homemaking
 - Leisure activity

Employment Findings

↪ **No statistically significant differences between study groups for:**

- ◆ **Work** $F(1,67) = .048, p = .827$
- ◆ **School** $F(1,66) = .033, p = .960$
- ◆ **Volunteer Activity** $F(1,76) = .527, p = .470$
- ◆ **Parenting** $F(1,79) = .092, p = .762$
- ◆ **Homemaking** $F(1,92) = .016, p = .900$

Violent Behavior

- ↪ **Ohio Mental Health Consumer Outcomes System **Provider** Form A**
 - ◆ **Has the client attempted to or actually physically harmed someone during the past six months?**

Violent Behavior Findings

↪ **No statistically significant differences between study groups**

- ◆ **Pearson χ^2 (1, N = 115) = 1.709, p = .191**

Staff Turnover

↪ **Review of LOCUS-involved staff**

Staff Turnover Findings

- ↪ **64 Case managers involved in project**
- ↪ **8 terminated employment during project**
 - ◆ **3 serving LOCUS enhanced clients (3 clients)**
 - ◆ **4 serving non-LOCUS enhanced clients (12 clients)**
 - ◆ **1 serving clients in both groups**
- ↪ **Comparative data for case managers not participating in exercise - unavailable**

Cost Impact Analysis

↪ **No statistically significant differences between study groups on costs overall or by service type**

Outcomes Task Force (OTF)

↳ Origin

- ◆ Convened in September 1996 by Michael F. Hogan, Ph.D., Director of ODMH

↳ Charge

- ◆ Develop a statewide approach to measuring consumer outcomes in Ohio's publicly-supported mental health system

OTF Values

- ↪ **Recovery philosophy drives service provision**
- ↪ **Providers and consumers share responsibility for environment of hope and for service planning**
- ↪ **Services driven by consumer-identified needs and preferences**

OTF Values

- ↪ **Accurate information needed for continuous improvement of outcomes and for accountability**
- ↪ **Methodologically sound and cost effective outcomes measurement**
- ↪ **Balance between improved information and reasonable implementation**

Survey Administration

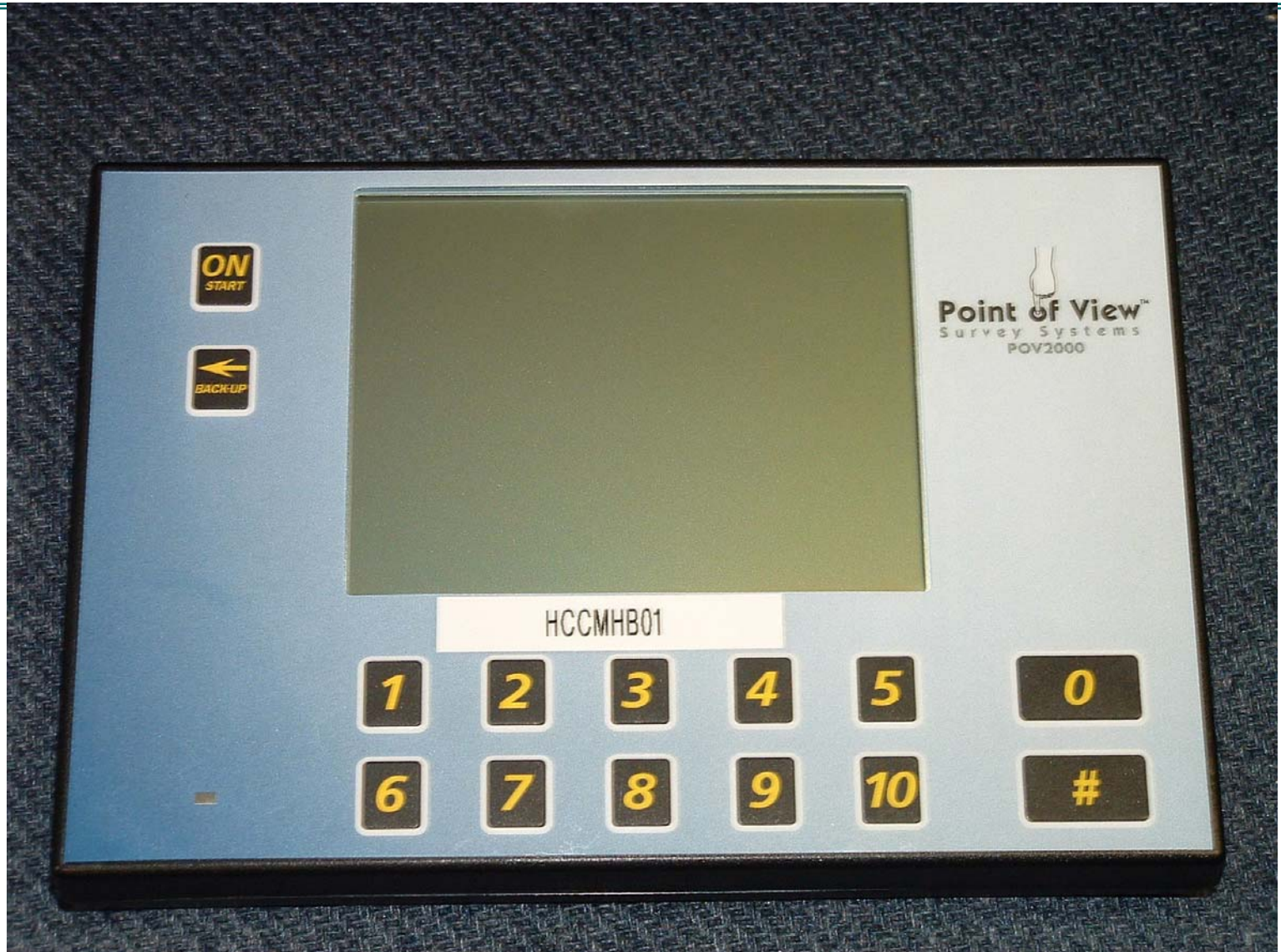
↪ **Point of View Box**

↪ **Telesage**

↪ **Paper and Pencil**

↪ **ODMH Template (Access Database)**

Point of View Box



Point of View System

- ↳ **Generates reports listing items receiving the most negative and most positive scores**

Ohio Mental Health Outcomes Survey

Adult Consumer: Form B

Client ID: 111111111

Birth Date: 1968/01/01

Living Situation: Own home/apartment

Employment Status: Part time

Consumer Name: _____

Date: 2001/11/06

Gender: Female

Age: 33

Marital Status: Married

Want to be in treatment: Yes

Summary Scores:

Quality of Life: financial: 1.67

Overall Symptom Distress: 39

Quality of Life (Part 1: Q1-Q12) Sum Score: 45 out of 60 possible score

The amount of friendship in your life	Very pleased	5
The amount of money you get	Mostly dissatisfied	2
How comfortable and well-off you are financially	Mostly dissatisfied	2
<input checked="" type="checkbox"/> How much money you have to spend for fun	Terrible	1
The amount of meaningful activity in your life	Very pleased	5
The amount of freedom you have	Very pleased	5
The way you and your family act toward each other	Equally satisfied/dissatisfied	3
Your personal safety	Mostly satisfied	4
The neighborhood in which you live	Equally satisfied/dissatisfied	3
Your housing/living arrangements	Very pleased	5
Your health in general	Very pleased	5
How often do you have the opportunity to spend time with people you really like	Always	5

Physical Health & Stigma (Part 2: Q13-Q16) Sum Score: 9 out of 10 possible score

How often does your physical condition interfere with your day-to-day functioning	Never	5
Concerns about my medications are addressed	Not applicable	8
I have been treated with dignity and respect at this agency.	Missing	9
How often do you feel threatened by people's reactions to your mental health problems	Seldom/rarely	4

Symptom Distress Scale (Part 3: Q17-Q31) Sum Score: 39 out of a 75 possible score

Nervousness or shakiness inside	Some	3
Being suddenly scared for no reason	Not at all	1
Feeling fearful	Some	3
Feeling tense or keyed up	Quite a bit	4
Spells of terror or panic	Not at all	1
<input checked="" type="checkbox"/> Feeling so restless you couldn't sit still	Extremely	5
Heavy feelings in arms or legs	Not at all	1
Feeling afraid to go out of your home alone	Some	3
Feeling of worthlessness	Quite a bit	4
Feeling lonely even when you are with people	Some	3
Feeling weak in parts of your body	Not at all	1
Feeling blue	Quite a bit	4
Feeling lonely	A little bit	2
Feeling no interest in things	A little bit	2
Feeling afraid in open spaces or on the streets	A little bit	2

Symptom Recognition & Prevention (Part 3: Q32-Q33) Sum Score: 6 out of 10 possible score

How often can you tell when mental or emotional problems are about to occur	Sometimes	3
How often can you take care of the problems before they become worse	Sometimes	3

Notes: An in the left column indicates an extreme negative response. A bold answer text indicates an extreme positive response. Numbers in parentheses indicate the amount or direction of change from the last time the same respondent took the survey.

Outcomes Recovery Blending

Achieving Recovery/Resiliency the Outcomes Way



Brief History

- ↪ **Clinician feedback about original report**
 - ◆ Format not user-friendly
 - ◆ Basically a report that regurgitated the information that consumers provided
- ↪ **Ohio Department of Mental Health grant**
 - ◆ Two year grant designed to further integrate recovery and the Ohio Consumer Outcomes Initiative
- ↪ **ORB Committee**
 - ◆ Participants
 - ◆ Statewide meetings and listserv
 - ◆ Report content

↪ **Participants were asked to assign each Ohio Consumer Outcomes Survey item to the recovery components.**

↪ **Example: Q1 How do you feel about the amount of friendship in your life?**

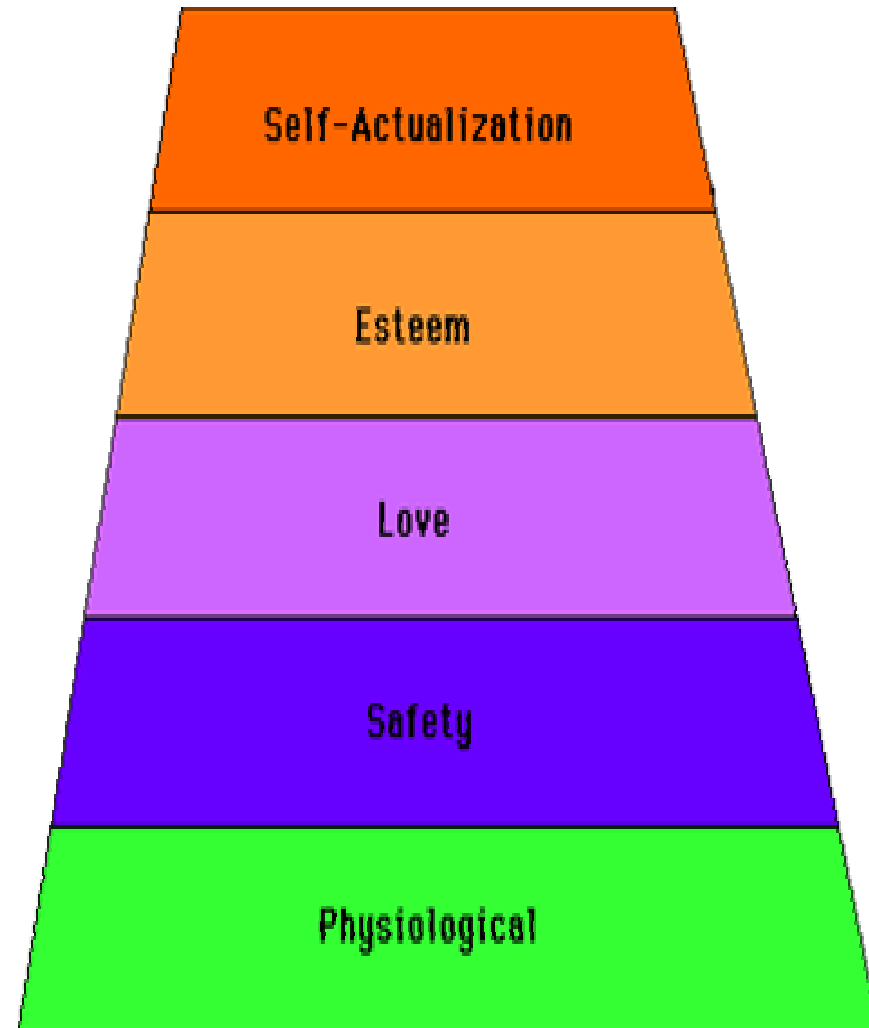
Component = Support

- ↪ **Hope**
- ↪ **Medication**
- ↪ **Empowerment**
- ↪ **Self-esteem/ efficacy**
- ↪ **Support (family/friends)**
- ↪ **Education/Knowledge**
- ↪ **Self-Help/Self-Care**
- ↪ **Spirituality**
- ↪ **Clinical Care**
- ↪ **Work/Meaningful Activity**
- ↪ **Power & Control**
- ↪ **Stigma**
- ↪ **Community Involvement**
- ↪ **Access to Resources**
- ↪ **Physical health**

Maslow's Hierarchy

Participants were also asked to assign each component of recovery to a particular level of Maslow's hierarchy of Needs.

For example:
Support = "Love/Belongingness"



Treatment Activities

↪ Finally, for each question, participants provided examples of activities that might be useful to the consumer who reports an extreme negative response to that question.

↪ Example:

Consumer reports extreme dissatisfaction with amount of friendship in his/her life

- ◆ Develop a list of places/activities of interest, which provide possible opportunities for developing social contacts.
- ◆ Attend the *social club* available in the area for at least *one hour two times each week*.
- ◆ Invite someone to *lunch* or to participate in an activity with.
- ◆ Practice social/communication skills with treatment provider *one hour each week*.

Pre-test

- ↪ **POV programming**
- ↪ **Software installation**
- ↪ **Report format**
- ↪ **Instructions for use of report**
- ↪ **Cautions**
- ↪ **Expectations of staff**

ARROW Pre-test Highlights

↪ Provider Survey

↪ Provider Focus Group

↪ Consumer Focus Group

ARROW Pre-test Highlights

- ↪ **Enthusiasm for a report with more utility**
- ↪ **Consumers appreciated activity examples and expressed desire for own copy of ARROW report**
- ↪ **Report facilitated treatment planning process**

Additional Information

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