

USPRA 2006 Conference

Peer-Run Programs:

Using Outcomes to Facilitate
Recovery and Sustain Funding

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Overview of Outcomes

■ **Definition:**

- In the simplest terms, outcomes are expected changes or results (of a particular service).
- *Consumer Outcomes are indicators of health or well-being for an individual as measured by statements or characteristics of the consumer, not the service system.*
 - **Common consumer outcomes include: symptom reduction, improved functioning, quality of life, safe housing, employment, empowerment, autonomy, choice, personhood and community living.**

Overview of Outcomes con't

The ultimate goals of outcomes measurement are a notable improvement in the health of consumers and the cost efficient utilization of mental health services.

■ **Why measure outcomes?**

- Facilitate recovery**
- Improve service delivery**
- Demonstrate accountability for public resources**

Overview of Outcomes con't

- **What do you want to measure, what do you want to find out?**
 - **Identify services provided**
 - **For each service, how do you expect the service to impact or change a person's life (desired outcome)?**
 - **Example: service = peer education (WRAP class); desired outcomes = symptom recognition, empowerment, crisis prevention.**

Overview of Outcomes con't

■ **How do you measure it (instruments)?**

- **Choose a method or instrument that is easy to understand and easy to measure (track)**
 - **using easy to record measures helps assure consistency and accuracy of the data collected.**
- **Whenever possible, use an existing measure... ideally one that is used in your system**
 - **This allows for comparison of outcomes for the consumers that you serve with the outcomes of a larger group of consumers.**

Overview of Outcomes con't

■ **Outcomes Instruments**

- **Measuring the Promise: A Compendium of Recovery Measures (Volume II)**

http://www.tecathsri.org/pub_pickup/pn/pn-55.pdf

- **Ohio Consumer Outcomes (OCO)**
- **Recovery Measurement Tool (RMT)**
- **Peer Outcomes Protocol (POP)**
- **Recovery Assessment Scale**

Using Outcomes to Facilitate Recovery

■ **Benefit of using outcomes**

- Empowerment**
- Self-determination**
- Self-responsibility**

■ **Process of using outcomes with an individual**

- Administer survey/instrument (gather info)**
- Identify strengths/difficulties**
- Set goals (written)**
- Track progress/modify goals**

Facilitating Recovery con't

- **Outcomes refer to the changes occurring in a person's life.**
 - **Because recovery is an ongoing process involving change, it's important to use individual outcomes results to modify goals and/or recovery plans.**
 - **Remove goals/objectives that have been achieved and add goals that reflect new desired outcomes.**



Facilitating Recovery con't

- **Ohio Consumer Outcomes (OCO)**
 - **Overview of the OCO Initiative**
 - **Overview of the ARROW report**

Facilitating Recovery con't

■ **Overview of Ohio Consumer Outcomes**

□ **Origin**

- **In September 1996, Michael F. Hogan, Ph.D., Director of ODMH, convened the Ohio Consumer Outcomes Task Force**

□ **Charge**

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

Facilitating Recovery con't

■ **Ohio Consumer Outcomes Instruments**

- **Adult Consumer Form A**
- **Adult Provider Form A**
- **Adult Consumer Form B**
- **Ohio Youth Scales Youth Rating**
- **Ohio Youth Scales Parent Rating**
- **Ohio Youth Scales Agency Worker Rating**

Facilitating Recovery con't

Adult A - 67 Item Survey with four domains:

- 1. Safety & Health**
- 2. Symptom Distress**
- 3. Quality of Life (including empowerment)**
- 4. Making Decisions Empowerment Scale**
 - Overall empowerment, Self esteem/self-efficacy, Power/powerlessness, Community activism & autonomy, Optimism & control over the future, and Righteous anger

Facilitating Recovery Con't

■ **Outcomes Report**

- **Demographic information**
- **Summary scores for scales**
- **Actual items**
 - **Quality of life**
 - **Physical health and stigma**
 - **Symptom distress**
 - **Symptom recognition and prevention**
 - **Making Decisions Empowerment scale**
- **Format of report varies depending on type of administration**

Facilitating Recovery - Segment of OCO Report

Symptom Distress Scale (Part 3: Q17-Q31)

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

Symptom Recognition & Prevention (Part 3: Q32-Q33)

How often can you tell when mental or emotional problems are about to occur	Always	5 (+)
How often can you take care of the problems before they become worse	Often	4 (+)

* Extreme negatives (X) in yellow and extreme positives (bold) in blue

* Changes from previous to current administration indicated in parentheses

Facilitating Recovery - ARROW Overview

■ Achieving Recovery/Resiliency the Outcomes Way (ARROW)

- **The development of the ARROW report was a collaborative effort of consumers, family members, academics, and agency, board and ODMH staff.**
- **Purpose: To provide a recovery-oriented tool that is responsive to the needs of both service recipients and providers.**
 - **Designed to assist the goal setting and treatment planning process.**

Facilitating Recovery - ARROW Overview

■ **Components of the report:**

- **Survey items for which the individual had an extreme negative response (e.g. terrible, strongly disagree, never)**
 - **If there are less than 12 extreme negative responses on the survey, the report will also list items for which there is a negative response...up to 12 total.**
- **Each survey item listed has a corresponding set of example activities that the individual can engage in to improve satisfaction in that particular area of their life.**
- **The individual's Symptom Distress Score (SDS) as well as the statewide average score.**
- **A bar graph displaying the individual's SDS score for current and previous survey administrations.**

Segment of ARROW Report

1. **How do you feel about: amount of friendship in your life.**

Answer: Terrible

- I will develop a list of places/activities of interest, which provide possible opportunities for developing social contacts.
- I will attend the *social club* available in the area for at least *one hour two times each week*.
- I will invite someone to *lunch* or to participate in an activity with me.
- I will practice social/communication skills with my treatment provider *one hour each week*.

49. **Usually I feel alone.**

Answer: Strongly Agree

- I will call the warm line or participate in online chats when feeling lonely.
- I will go to a *day program/consumer agency* to increase my social interaction.
- I will attend a social activity *at least once per month at church or other community organization*.
- I will get a pet.

Facilitating Recovery - Example

■ Sean:

- Sean is experiencing moderate symptom distress, but expressed significant difficulty with the following survey items...
 - feeling tense or keyed up, feeling of worthlessness, Feeling lonely even when you are with people, feeling blue, feeling lonely
- Sean expressed dissatisfaction with his financial situation and overall quality of life, and
- Sean's survey results show that he doesn't have a strong sense of empowerment.
 - (power, optimism, self-esteem, community activism, righteous anger).

Facilitating Recovery - Example

■ **Issues/questions to think about:**

- **What does Sean want assistance with (why did he come to your agency/program)?**
- **Which of his needs is your agency/program able to assist him with...directly or indirectly?**
- **Which of his needs are already being addressed?**
- **Which of his needs require immediate attention, or need to be addressed before being able to assist with other needs?**

Facilitating Recovery - Example

■ **Extreme Negative Responses**

- Usually I feel alone
- I feel powerless most of the time
- When I am unsure about something, I usually go along with the rest of the group

These items are from the power/ powerlessness subscale

- **Sean decided that he wants to gain a greater sense of control in his life....that's his overall goal.**

Facilitating Recovery - Example

- I will learn my client rights.
- I will attend a group (self-esteem, empowerment, recovery, etc) at least once a month.
- I will discuss my treatment plan with treatment provider before signing it.
- When I don't understand something, I will ask questions instead of just doing what others do.
- When feeling uncomfortable in a situation, I will let those with me know about it.
- I will suggest an activity to do when I am with friends.

Facilitating Recovery - Example

- **I will attend a group (self-esteem, empowerment, recovery, etc) *at least once a month.***
 - Attend recovery support group at least 3 times a month and participate in the discussions at least once each group.
 - Take WRAP class the next time that it is offered

- **I will discuss my treatment plan with treatment provider before signing it.**
 - Sean will roll-play with peers in the recovery support group to prepare for his discussion with his treatment provider.

Exercise – Facilitating Recovery

OCO Adult Survey Questions:

- How often can you tell when mental or emotional problems are about to occur?**
 - Never, seldom/rarely, sometimes, often, always

- When you can tell, how often can you take care of the problems before they become worse?**
 - Never, seldom/rarely, sometimes, often, always

Exercise – Facilitating Recovery

- **Based on the responses to the two questions from the OCO, develop a goal(s) and intervention (service to address the goal)**
- **What are the desired outcomes of the intervention (what response to the questions would indicate that the goal was accomplished)?**

Using Outcomes to Improve Service Delivery

■ **Measure Effectiveness of Services**

- **Identify program/agency strengths & challenges**
- **Compare program results with system results**
 - <http://mhwwwtest.mh.state.oh.us/Screen1/odmhFirstScreen.jsp>

■ **Modify services/programs based on outcomes results**

- **Tie back to the desired outcomes for the service**

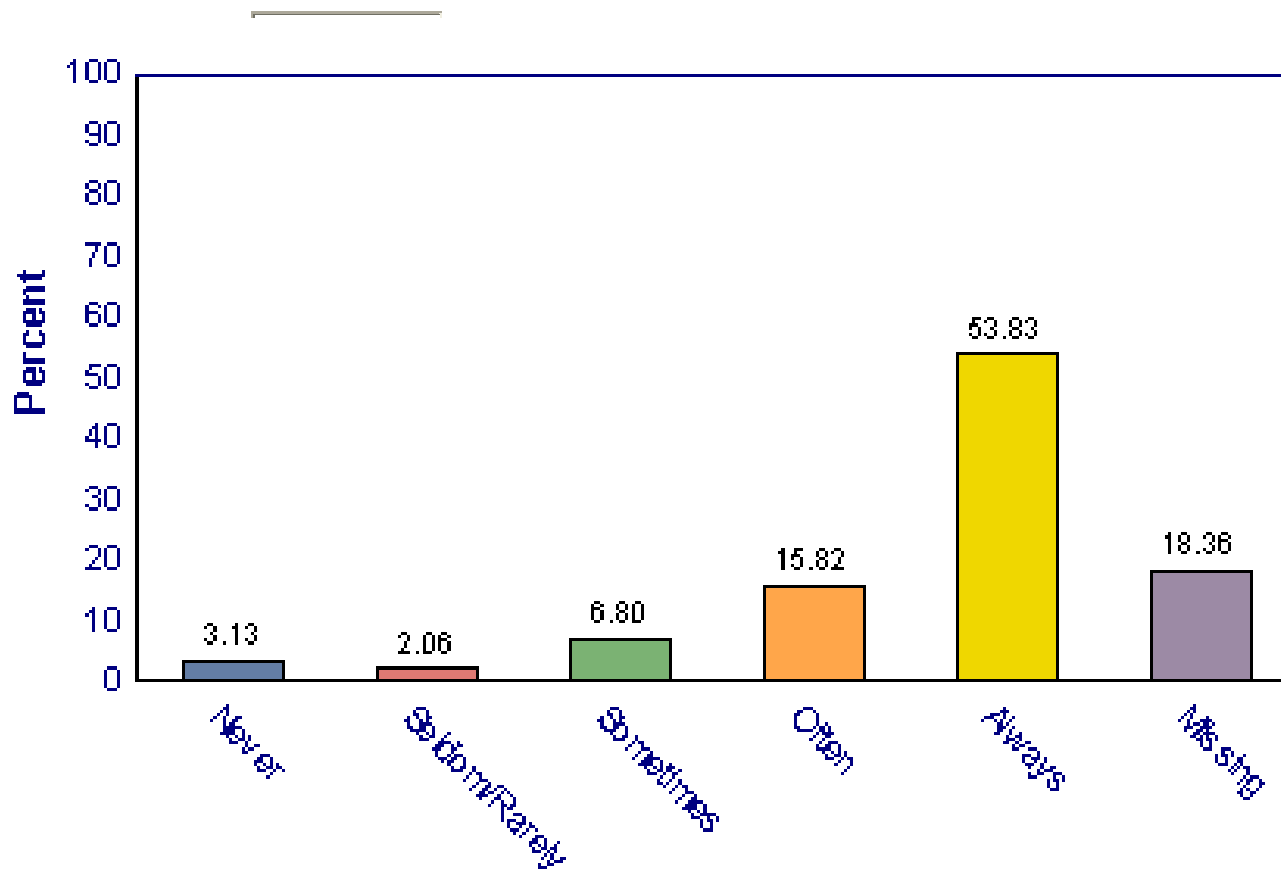


Example - Improve Service Delivery

- **Survey Item: I have been treated with dignity and respect at this agency.**

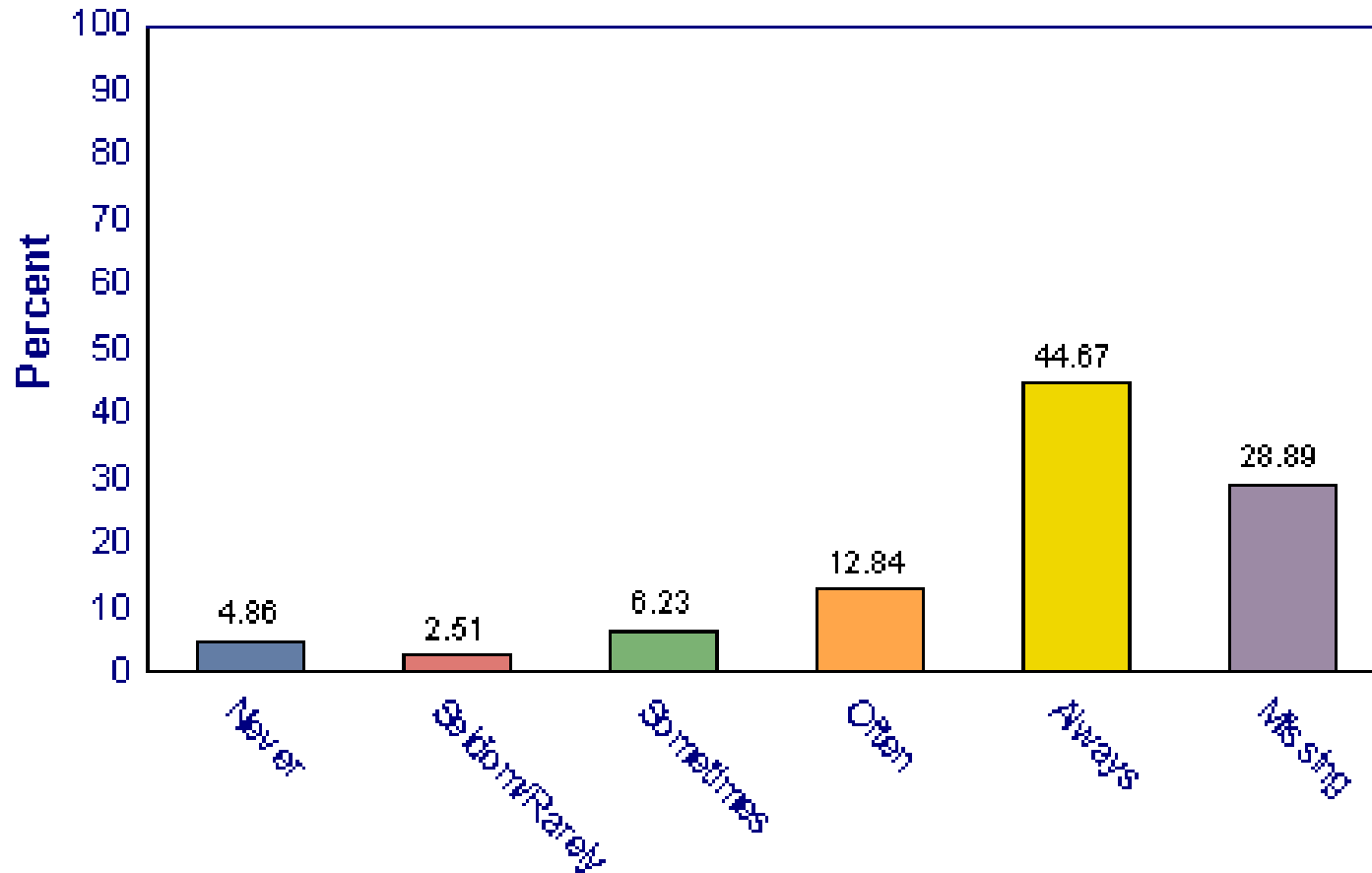
Statewide findings – Dignity & Respect

Statewide Mean Score = 4.41



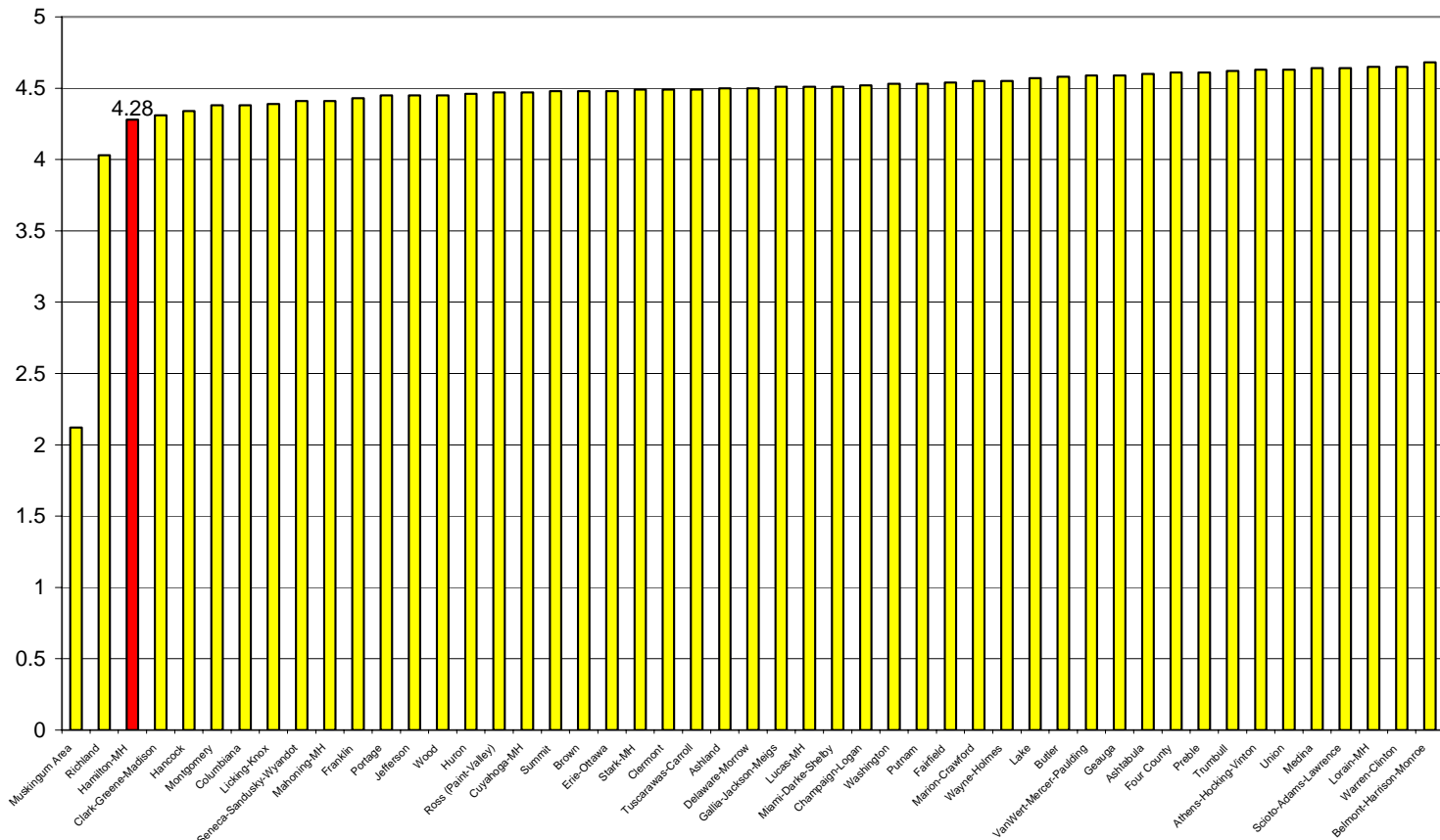
Hamilton County Findings – Dignity & Respect

Hamilton County Mean Score = 4.28

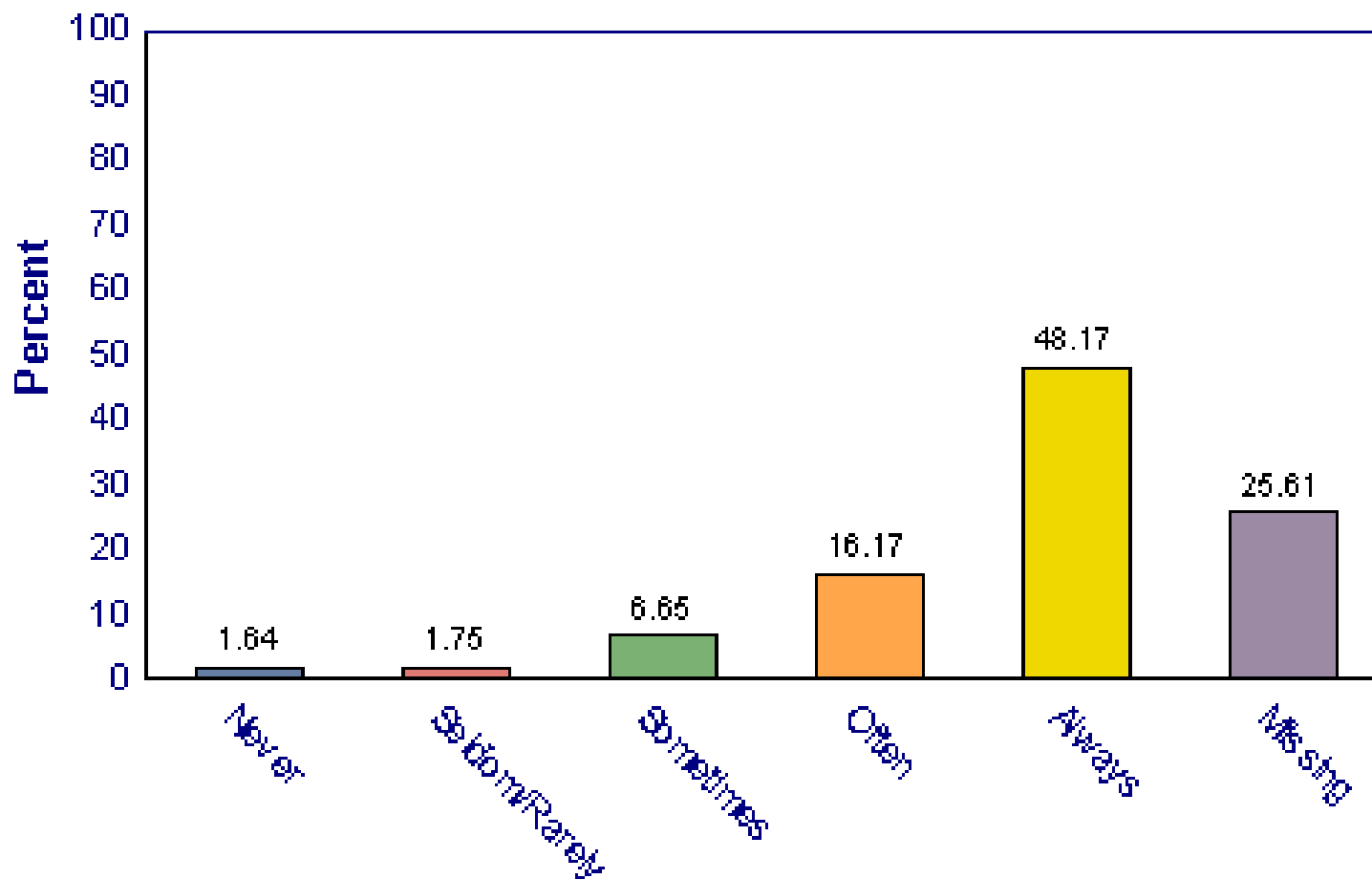


Ohio Board Comparisons

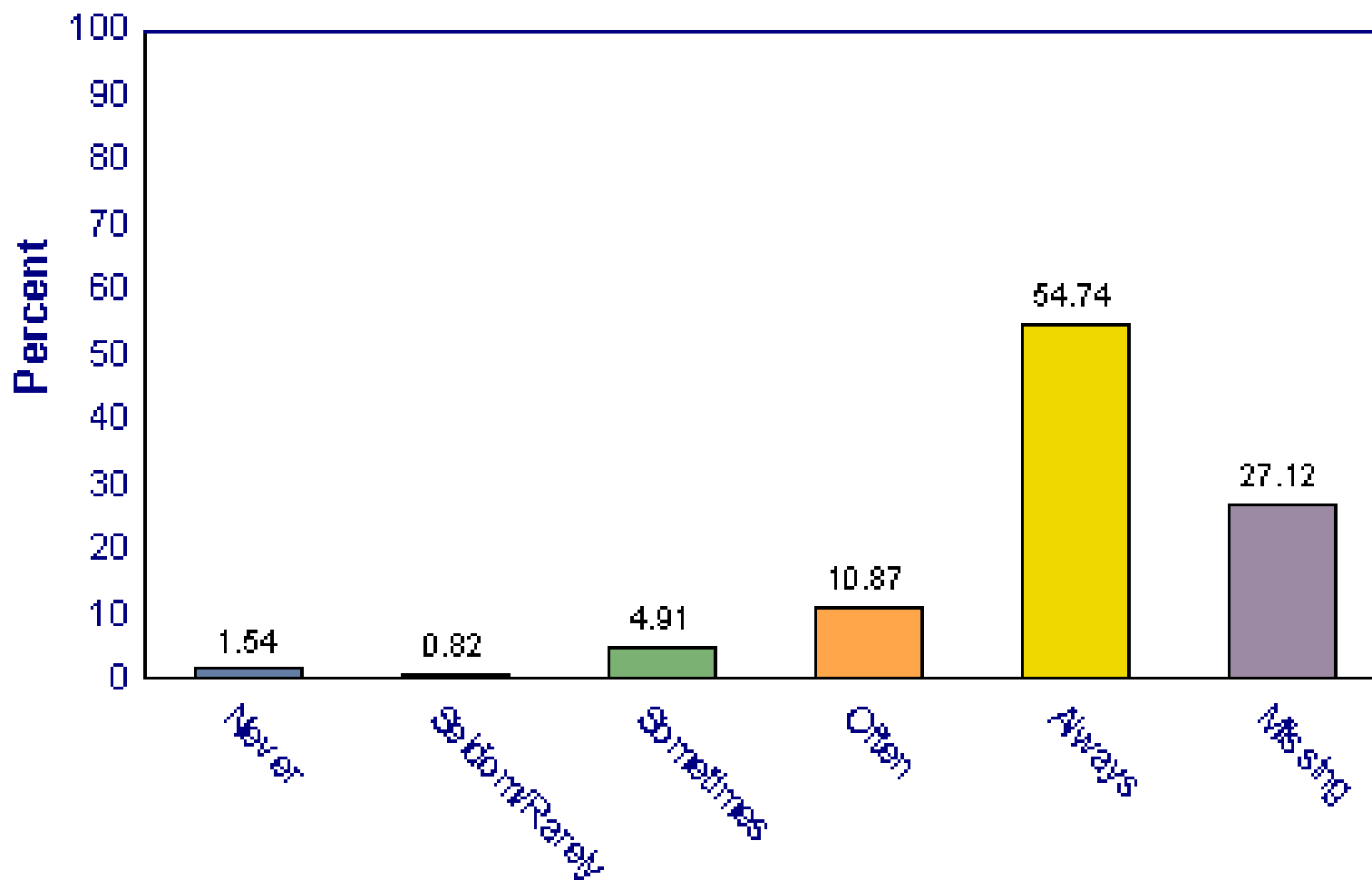
Consumer A: I have been treated with dignity and respect at this agency
(Mean Score; 1=Never 5=Always)



Agency Level Findings – Agency A

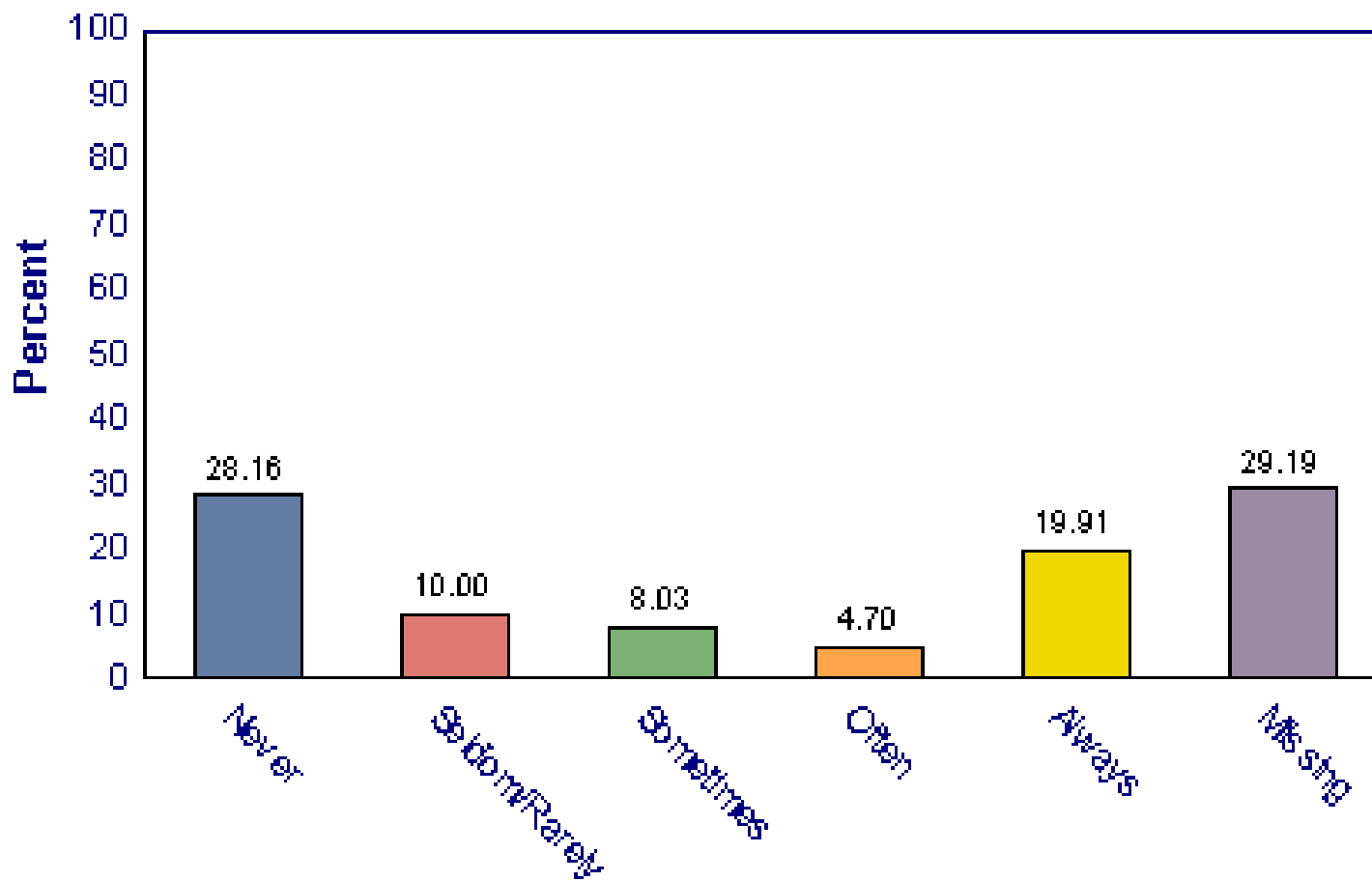


Agency Level Findings – Agency B



Agency Level Findings – Agency C

Agency Mean Score = 2.68





Exercise – Improve Service Delivery

- **Based on the results to the question about being treated with respect, identify some efforts that can be taken to improve this outcome.**
- **What is the desired outcome (level of improvement)?**

Improve Service Delivery con't

- **Use of existing instruments/measures to meet your agency/program needs**
- **Development of a Recovery Scale using Ohio Consumer Outcomes items**

Improve Service Delivery con't

■ **Recovery Measurement Tool (Ruth Ralph, Ph.D. & The Recovery Advisory Group; 1999)**

□ **Eight Dimensions**

- **Cognitive**
- **Emotional**
- **Spiritual**
- **Physical**
- **Activity**
- **Self-Care**
- **Social Relations**
- **Social Supports**

Improve Service Delivery con't

■ **Example: Social Supports Dimension:**

- **OCO item #1 – How do you feel about the amount of friendship in you life?**

- **OCO item #12 – How often do you have the opportunity to spend time with people you really like?**

- **OCO item #49 – Usually I feel alone?**

Using Outcomes to Sustain & Obtain Funding

■ **Sustaining (and growing) Funding**

- **Demonstrate positive impact of services**
 - **Connect service to desired outcome**
- **Use reliable measures**
- **Show cost effectiveness**
- **Produce outcomes that no one else does**

Sustaining & Obtaining Funding con't

■ **Obtaining (additional) funding**

- **Demonstrate positive impact of services, use reliable measures, show cost effectiveness, and produce outcomes that no one else does**

- **Expand**
 - **Number of people served**
 - **Population served**
 - **Even better outcomes**
 - **Additional outcomes**
 - **Offer something unique**

Q & A and Contact Information

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