

**2003 Joint National Conference on Mental Health Block Grant
And
The National Conference on Mental Health Statistics**

**Using Common Measures Across Systems:
A Cost Effective, Data Based, Collaborative Approach to Planning and
Evaluating Recovery Based Programs**

Astrid Beigel, Ph.D. and Christine Torre

**Washington, D.C.
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Recovery Based Programs**

**Astrid Beigel, Ph.D
Christine Torre
Los Angeles County Department of Mental Health**

Evaluating the effectiveness of services provided to consumers of all ages is critical. When multiple systems are involved, as is the case in recovery models, determining that desired results (outcomes) are achieved is even more complex. In the public sector this requires adopting a different model in program planning, implementation and evaluation as the focus will be on limiting the duration of services, involving multiple agencies beyond behavioral health that facilitate the recovery process (e.g., employment, housing, schools, etc.) and placing greater emphasis on the role of self-help groups. Determining the extent to which various self-help activities contribute to ensuring and maintaining recovery is yet another dimension to measure.

This presentation describes an approach that uses existing data, common across various systems, to assess access to services, timely and effective initiation of services, appropriate engagement and retention of clients in time-limited services, and timely termination. Based on the assumption that clients will need support in recovery, referral to and retention in self-help activities will be tracked and the effectiveness evaluated using both administrative and client self report data.

The presentation will demonstrate how, in a recovery model, all stakeholders, particularly consumers and family members, are involved in all aspects of the process, with a focus on learning how to use data efficiently and effectively.

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Goals of Session

Present a plan to :

- Integrate program planning, service delivery, fiscal matters & evaluation into a single process
- Consider Mental Health as one component of an integrated multi agency system
- Recognize need to establish common measures across systems
- Understand the importance of data based decisions
- Use existing data where possible

Components of Recovery Programs and Evaluation

- Access to services (identification/initiation)
- Mental Health treatment (engagement/retention)
- Coordination with all parts of the care system
- Goal attainment – transition toward independence/best possible quality of life
- Self-help-transition to self help exclusively-achieve stability-with maintenance by primary care
- Planned, regular follow-up by Mental Health (scheduled check-up's) only MH contact

Major Differences Between Old and New Approach

- Involves and holds multiple systems accountable within and outside of MH

Substance abuse

Health - Primary Care

Work (rehabilitation, training, education)

Housing

Self-help

- Time limited
- Shift from specialty services to primary care
- Emphasis on self-help
- Planned Mental Health check-up's-follow-up

Mental Health Data Elements

*Specification and Existing Data Sources for
Obtaining Common Measures*

- Identification
- Initiation
- Engagement
- Retention
- Check-up's - scheduled follow-up visits

Mental Health Data Elements

Specification and Existing Data Sources for Obtaining Common Measures

- Patterns of service use over time

Types of services - inpatient, outpatient, medication, emergency, etc)

Frequency of service use

- Cost of services over time
- Perceptions of care

Cross-System Measures

*Measurement Issues and Interrelationships
Are Existing Data Sets Sufficient?*

- Primary care
- Housing
- Work-training, education
- Substance abuse - (behavioral health)
- Self-help

Types of Data and Data Sources

Potential Problems

- Administrative data
- Survey data
- Issues in data exchange across systems
 - lack of uniformity
 - ability to obtain data
 - confidentiality
 - HIPPA

Types of Data and Data Sources

Progress Toward Resolution

- National efforts to establish standards for measurement - common measures:
 - Forum on Performance Measurement
 - National accrediting agencies
 - Other efforts
- Next steps:
 - Implementation/testing - programs/measures
 - Search for causality

Summary and Conclusions

- The old issues are not forgotten
- Common measures across systems, including specification and data collection methods, must be established-efforts are in process
- Cross system collaboration must be fostered
- Self-help, primary care, and mental health check-up are critical components
- Recovery model - should impact client improvement, reduce use of mental health service and cost while increasing self-help and primary care contacts