Improving Outcomes and Controlling Costs

MyOutcomes – An Overview

MyOutcomes is the practical application of the clinically proven Client-Directed Outcome-Informed (CDOI) clinical approach. CDOI is based on the idea that client feedback can improve effectiveness by tailoring therapy to client's clinical needs. This approach helps foster a strong client-provider alliance which has been shown to significantly reduce costly missed and late appointments, and early drop-outs. In addition, CDOI identifies when a client has achieved maximum expected benefit which helps reduce over-utilization. MyOutcomes' implementation of CDOI has been used successfully by thousands of providers to improve the mental condition of over 80,000 clients around the world.

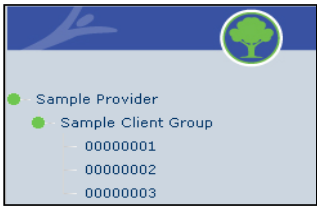
A Typical Session Using MyOutcomes

Immediately before each session, a client takes about a minute to complete a 4-item measure, called the Outcomes Rating Scale (ORS). This measure assesses the client's progress in symptomatic functioning, interpersonal relationships, and social functioning (e.g., work, quality of life). Near the end of each session, clients take about a minute to complete a different separate 4-item measure, called the Session Rating Scale (SRS). This measure assesses the client's perception of the therapeutic alliance, including: strength/quality of the bond, the degree of agreement on goals, therapeutic method and approach. MyOutcomes provides feedback to the client and clinician about how well the client is following the expected trajectory. It warns if a client is at risk for dropout or other negative outcomes. MyOutcomes encourages discourse between client and clinician. This helps the therapist fine-tune the therapy to meet the specific needs of the individual and helps give the client a greater voice in the recovery process.

Six Steps to a Simple Session

(Administering the ORS and SRS using MyOutcomes)

1. **Locate and click the client's record to display the client tools page.**



2. **Administer ORS: Click the ORS icon to administer the Outcomes Rating Scale (Figure 1).**

Paper Version Option: Click the Paper ORS icon to manually transfer ORS scores from a paper version of the ORS to MyOutcomes.

3. **Complete the ORS: Ask client to make sure to click the check-mark icon to save the survey results:** MyOutcomes generates empirically based feedback messages that encourage discussions between providers and clients about their treatment (Figure 2).

4. **Administer SRS: Click the SRS icon to administer the Session Rating Scale (Figure 3).**

Paper Version Option: Click on the Paper SRS icon to manually transfer scores from a paper version of the SRS.

5. **Complete the SRS: Ask the client to make sure to click the check-mark icon to save the survey results:** MyOutcomes generates empirically based feedback messages that stimulate constructive discussion between providers and clients about the strength of their alliance (Figure 4).

6. **You may want to review the MyOutcomes Dashboard (Attachment A) or begin another client's session.**

A Closer Look

The Outcome Ratings Scale (ORS), administered before every session, assesses the client's rating of progress in response to the treatment that is being delivered. It compares the client's scores to an expected trajectory of change that is based on a database of more than 300,000 administrations.

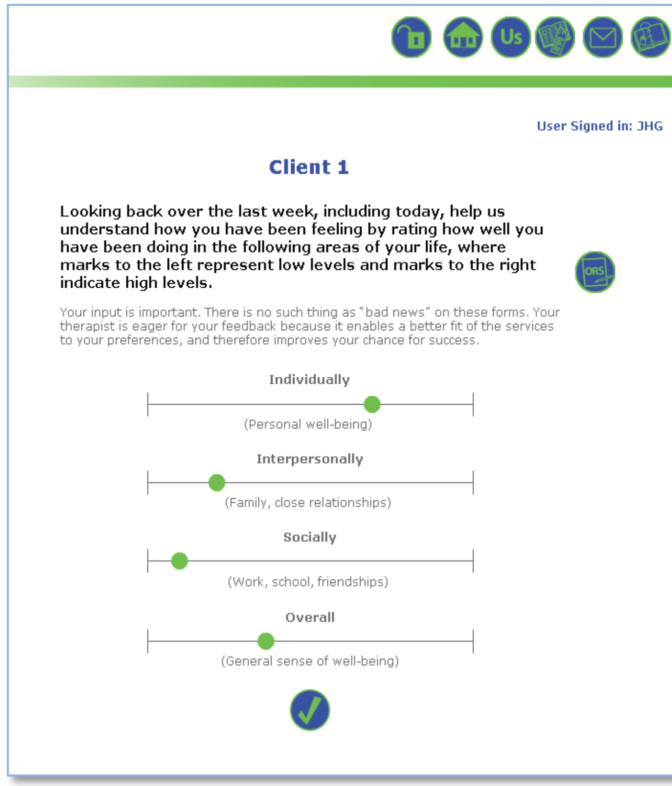


Figure 1

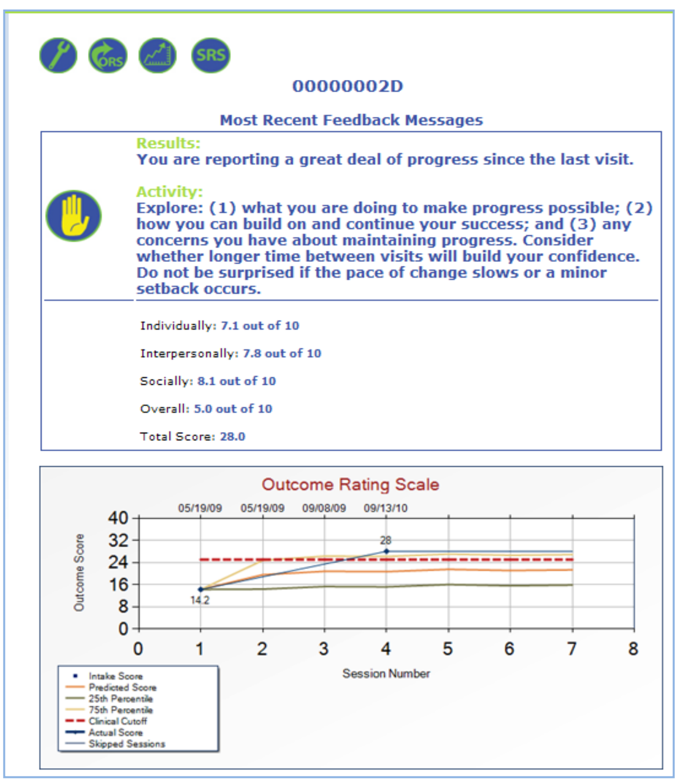


Figure 2

Results are immediately graphed and presented along with an explanation of results, suggested activities, and a green, yellow, or red hand indicating the general direction of therapy, whether it is heading in the right direction, needs to be tailored, or requires immediate intervention.

The Session Rating Scale (SRS), given near the end of each session, assesses the client's perception of his or her alliance with the provider. Research demonstrates that a client's progress and the therapeutic alliance can be used to determine the appropriateness of the current treatment, assess the need for further treatment, and suggest clinical consultation for patients who are not progressing at expected rates.

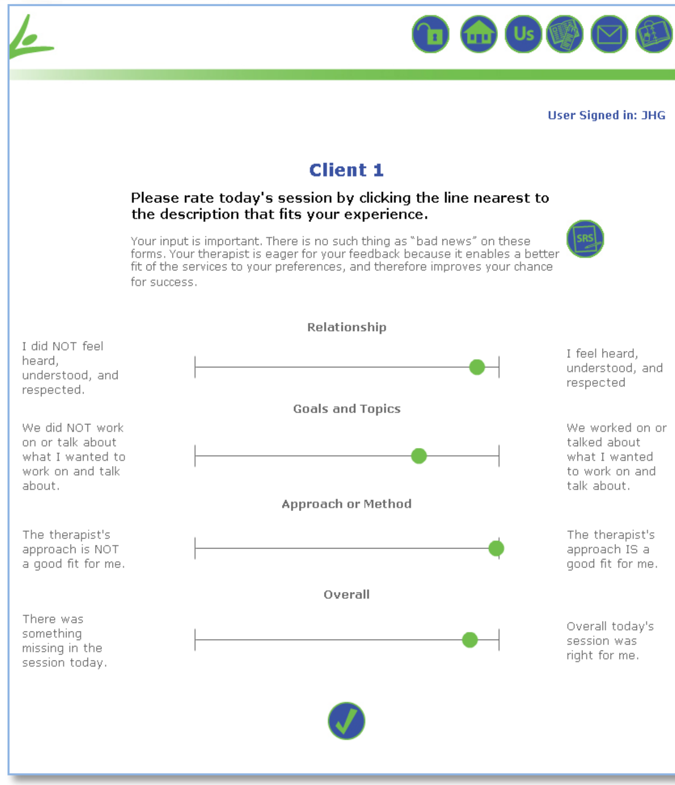


Figure 3

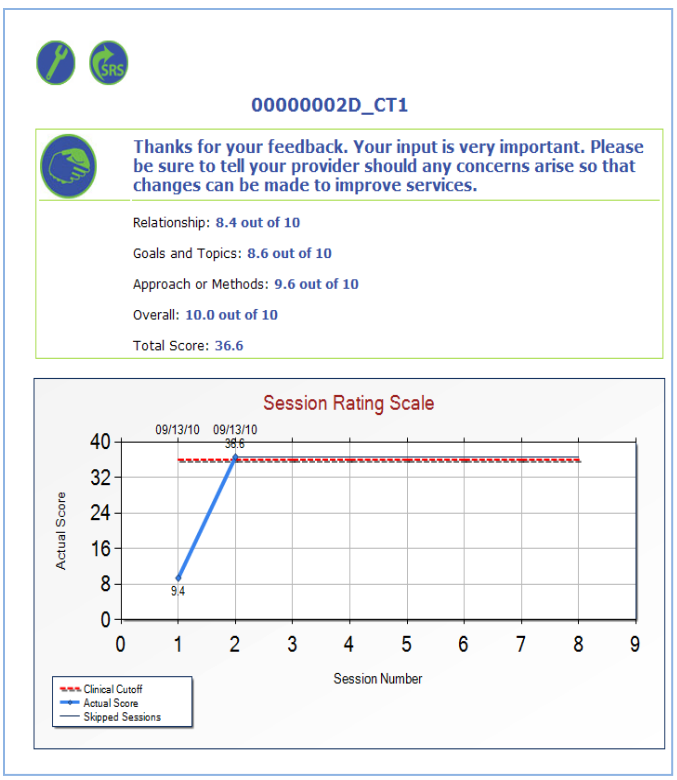


Figure 4

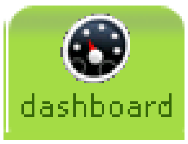
A graph compares the client's rating of the alliance to typical client's responses, highlighting results that fall in the bottom quartile of all responses in order to alert the client and therapists to an at-risk relationship. Feedback messages highlight areas of the relationship that receive particularly low marks and encourage proactive discussion of steps that can repair the relationship.

MyOutcomes Dashboard Guide (Attachment A)

Overview

The MyOutcomes Dashboard enables users to generate customized effectiveness reports, case alerts, and utilization reports in real-time for clinical, supervisory, administrative, and reporting purposes.

Access



To view the MyOutcomes Dashboard, left-click on the tab labeled "Dashboard" in the upper-right of any MyOutcomes page.

You must be logged in to view the Dashboard. The information available on the Dashboard will be customized based on your user role.

Key Effectiveness Indicators

The Key Effectiveness Indicators (KEI) section provides a snapshot of progress reported by clients in the selected population. By default, the population reported on will be all active clients assigned to the logged-in user. To change the population of clients reported on, use the Report Parameters section of the Dashboard.

Key Effectiveness Indicators

Average Overall Change (ORS)	Average Change vs. Session Targets(ORS)	% of Clients Reaching Service Targets (ORS)
5.1	2.8	61.3 %

The KEI labeled "Average Overall Change (ORS)" reports the average difference between first and last ORS scores for all clients within the selected population except for clients with only one session of data. A good rule of thumb is that 5 or more points of improvement on the ORS represents significant and reliable clinical change.

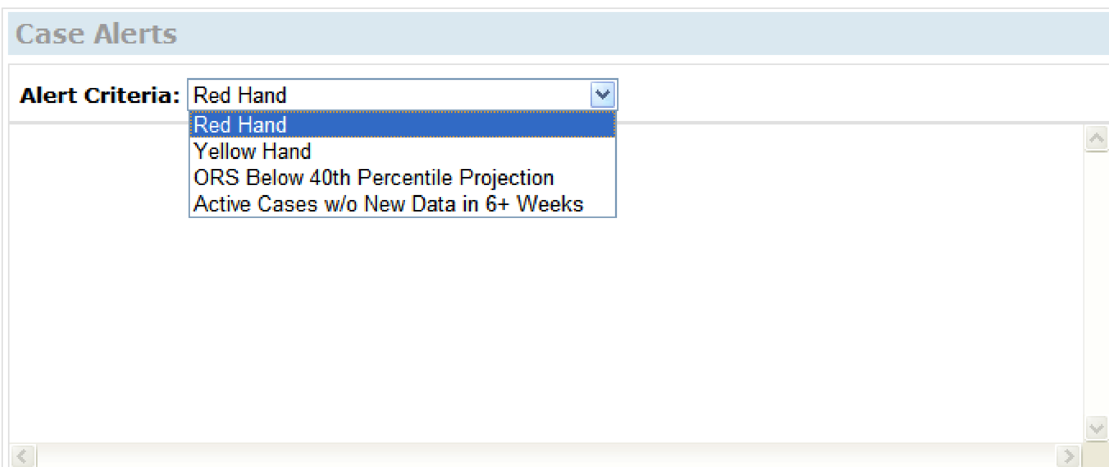
The KEI labeled "Average Change vs. Session Targets (ORS)" reports the average diffrence between the most recent ORS score and the session target ORS score for all clients within the selected population except for clients with only one session of data. The session target ORS score for each client is equivalent to the score achieved at the current session by the 50th percentile of clients with the same intake score. The figure is based on a statistical analysis of over 200,000 administrations of the ORS. For this KEI, a postive number indicates that, on average, clients are reporting greater than average progress; a negative number indicates that, on average, clients are reporting less than average progress.

The KEI labeled “% of Clients Reaching Service Target” reports the percentage of clients within the selected population and with more than one session of data who have reached or exceeded their service targets. Each client’s service target is equivalent to the ORS score achieved at the end of services by the 50th percentile of clients with the same intake score. The figure is based on a statistical analysis of over 200,000 administrations of the ORS. A typical figure for this KEI would be just shy of 50%.

Case Alerts

The Case Alerts section allows users to generate a real-time list of cases within the selected population that meet certain criteria. By default, the population reported on will be all active clients assigned to the logged-in user. To change the selected population, use the Report Parameters Section.

To generate a list of cases from within the selected population that meet particular alert criteria, select an option from the Alert Criteria drop-down menu. By default, the Red Hand alert criteria will be selected.



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. There may be reason for serious concern about reported client progress in cases meeting the Red Hand criteria.

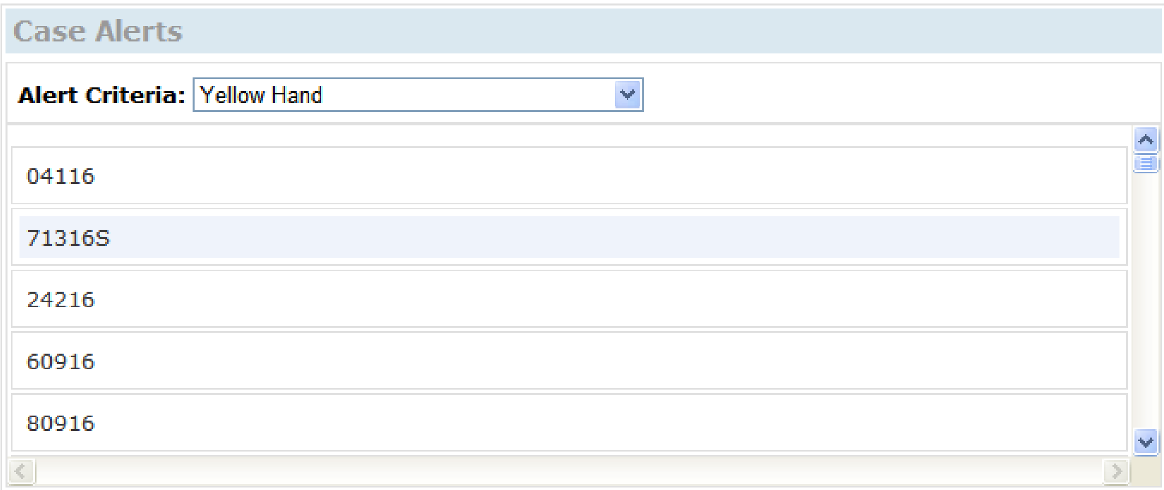
Selecting the “Yellow Hand” alert criteria will generate a list of all clients within the selected population whose most recent ORS Feedback Message contained a Yellow Hand icon. There may be reason for moderate concern about reported client progress in cases meeting the Yellow Hand criteria.

Selecting the “ORS Below 40th Percentile Projection” 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 the 40th percentile client with the same intake score. The 40th percentile projection in each case is based on a statistical analysis of over 200,000 administrations of the

ORS. There may be reason to consider adjustments in the service provided to clients meeting the ORS Below 40th Percentile Projection Criteria.

Selecting the "Active Cases w/o New 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 new ORS or SRS data entered into MyOutcomes for over six weeks. Cases that meet this criteria should be considered for deactivation within MyOutcomes.

To navigate to the Client Tools page for any case listed in the Case Alerts section, left-click on the client's listing.

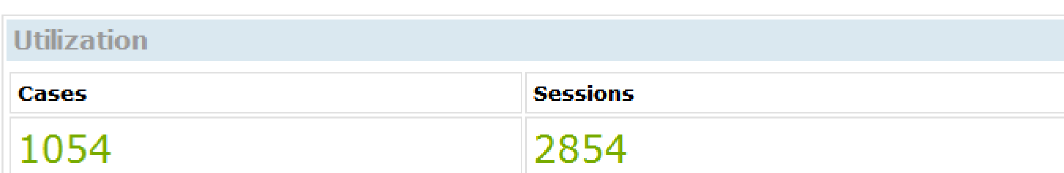


Utilization

The Utilization section provides up-to-date reporting on the number of cases created and sessions entered into MyOutcomes for clients within a selected population. By default, the selected population will be all active clients assigned to the logged-in user. To change the selected population, use the Report Parameters section of the Dashboard. Providers and supervisors can use the Utilization section to monitor implementation of MyOutcomes.

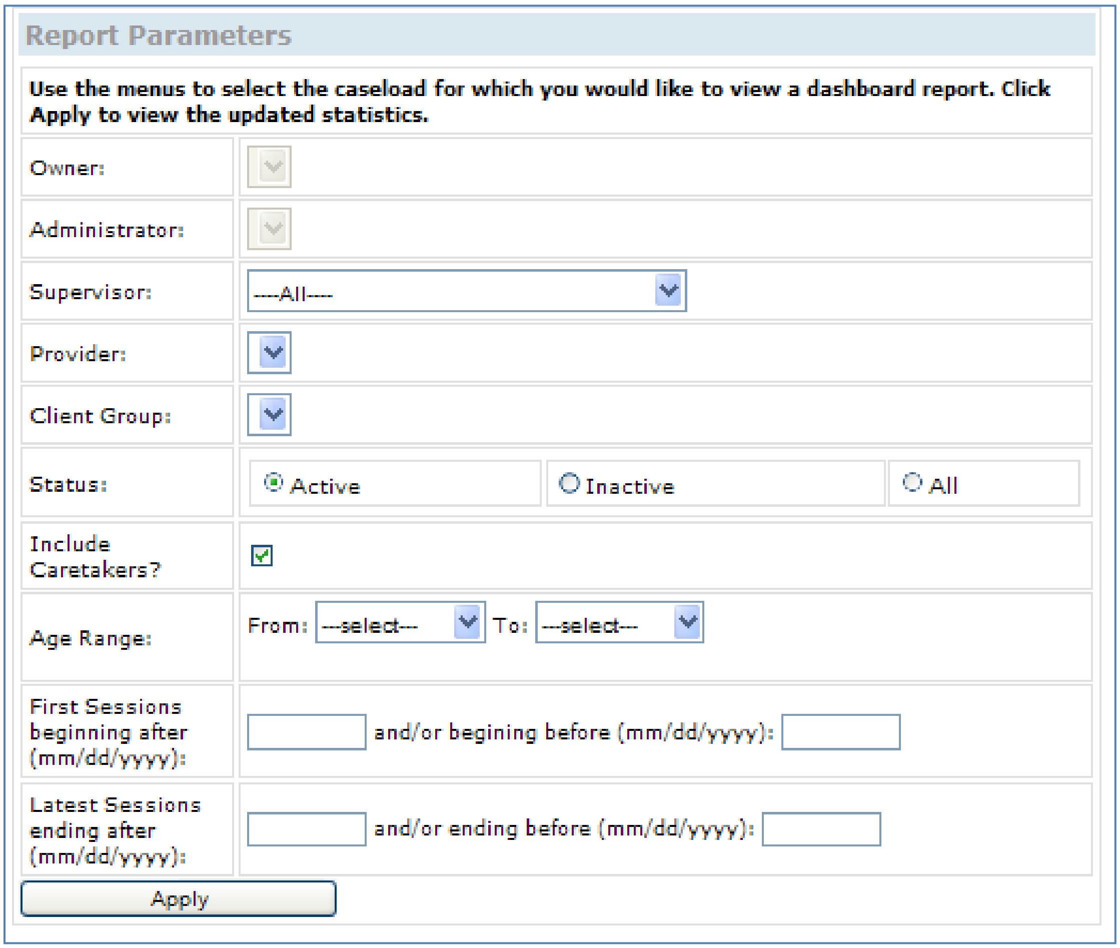
The "Cases" statistic reports the total number of client cases within the selected population.

The "Sessions" statistic reports the total number of sessions for which data has been entered within the selected population.



Report Parameters

The Report Parameters section allows users to specify the population of clients for whom KEIs, Case Alerts, and Utilization data are generated. Users may limit the selected population by using one or more of the filtering fields. None of the filtering fields are required and if none are specified, all data that you are authorized to view will be presented.



To limit the selected population to clients assigned to a particular administrator, select that administrator from the “Administrator” drop-down list. This filtering field may be locked based on your user role.

To limit the selected population to clients assigned to a particular supervisor, select that supervisor from the “Supervisor” drop-down list. This filtering field may be locked based on your user role. The supervisors available in this drop-down list will reset based on the selected administrator.

To limit the selected population to clients assigned to a particular provider, select that provider from the “Provider” drop-down list. This filtering field may be locked based on your user role. The providers available in this drop-down list will reset based on the selected supervisor.

To limit the selected population to clients assigned to a particular client group, select that group from the “Client Group” drop-down list. This filtering field may be locked based on your user role. The client groups available in this drop-down list will reset based on the selected provider.

To change the selected population of clients based on case status, select the radio button for “Active,” “Inactive,” or “All Clients.” Selecting the “Active” radio button, will limit the selected population to clients with active cases. Selecting the “Inactive” radio button will limit the selected population to clients with inactive and closed cases. Selecting “All” will include clients with all case statuses.

To include or exclude additional feedback resources from the selected population, check or uncheck the “Additional Feedback Resources” box.

To limit the selected population to a specific age range, complete the “Age Range” field by entering a “From” and “To” age.

To limit the selected population to cases whose first sessions began within a given date range, complete the “First Sessions Beginning After” fields by entering dates in MM/DD/YYYY format.

To limit the selected population to cases whose Latest sessions began within a given date range, complete the “Latest Sessions Beginning After” fields by entering dates in MM/DD/YYYY format.

After entering all desired limiting information, click on the “Apply” button. The Dashboard will reload to report on the selected population.

Questions/Support

If you have any questions about the Dashboard or require support, please contact the MyOutcomes customer support team at support@myoutcomes.com