



**Bringing Alive the Outcome Data:
Measuring the Recovery Process and Improving
the Delivery of Clinical Services for Adults with
Serious Mental Illness**



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Stakeholder Perspectives

PRS Inc. has a comprehensive system of eliciting feedback from various stakeholder perspectives.

Regular process of evaluations/focus groups with:

- Staff
- Consumers
- Consumers post discharge
- Family members of consumers
- Community stakeholders



Stakeholder Input

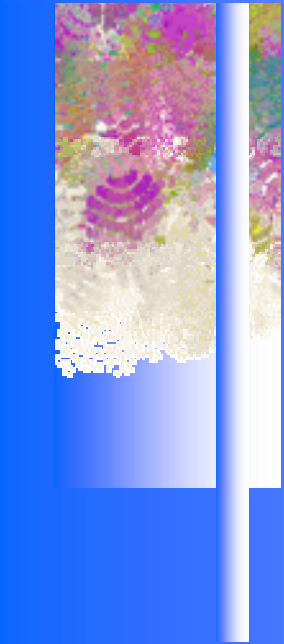
As appropriate, stakeholders are involved in:

- Preparing questions
 - Analyzing feedback
 - Determining how we utilize results to implement improvements (action plans)
- 



Preparing Questions

We do not know how we are doing unless we ask. Asking the right questions is critical.

- What info do we need to know
 - What data would indicate that we are progressing towards our goals?
 - What do we need to know in order to improve our services?
 - Whose input would be useful in determining evaluation of service questions?
- 



Analyzing feedback

What does the data tell us?

How do we need to revise/clarify the question?

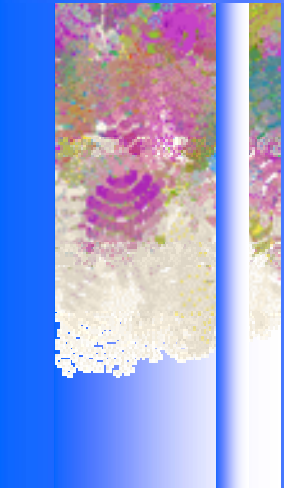




Data Used to Implement Improvements, Example

Family members told us they wanted more information and/or involvement in services.

Action plans included:

- 
- Send a “Welcome Packet” to the family when there is a new admission and appropriate release signed. Packet will include welcome letter, PRS program descriptions and information on available resources.
 - With client consent, PRS staff will, within one week of intake, contact family to ascertain their desired role or level of involvement in service delivery.



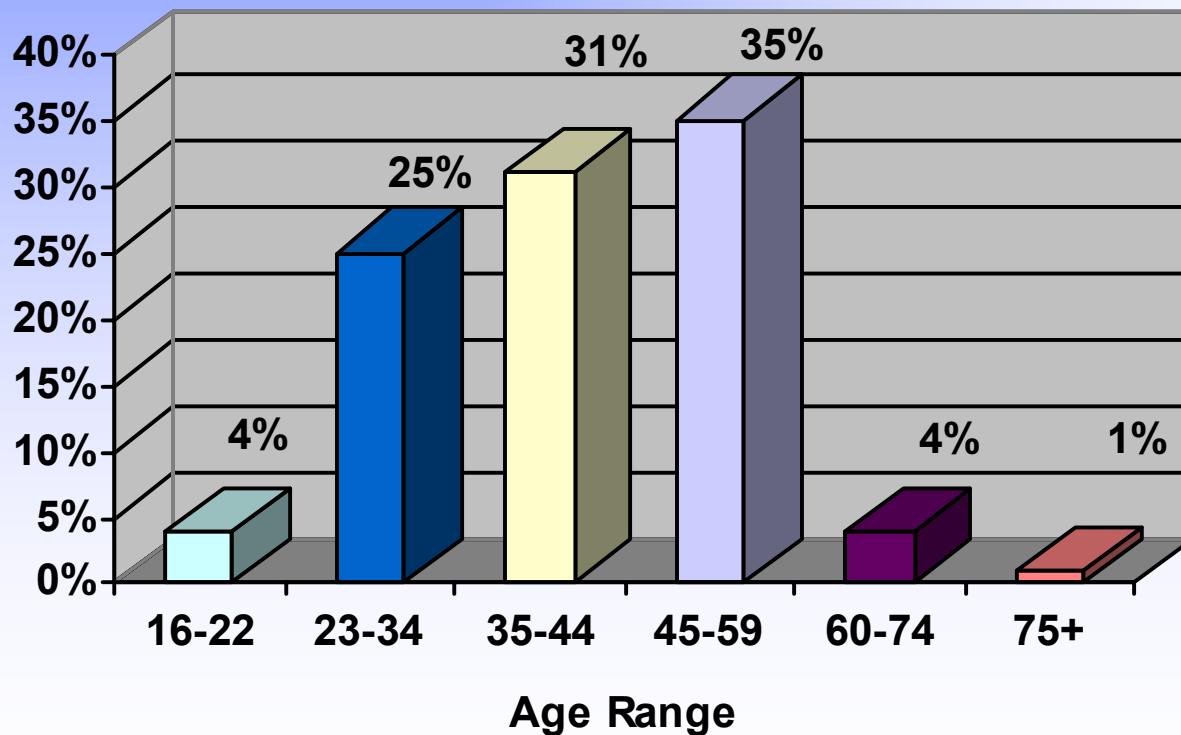
Demographic Glimpse

We served 554 of clients in FY 02 in:

- Psychosocial Day Program (345)
 - Employment Services (185)
 - Residential Services (74)
- 

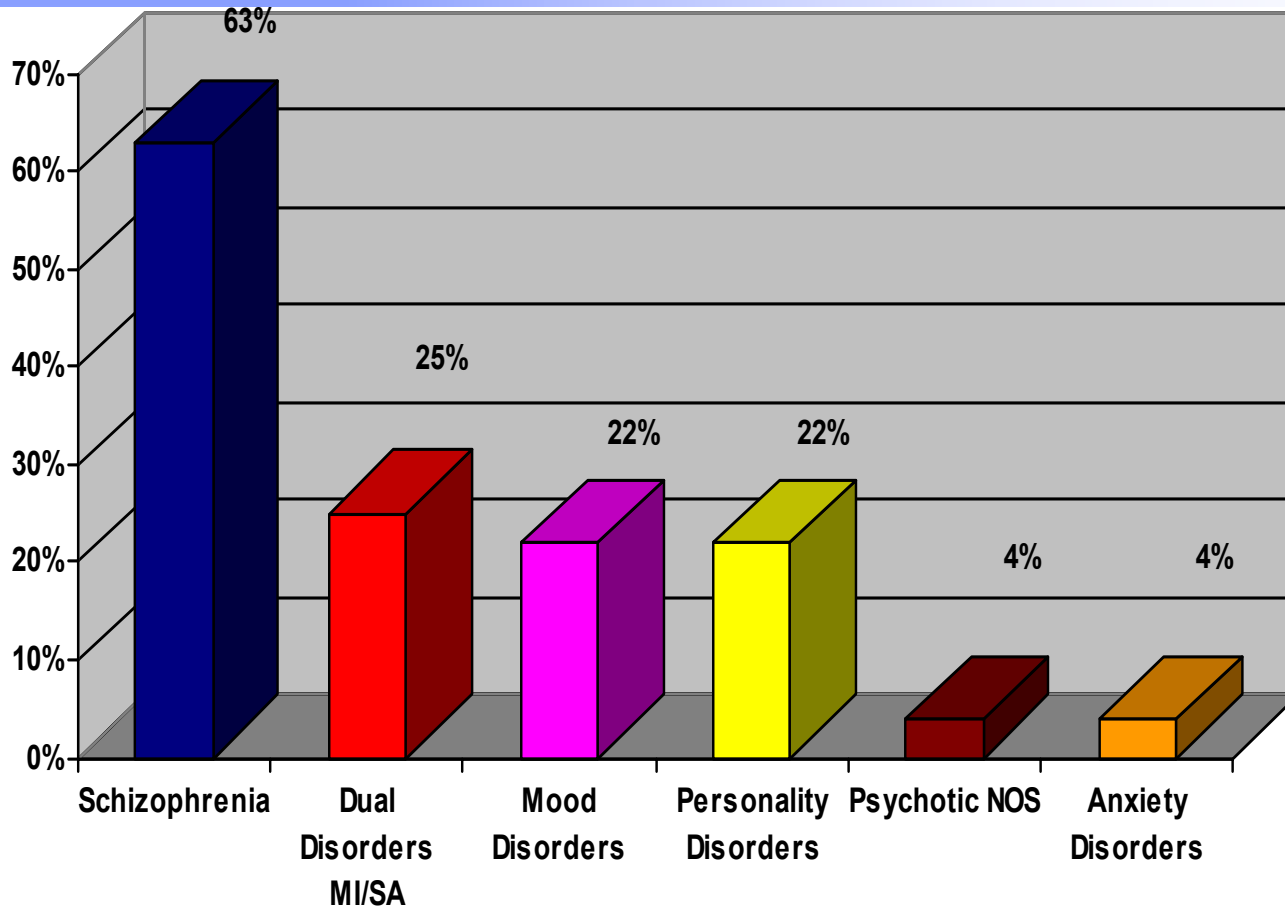
Demographics: Age of All PRS Clients Served in FY 2002

Age -- All PRS Clients for FY 2002



Demographics: Diagnoses of All PRS Clients Served in FY 2002

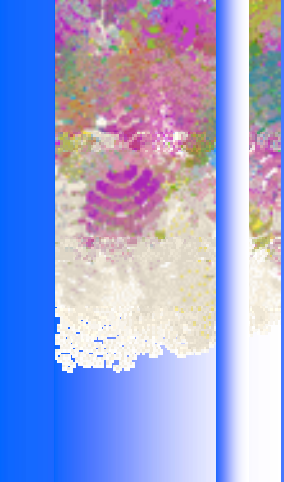
Diagnoses -- All PRS Clients for FY 2002





Domains for evaluating services

The 3 domains PRS has prioritized for evaluating its clinical quality services are:

- 
- Efficiency- the degree to which services are readily accessible
 - Effectiveness - the appropriateness and quality of services provided. Concerns in this area include that services:
 - are provided in a manner that is responsive to the needs of the person served



Domains for evaluating services

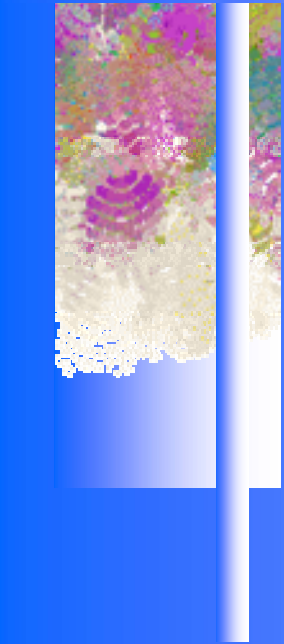
- address health and safety needs, include providing adequate information to make informed decisions
- involve persons served in designing and evaluating services.
- Satisfaction - the degree to which clients report that services were helpful, that the organization provides services that are needed in accomplishing goals and increase overall quality of life.



Stakeholder Input

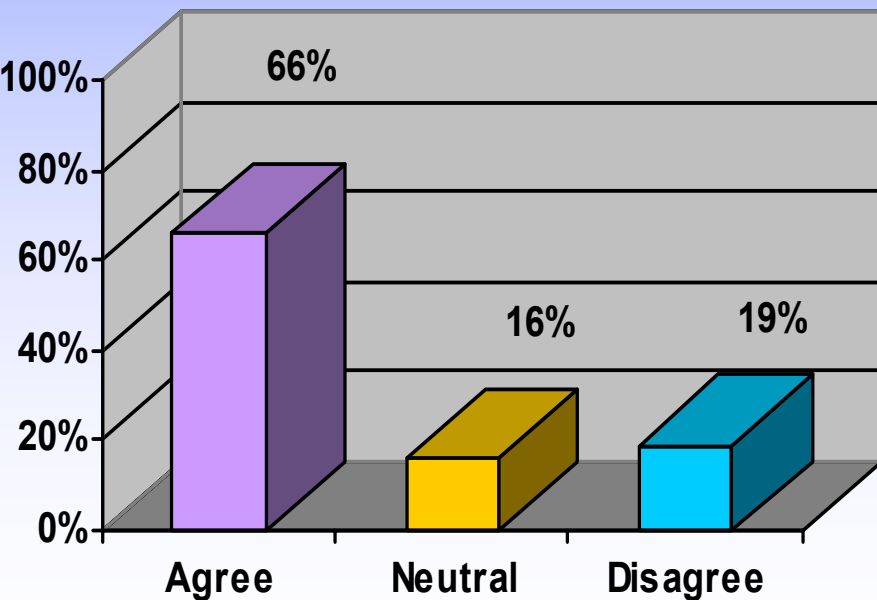
Our consumers told us we needed to assess the extent to which we were promoting hope & recovery. Consumer focus groups helped us develop questions to add to our eval.

As a direct result of services received at PRS:

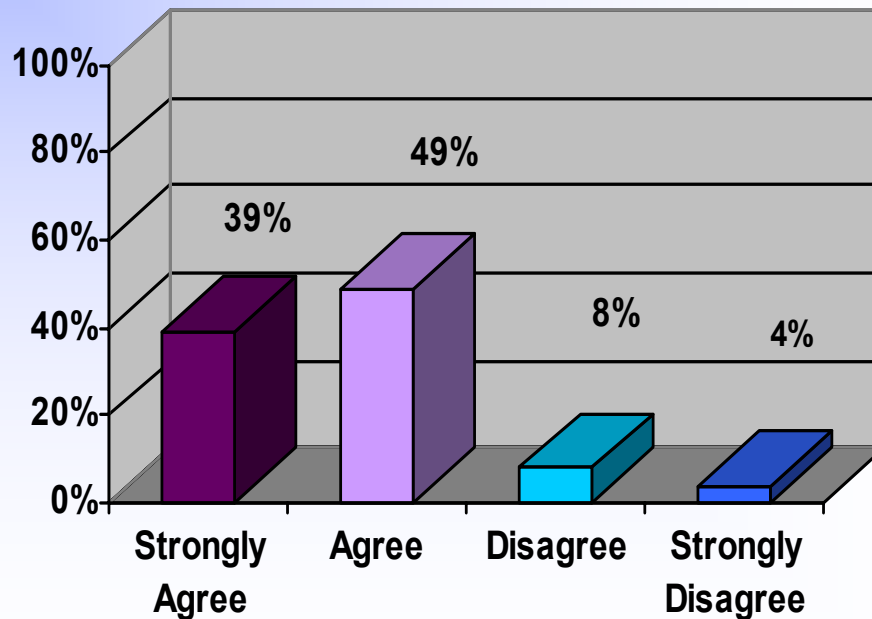
- I feel more positive and hopeful about my future recovery
 - I am more capable and independent in handling my responsibilities at home.
 - I know more about what I need to support my recovery.
- 

Day Program-Eval Results

Percent of clients who reported that staff were sensitive to their cultural/ethnic background. FY01

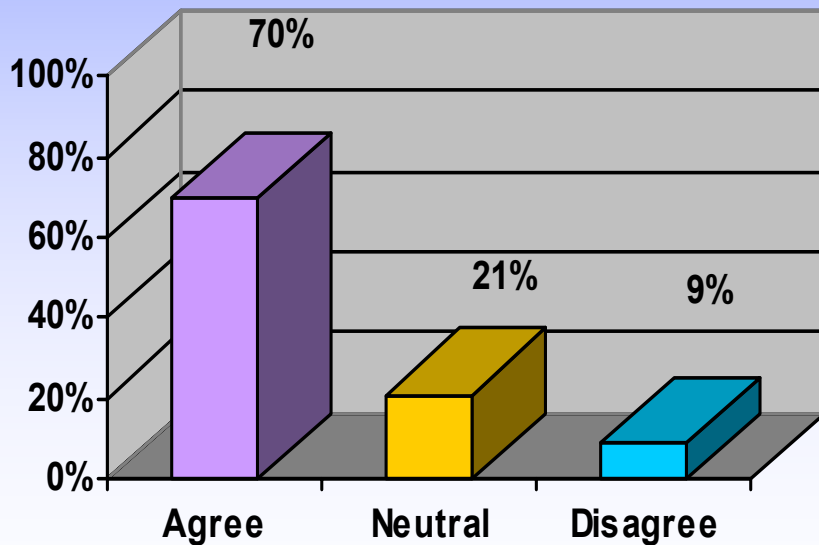


Percent of clients who reported that "Staff were sensitive to my cultural/ethnic background." FY02

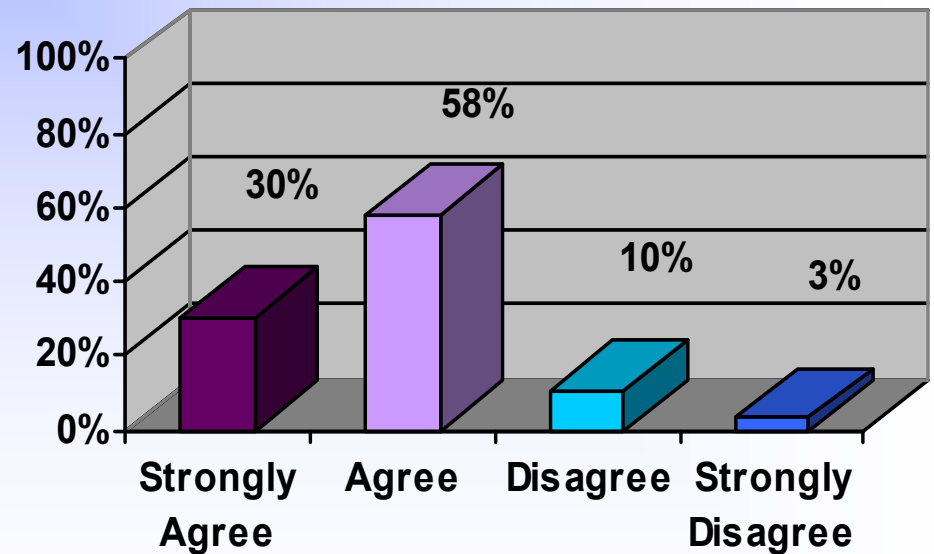


Day Program

Percent of clients who reported that staff helped them obtain the information needed to take charge of managing their illness. FY01

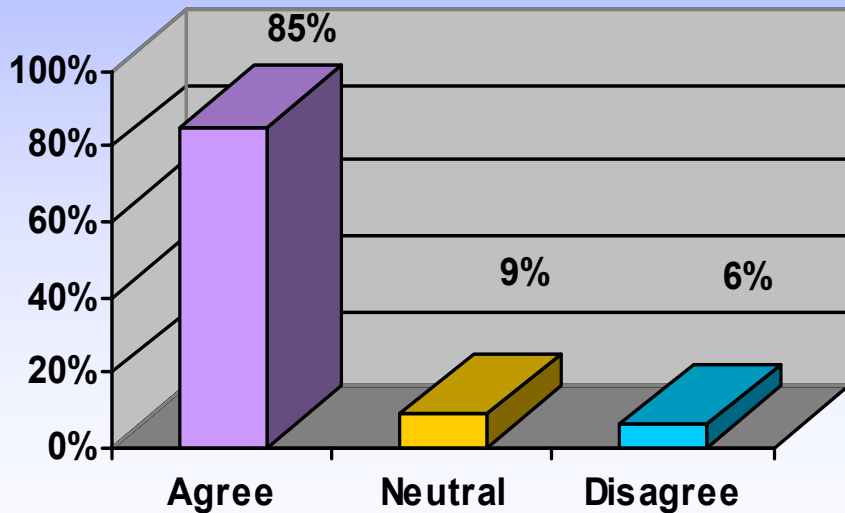


Percent of clients who reported that "Staff helped me obtain the information I needed so that I could take charge of managing my illness." FY02

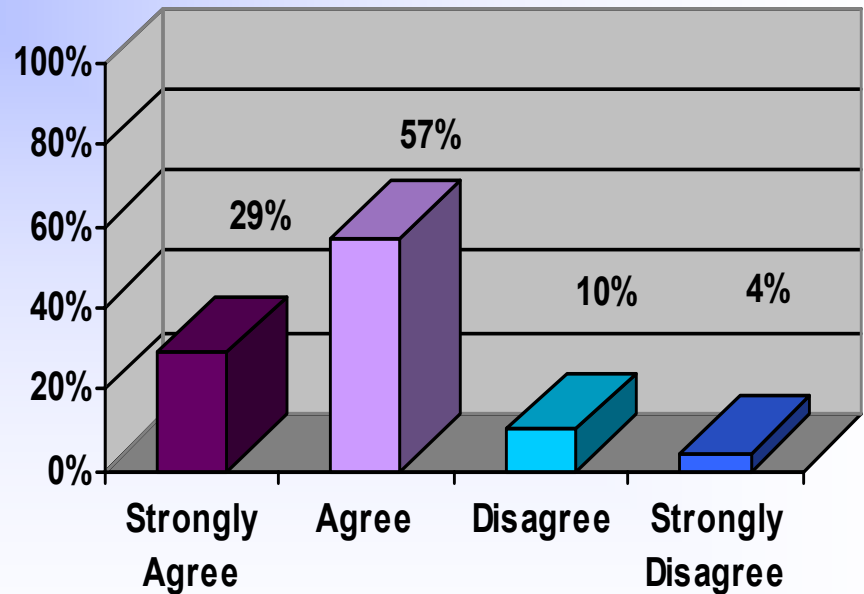


Day Program

Percent of clients who reported that as a direct result of services received, they deal more effectively with daily problems. FY01



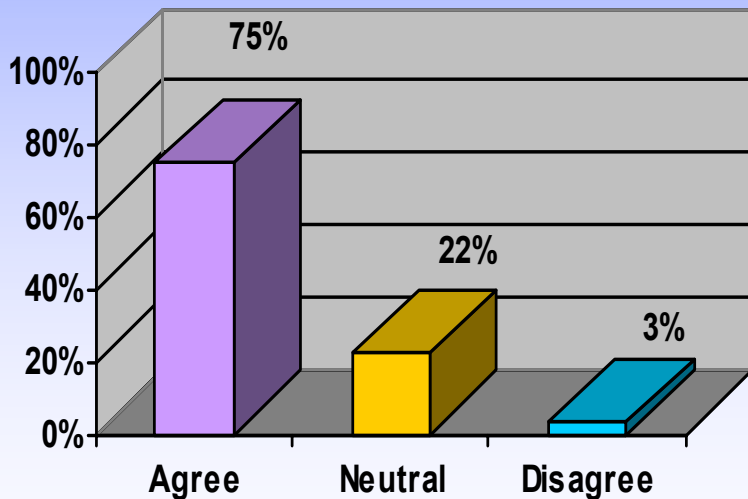
Percent of clients who reported as a direct result of services received, "I deal more effectively with daily problems/hassles." FY02



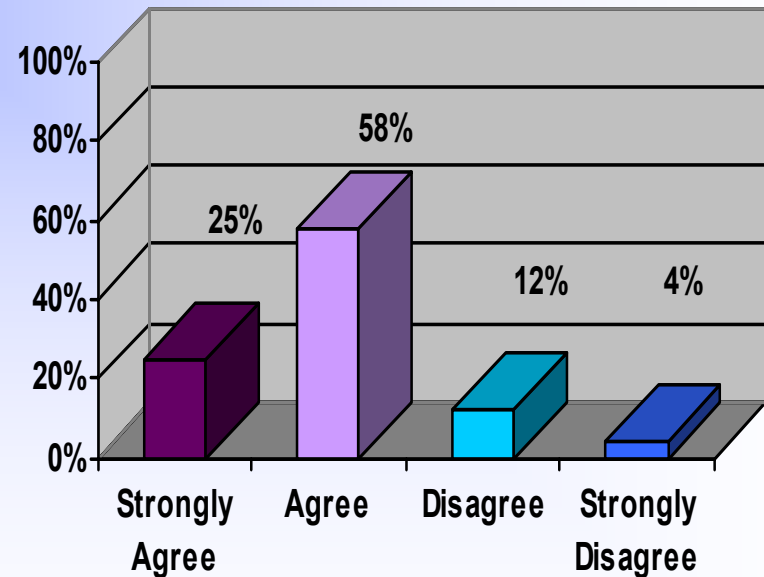
Day Program

Percent of clients who reported that as a direct result of service received, they can deal better with people and situations that used to be a problem.

FY01

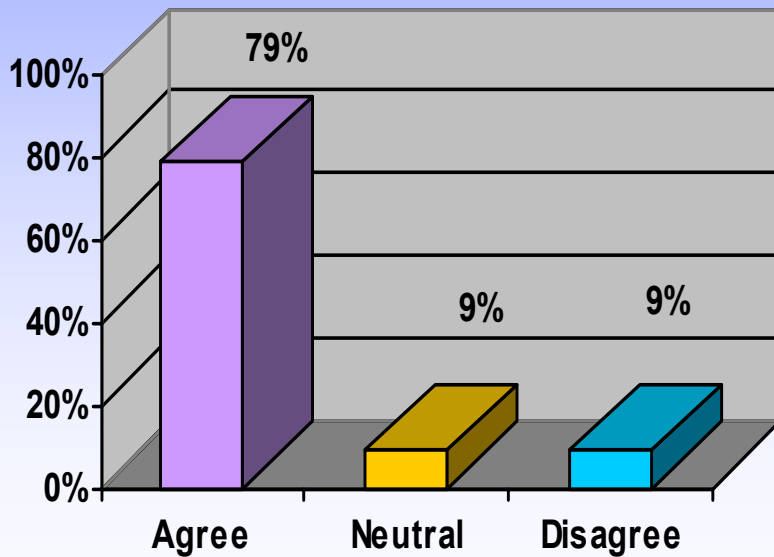


Percent of clients who reported as a direct result of services received, "I can deal better with people and situations that used to be a problem for me." FY02

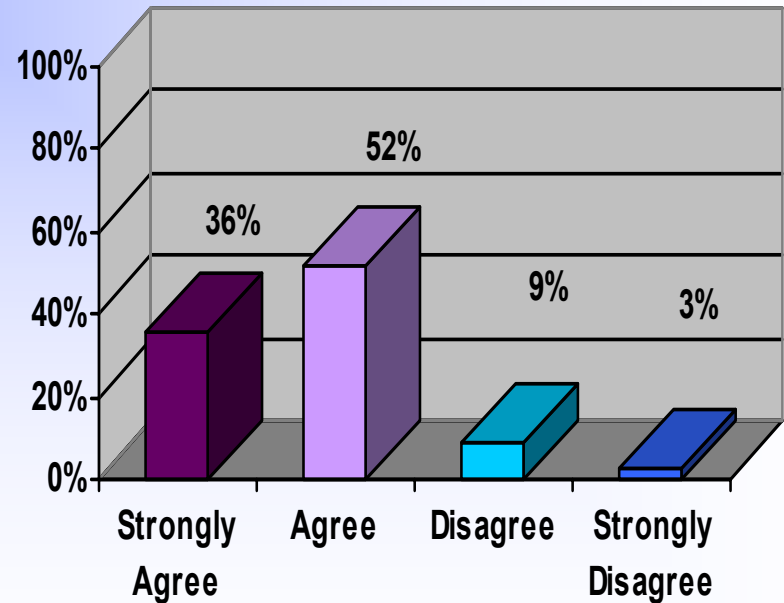


Day Program

Percent of clients who reported feeling respected by staff. FY01

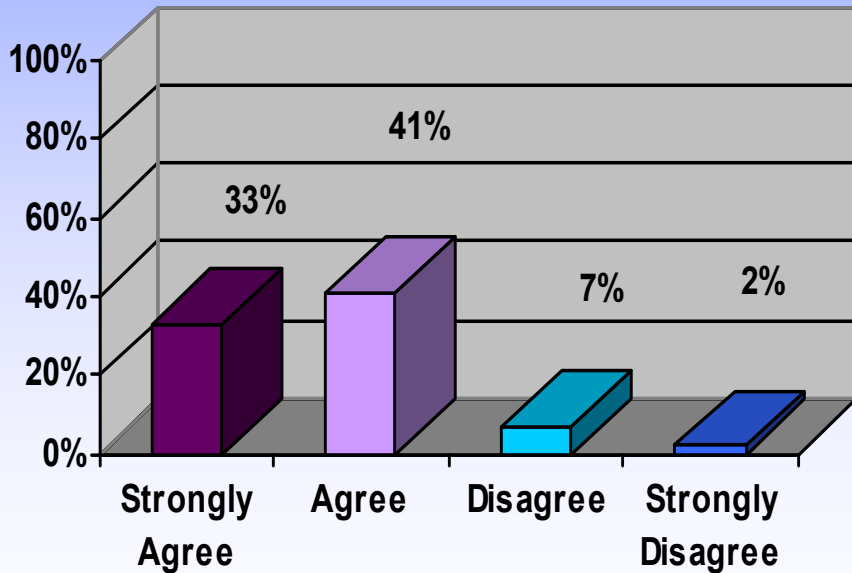


Percent of clients who reported that "Staff listened to me in a way that made me feel respected." FY02

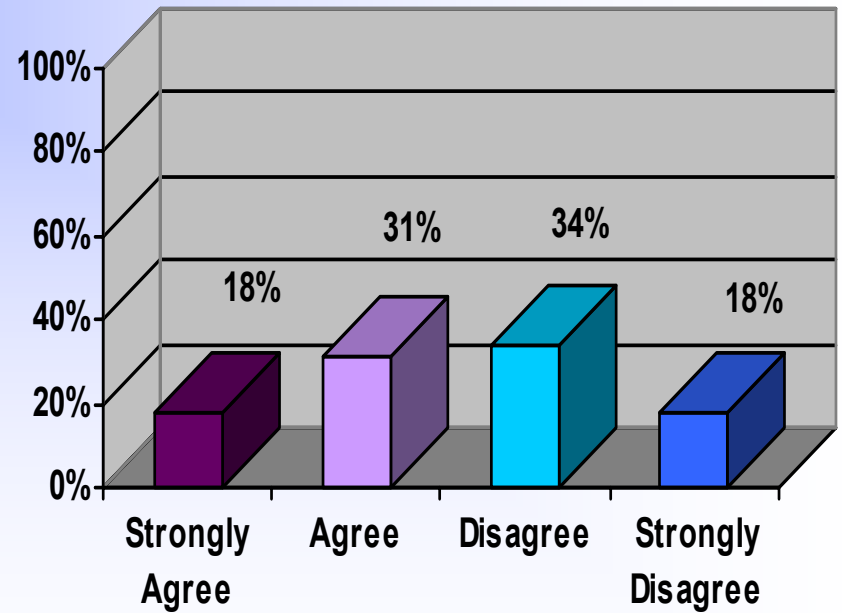


Day Program

Percent of clients who reported as a direct result of services received, "I feel more positive and hopeful about my future recovery." FY02

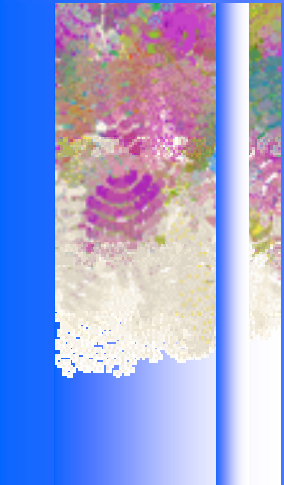


Percent of clients who reported that "Staff behaved as if I cannot choose what is best for me." FY02





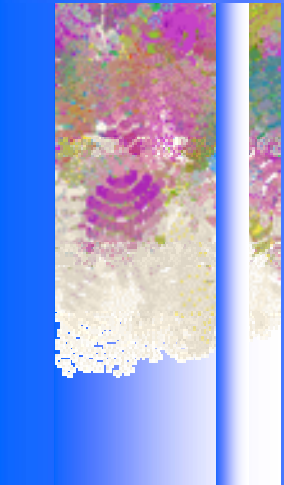
Some new recovery focused survey items for PRS Employment Services:



We need to think about how well we are preparing our consumers for life after PRS. That is, the day when they will no longer need our services.



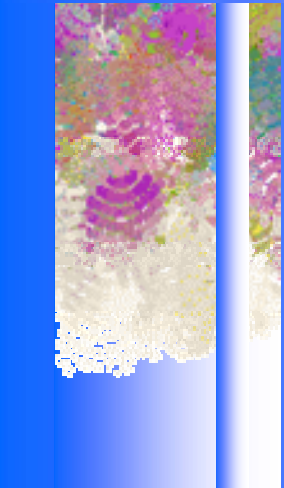
Recovery Focused Questions

- 
- I have disclosed to my employer that I have a disability. If yes, I am satisfied with PRS's efforts to advocate for accommodations at my job.

 - My current job is:
 - Preparing me for advancement
 - Just right for me
 - Under my skill level/unchallenging



Recovery Focused Questions

- Since beginning employment, I experience symptoms of mental illness.
 - Much more Somewhat more
 - Much less Somewhat less
 - As a result of working with PRS, I feel better able to advocate for myself on the job.
 - I believe that in the future I will be able to independently attain and maintain my own employment.
- 



Recovery Focused Questions

- 
- My Employment Specialist assisted me with communication with my employer, if and when applicable.

All of the time

Usually

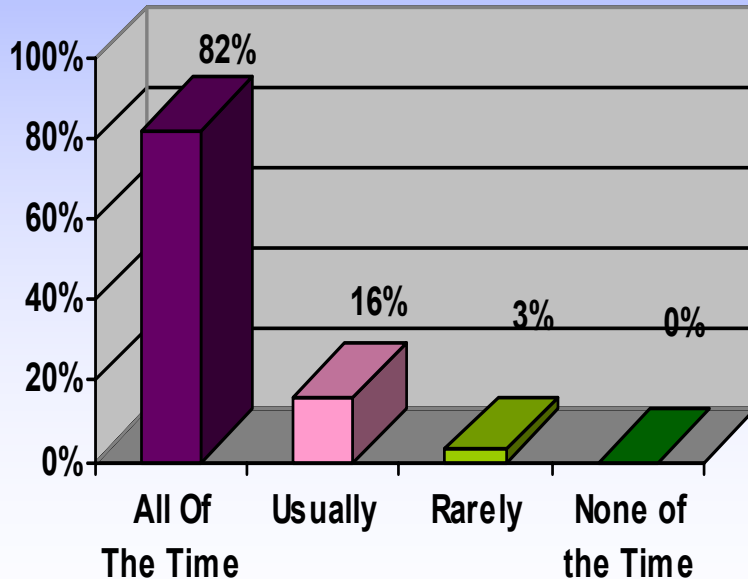
Rarely

None of the time

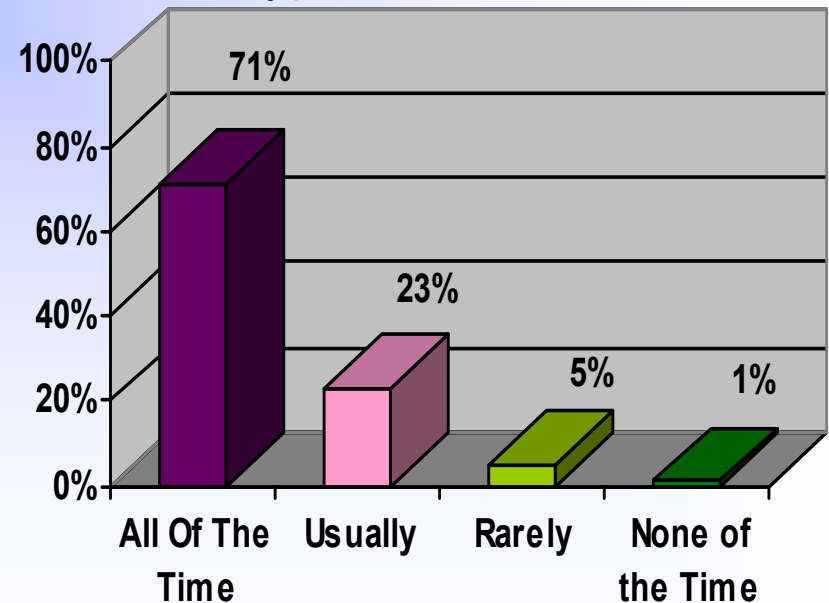
- I am treated with respect on my job by my co-workers.

Employment Services-Efficiency

Percent of clients who reported that "Services were provided in a manner that was respectful of my cultural/ethnic background." FY02

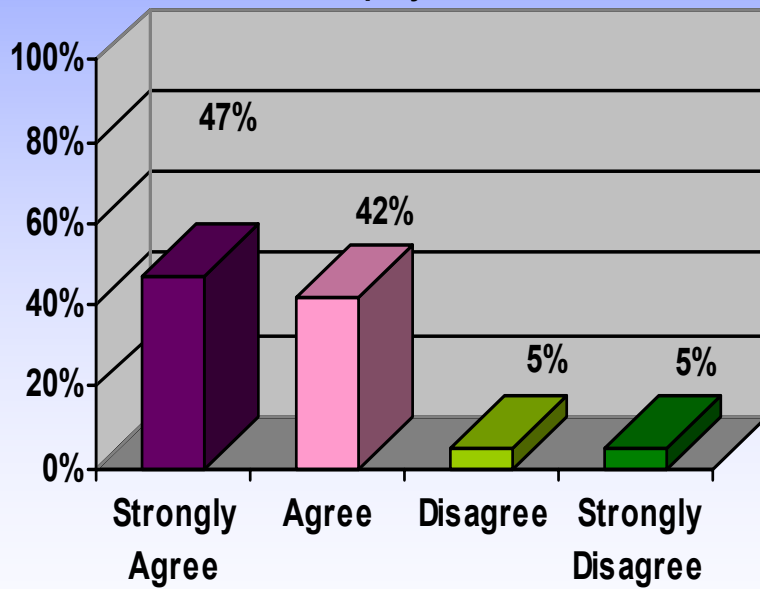


Percent of clients who reported that "I am involved in decision making regarding my recovery plans and services." FY02

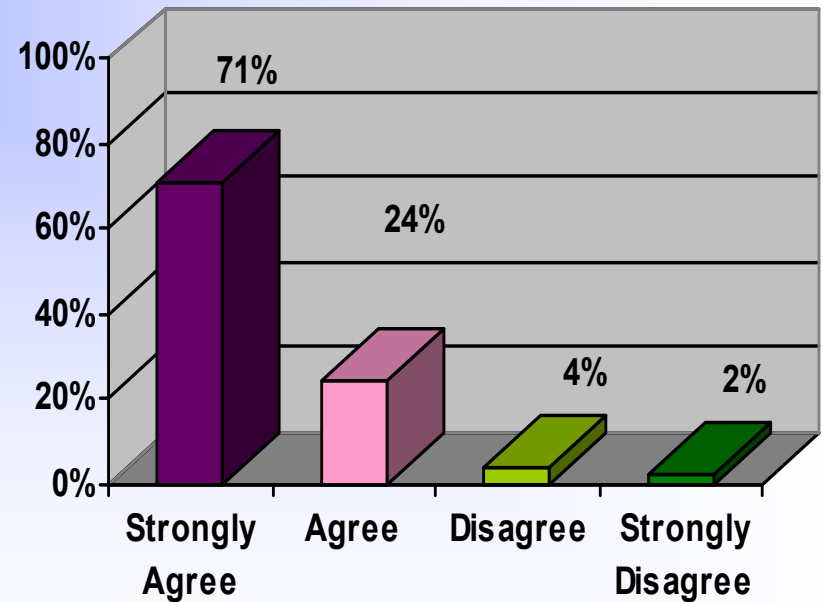


Employment Services

Percent of clients who reported that "I am satisfied with the amount of time it has taken to find employment."

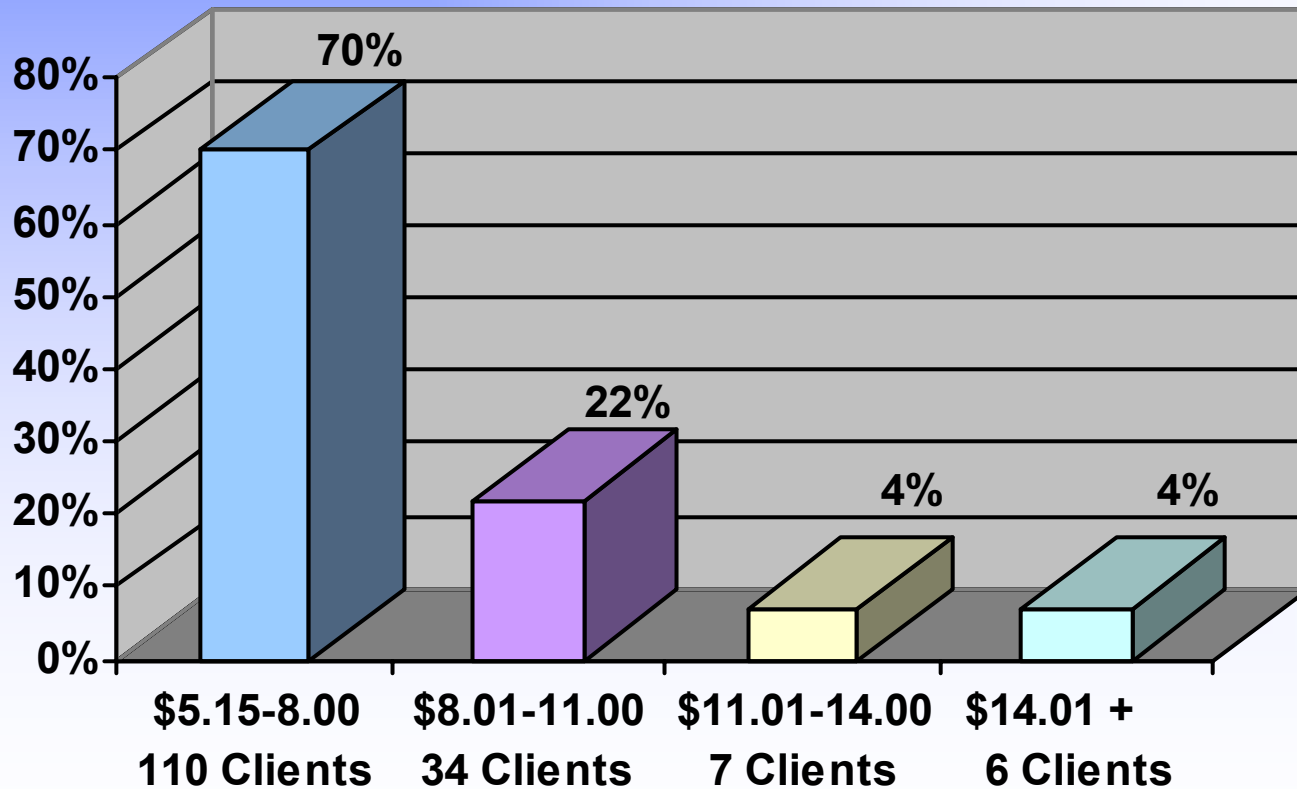


Percent of clients who reported that "I am treated with respect by my co-workers."

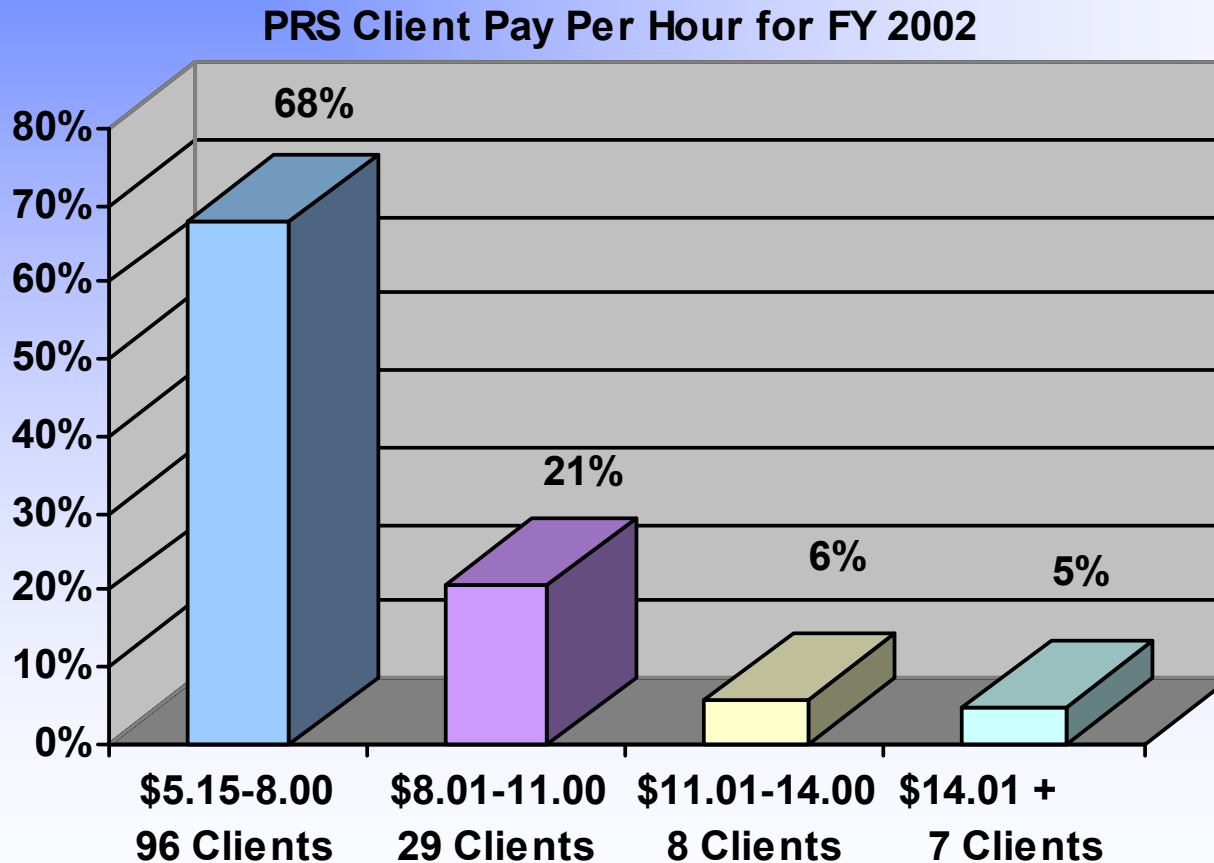


Employment Services

Summary of PRS Client Pay Per Hour for FY 2001

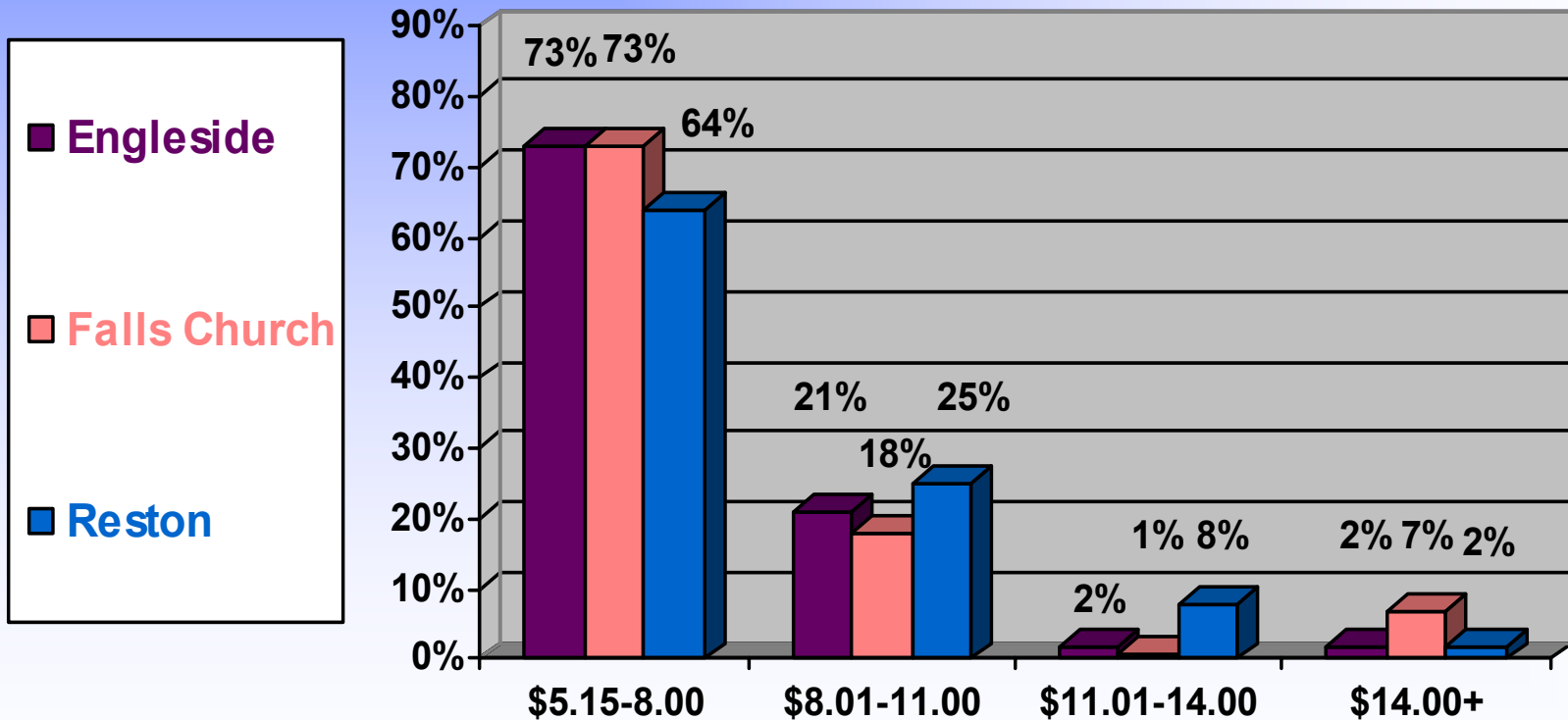


Employment Services



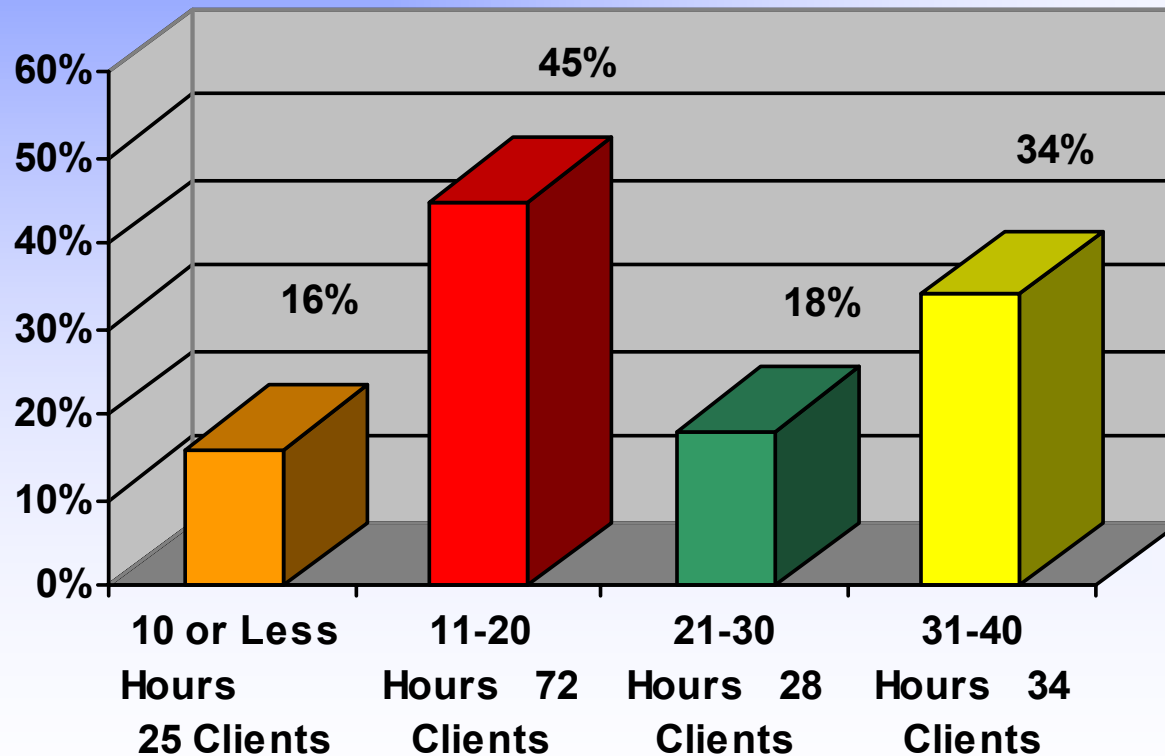
Employment Services

Summary of Pay Per Hour, by Site for FY 2001



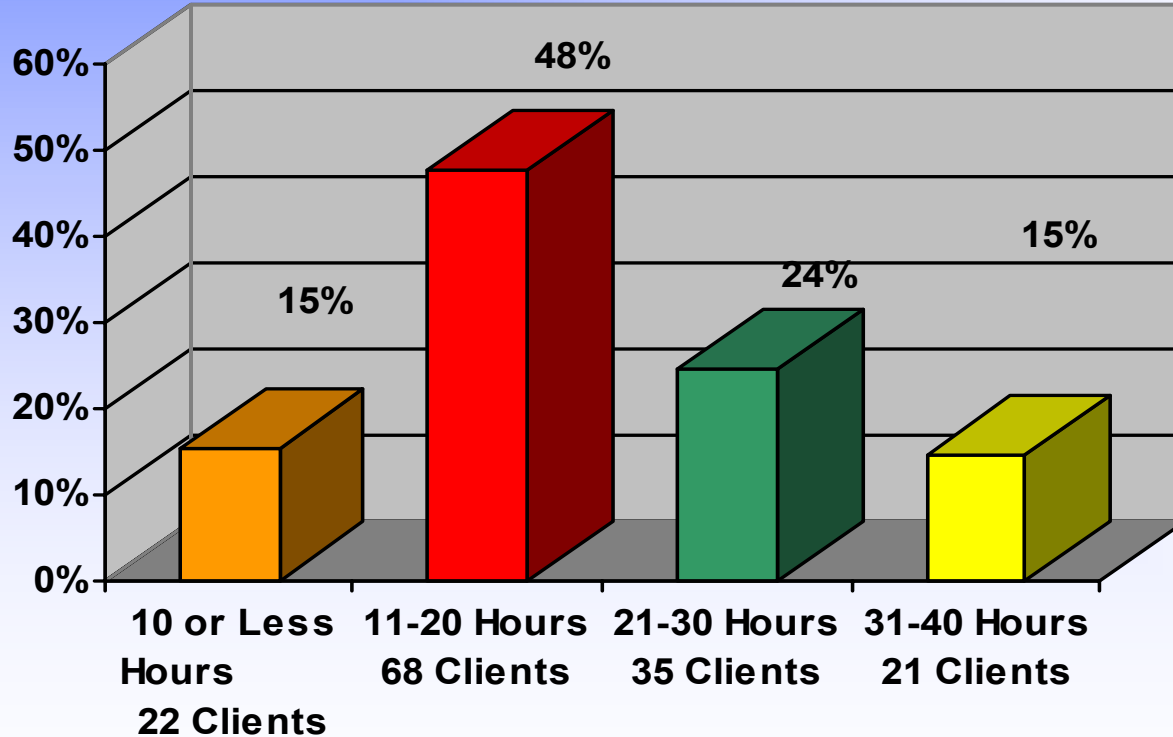
Employment Services

Summary of Number of Hours PRS Clients Worked Per Week in FY 2001



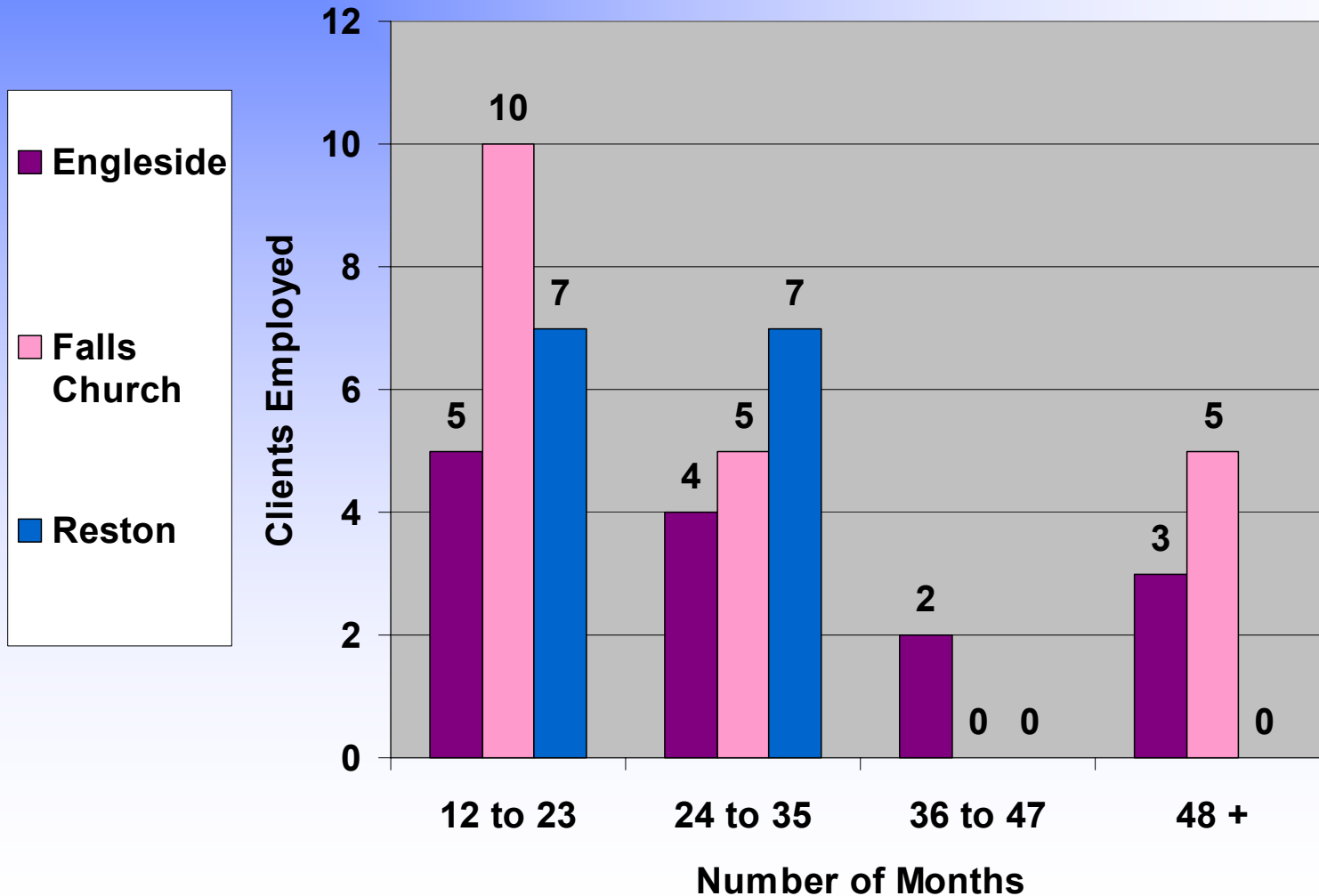
Employment Services

Number of Hours PRS Clients Worked Per Week in FY 2002



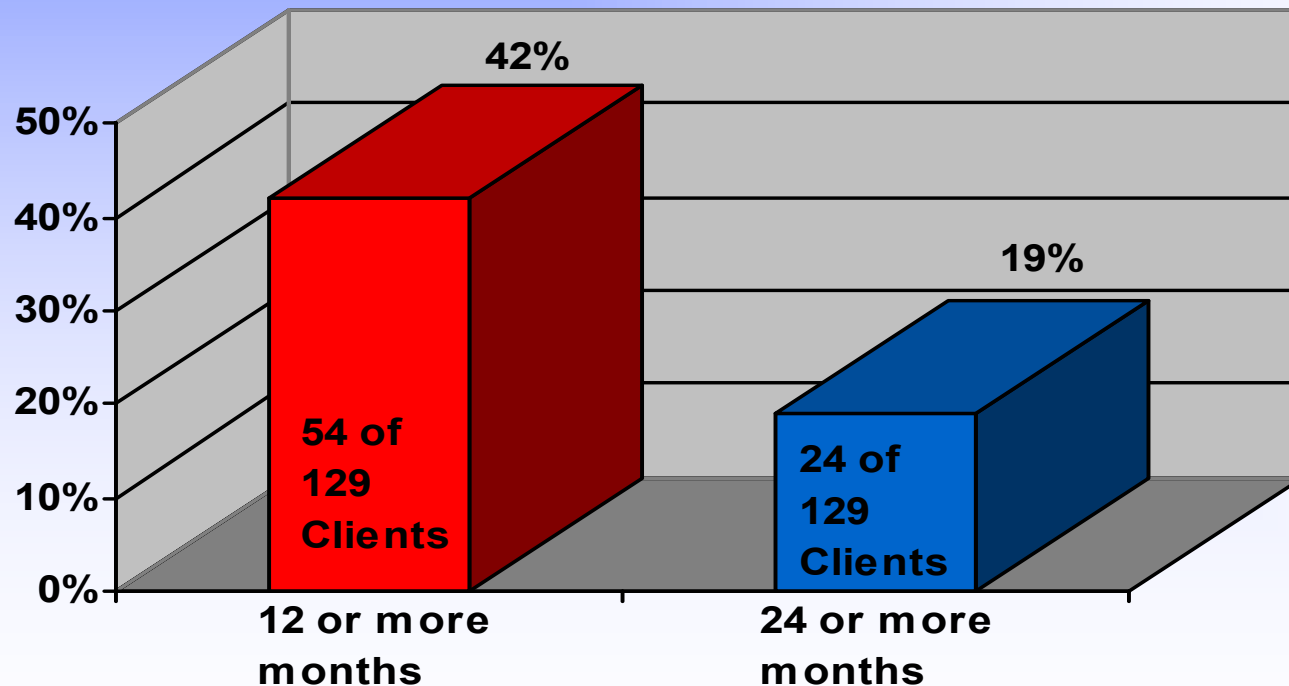
Employment Services

Number of clients who maintained continuous employment for 12 or more months, by site for FY 2001



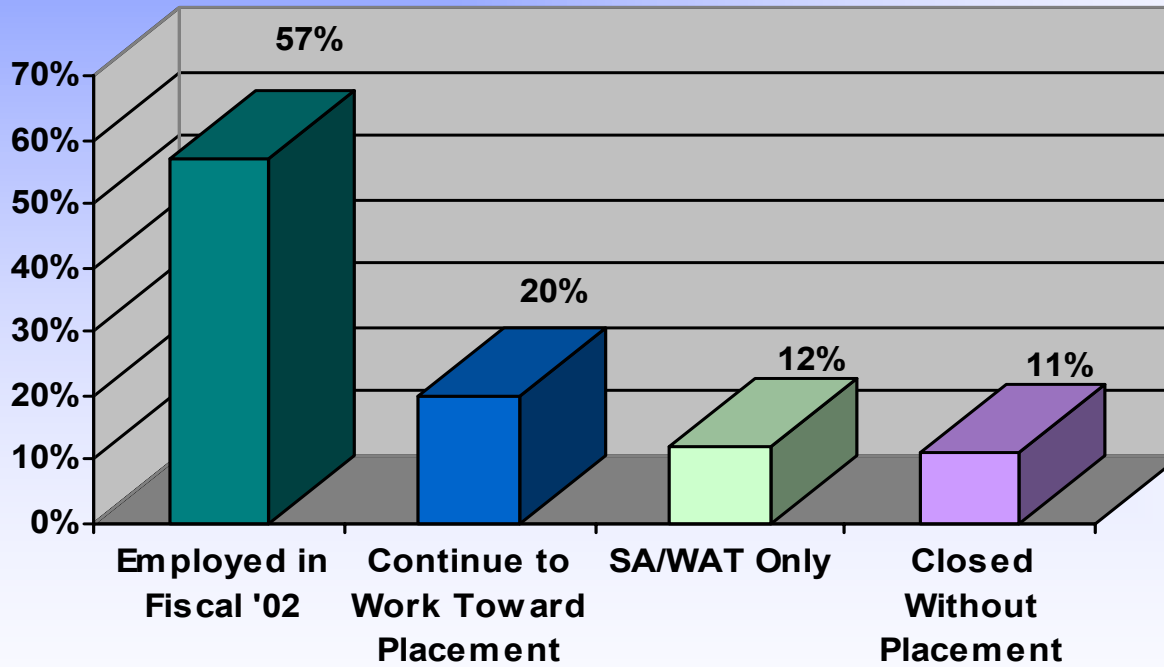
Employment Services

Job Tenure 2002: Percent of clients who maintained job 12 or more months and 24 or more months



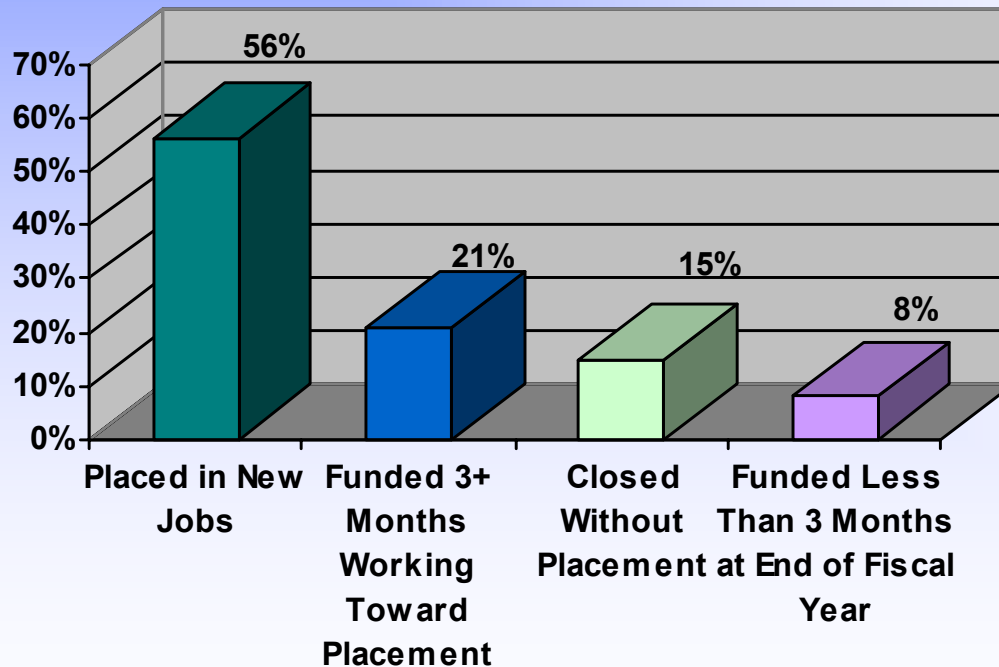
Employment Services

PRS Employment Services FY '02
Funded by DRS or LTESS

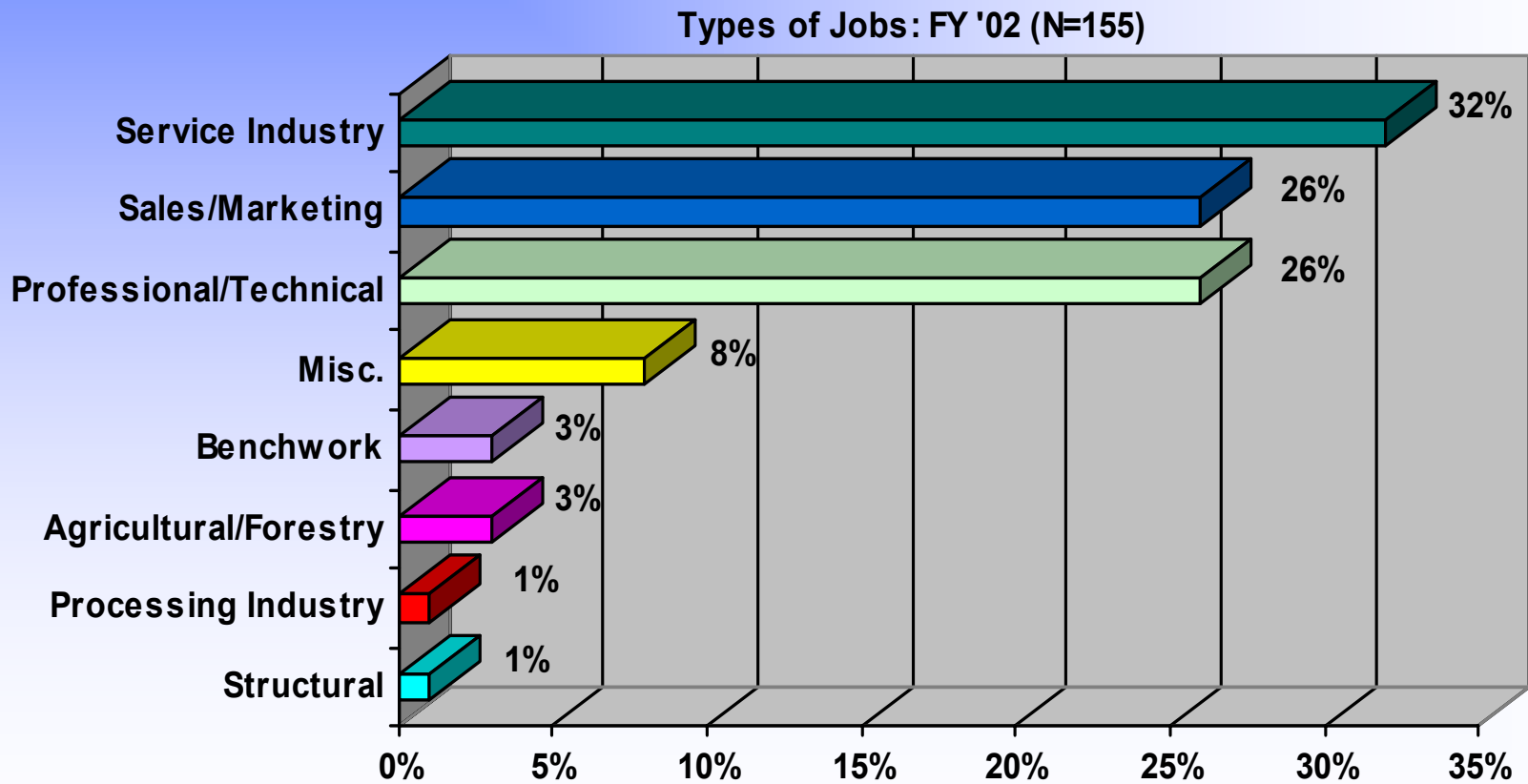


Employment Services

Outcomes of 130 Clients Referred by DRS *Ready For Work* in FY '02 56% placed in jobs, 44% not placed in jobs w/ explanation



Employment Services





PRS Residential Programs (3)



➤ Home-Based

Providing services to clients who live in the community (58)

➤ Supported Housing

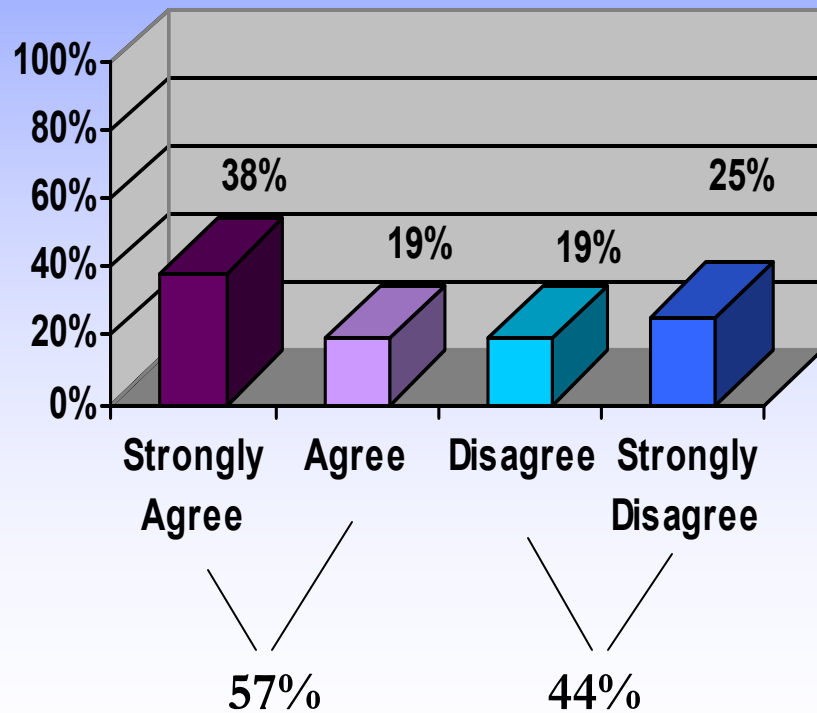
Providing services in supervised housing settings (10)

➤ Intensive Supported Housing

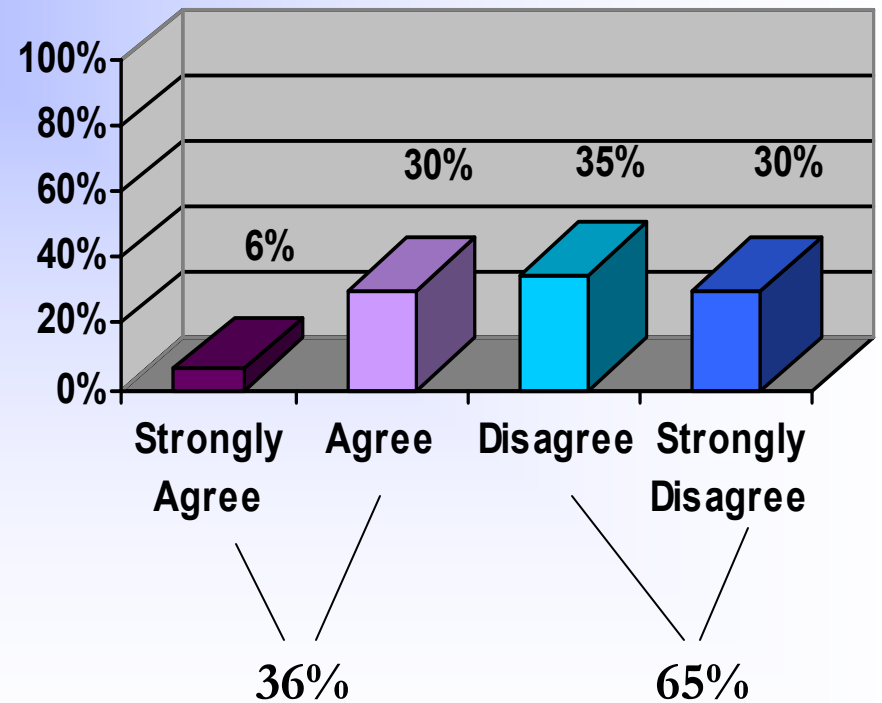
Providing services 24 hrs/day in a house (6)

Residential (Home-Based)- Effectiveness

Percent of clients who reported that "I feel safe in my house." FY02

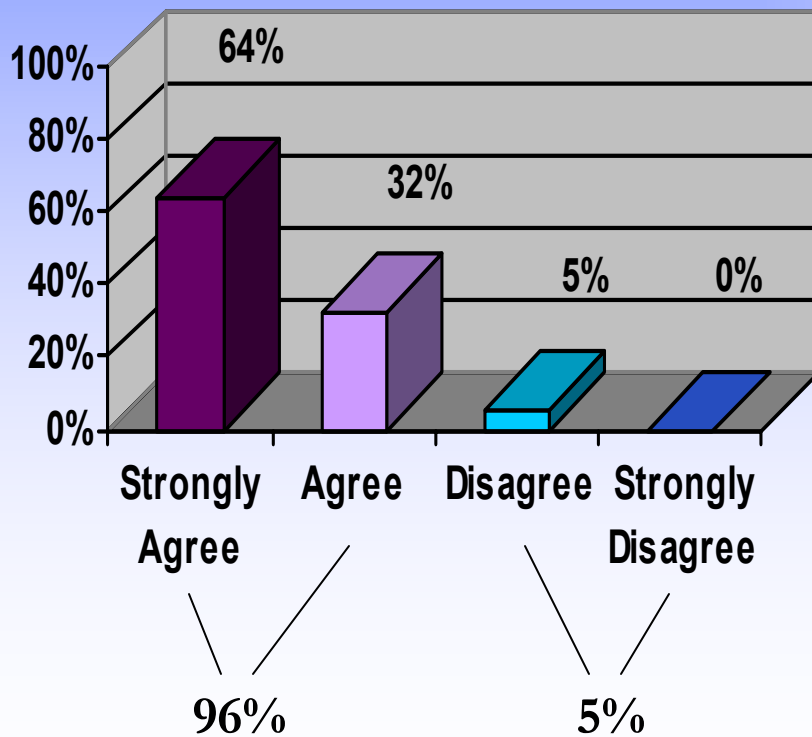


Percent of clients who reported that "I feel safe in the community." FY02

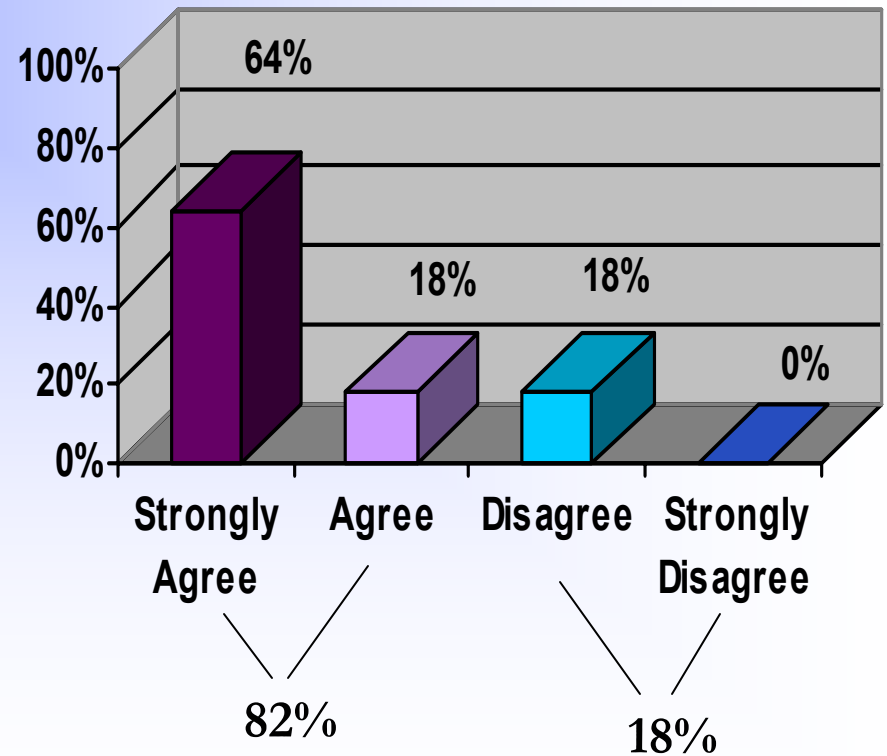


Residential (Supported Housing)- Effectiveness

Percent of clients who reported that "I feel safe in my house." FY02



Percent of clients who reported that "I feel safe in the community." FY02





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