

## How to use the Case Alerts Feature of MyOutcomes

### Introduction

As an Administrator, Supervisor or Provider (what we would call a Therapist or Clinician) in MyOutcomes, you have access to a lot of data gathered about your clients based on the statistics that are generated in MyOutcomes for clients that have ORS and SRS scores in the system. These data can be very helpful to clinicians providing direct services to clients as well as to Clinical Supervisors providing guidance and mentoring to therapists performing direct clinical services.

The information available on the MyOutcomes Dashboard is customized based on your user role. Please refer to the document entitled **MyOutcomes Administration Guide** for more information about many of the activities available to MyOutcomes Administrators, Supervisors and Providers. This document is available at [www.riverhaven-ca.org/MyOutcomes.aspx](http://www.riverhaven-ca.org/MyOutcomes.aspx).

### The Dashboard

The MyOutcomes Dashboard enables users to generate customized reports that demonstrate the efficacy of treatment services, case alerts, and utilization reports in real-time for clinical, supervisory, administrative, and reporting purposes.

More information regarding the MyOutcomes Dashboard, including detailed information, can be found in the document entitled **MyOutcomes Quick Start Guide**. This document is available at [www.riverhaven-ca.org/MyOutcomes.aspx](http://www.riverhaven-ca.org/MyOutcomes.aspx).

### Case Alerts

The **Case Alerts** section of the MyOutcomes Dashboard allows users to generate a real-time list of cases within the selected population that meets certain criteria established by the user. Each respective alert type is discussed in greater detail below.

#### Red Hand

Selecting the **Red Hand** alert criteria will generate a list of all clients within the selected population whose most recent ORS Feedback Message contained a Red Hand Icon. Because there may be reason for serious concern about reported client progress in cases meeting the Red Hand criteria, it is well worth the effort to regularly review this Case alert.

#### Yellow Hand

Selecting the **Yellow Hand** alert criteria will generate a list of all clients within the selected population whose most recent ORS Feedback Message contained a Yellow Hand icon. Because there may be reason for moderate concern about reported client progress in cases meeting the Red Hand criteria, it is well worth the effort to regularly review this Case alert.

### ORS Below 40<sup>th</sup> Percentile Projection

Selecting the **ORS Below 40<sup>th</sup> Percentile Projection** alert criteria will generate a list of all clients within the selected population whose most recent ORS score fell below the score achieved at that session by 40% of all clients with the same intake score. The 40<sup>th</sup> percentile projection in each case is based on a statistical analysis of over 600,000 administrations of the ORS. There may be reason to consider adjustments in the service provided to clients meeting the ORS Below 40<sup>th</sup> Percentile Projection Criteria. concern about reported client progress in cases meeting the Red Hand criteria, it is well worth the effort to regularly review this Case alert.

### Active Cases w/o New ORS/SRS Data in 6+ Weeks

Selecting the **Active Cases w/o New ORS/SRS Data in 6+ Weeks** criteria will generate a list of all clients within the selected population whose cases retain an active status, but have not had a new ORS or SRS data entered into MyOutcomes for over six weeks. Cases that meet these criteria should be considered for some form of administrative action (e.g. case review to determine why the client may not have returned to treatment; resulting in a range of actions from attempts at re-engagement to deactivation in MyOutcomes).


### Creating a Case Alert

Aside from clinical statistical data, one of the more valuable pieces of information you can review within MyOutcomes is a list of Active clients that have not had a New ORS or SRS score in at least 6 weeks.

To generate a list of active clients that have not had a new ORS or SRS score entered into MyOutcomes in at least six weeks, just click on the **Dashboard** icon located in the upper right of the MyOutcomes screen. Note that what you see in the Dashboard is customized based on your user role in MyOutcomes.



Clicking on the **Dashboard** icon takes you to the **Key Performance Indicators** Dashboard section of MyOutcomes. More information on **Key Performance Indicators** can be found in the document titled **MyOutcomes Quick Start Guide**. This document is available at [www.riverhaven-ca.org/MyOutcomes.aspx](http://www.riverhaven-ca.org/MyOutcomes.aspx).

Once you are on the Key Performance Indicators page, click on the Exclamation Point  icon to switch to the **Case Alerts** view.

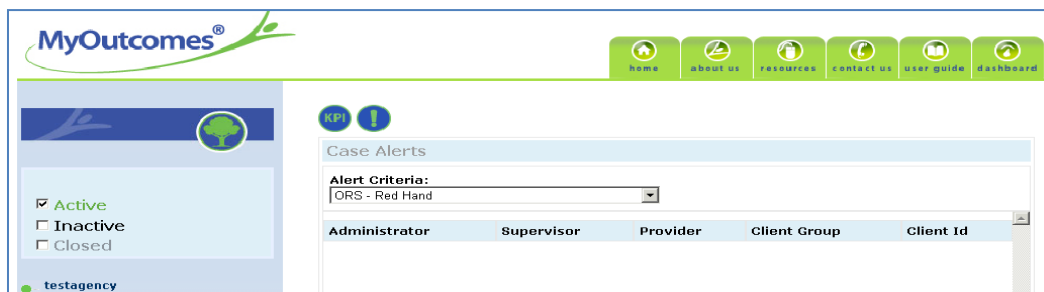


Figure 1: The Case Alerts Window in MyOutcomes.

Click the Drop Down box labeled **Alert Criteria** and select **Active Cases w/o New ORS/SRS Data in 6+ Weeks**.

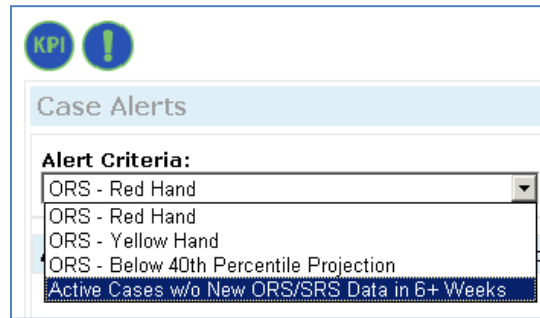


Figure 2: The Case Alerts Criteria Drop-Down List.

The **Report Parameters** section, located below the **Alert Criteria** section, contains several options that you can invoke to refine your report parameters. Varying the selection criteria located here can change the data displayed; it is recommended that users explore the different choices to see how the results can change depending on chosen report parameters.

The image shows a 'Report Parameters' form. At the top, it says 'Use the menus to select the caseload for which you would like to view a dashboard report. Click Apply to view the updated statistics.' Below this are several rows of input fields: 'Owner:' with a dropdown arrow; 'Administrator:' with a dropdown arrow; 'Supervisor:' with a dropdown menu showing '---All---'; 'Provider:' with a dropdown arrow; 'Client Group:' with a dropdown arrow; 'Status:' with three radio buttons labeled 'Active', 'Inactive', and 'All'; 'Include Caretakers?' with a checked checkbox; 'Age Range:' with 'From:' and 'To:' dropdown menus, both showing '---select---'; 'First Sessions beginning after (mm/dd/yyyy):' with an input field, followed by 'and/or beginning before (mm/dd/yyyy):' with another input field; and 'Latest Sessions ending after (mm/dd/yyyy):' with an input field, followed by 'and/or ending before (mm/dd/yyyy):' with another input field. At the bottom left is an 'Apply' button.

Figure 3: The Report Parameters Selection Criteria section provides a wealth of choices to refine your search efforts.

Once you've chosen the specific report parameters that you wish to use, click Apply. The upper section of the screen will become populated with all of the clients meeting the report parameters you selected.

Administrator	Supervisor	Provider	Client Group	Client Id
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Figure 4: Case Alert Detail. Note that names have been hidden to protect user and client identities.

The Case Alerts report will show all clients sorted by Administrator, Supervisor, Provider, and Client Group. Modifications to the Report Parameters selection criteria can substantially change the range of information presented in the Case Alerts report.

As mentioned early, Case Alerts are very useful in both clinical supervision as well as clinical work; providing the opportunity to open dialogue between clinical supervisor and therapist, or client and therapist regarding the treatment services being scored