

PERFORMANCE AND OUTCOME MEASUREMENT AS A TOOL FOR ADVOCACY



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Outcome & Outcome Measure

- Outcome: The result or effect of services or interventions, such as family satisfaction with services
- Outcome Measure: What is used to assess an outcome, such as a family satisfaction survey



Why Family Involvement in the Development of Outcome Measurement?

- Families need to help define outcomes of services for children and families
- Families need to be involved, trained, and supported to represent themselves since families are raising children served by our systems
- Family experiences and perspectives should collectively direct policy development, planning, implementation, and evaluation



Why Use Outcome Measurement as a Tool for Advocacy?

- It is objective
- It is effective and accepted by the professional/provider community as “valid”
- It is a yardstick (evaluation method) by which to compare a system to itself (change over time) or to other similar systems



How Can Outcome Measures be used as Tools for Advocacy?

- To determine if the mental health/ substance abuse system is doing what it is supposed to be doing
- To determine ways to improve the system, if it needs it



How Can Outcome Measures be used as Tools for Advocacy?

- To assure that the system is accountable to families
- To promote more consistent use of measures that really work in the mental health and substance abuse fields



Core Values

Basic Beliefs Underlying the Principles of Outcomes Assessment

1. Families are the frame of reference
2. We need to address race, ethnicity, culture, language and acculturation
3. We need a commitment to consistent use for system, program, and individual improvement
4. We need to use caution and pay attention to the limitations of outcomes measurement

Outcomes Roundtable for Children and Families Values and Principles, 2001



Principles of Outcome Measurement

Outcome Measurement needs to:

1. Have a child and family viewpoint
2. Incorporate the provider viewpoint
3. Agree with community values
4. Be easy to use by all
5. Be culturally competent and language appropriate



Outline

- Domain
- Performance Indicator (Common/Core)
 - Performance Measure
 - Process Performance Measure
 - Outcome Performance Measure
 - System Outcome
 - Program Outcome
 - Clinical Outcome



Definitions

- Domain
 - A group of issues, elements or components that have some important factors in common

The Summit Planning Workgroup, Summit 2001: Reaching Consensus on Performance Measurement in Behavioral Healthcare



Domains

- Access
 - The degree to which services are quick and easy to obtain when needed.
- Appropriateness
 - Providing family choice from a large number of effective services which take into consideration the family's needs, fit with the family's culture, and are skillfully provided in supportive surroundings.



Domains

- Quality of Care
 - Attention paid to good care, family involvement in care decisions, or care that maintains or improves quality of life
- Outcomes
 - Family outcomes refer to whether services provided have a positive or negative effect on the family's well-being, ability to function or any other already chosen yardstick for determining success.



Performance Indicator

- An issue of widespread interest or concern. A way to tell how well the mental health system is performing. It helps to determine the achievement of a desired outcome

The Summit Planning Workgroup, Summit 2001: Reaching Consensus on Performance Measurement in Behavioral Healthcare

- Examples:
 - Out of home placements (**Access Domain**)
 - Availability of providers that speak more than one language (**Access/Appropriateness Domain**)
 - Family involvement in treatment (**Quality Domain**)
 - Change in level of functioning (**Outcome Domain**)



Performance Indicator

- Common Indicator
 - An aspect of performance that is of widespread interest or concern across different situations and groups of people.
- Core Indicator
 - An indicator that is of central interest or concern to a particular group. These may differ from one group to another.
The Forum on Performance Measures for Behavioral Health and Related Services, 2002



Performance Measure

- A way to measure a domain and indicator which helps determine whether the outcome was achieved. It is usually expressed as a ratio with a numerator and denominator.

Performance Indicators and Accompanying Measures

Indicator:	Measure:	Specification or Ratio:
Out of Home Placement	Percentage of children receiving mental health services who were in an out-of-home placement	$\frac{\text{Children out of home}}{\text{Total children who received mh services}}$
Availability of providers that speak more than one language	Percentage of providers able to provide services in the language(s) spoken by the pop. to be served to the numbers of families speaking each lang.	$\frac{\text{Number of bilingual providers}}{\text{Number of families speaking Spanish}}$

Performance Indicators and Accompanying Measures

Indicator:	Measure:	Specification or Ratio:
Family Involvement in Treatment	Percentage of parents/caregivers who report active participation in their children's treatment	Parents/caregivers reporting active involvement <hr/> All parents/caregivers in tx
Change in Level of Functioning	Percentage of children in treatment who function at the same level or higher or lower level compared to the beginning of tx	Children functioning at higher level after treatment based on standardized tool <hr/> All children in treatment



Process Measure Examples

- **Client or Family Satisfaction**
 - Client or family satisfaction with such things as convenience of location of your provider, ease of scheduling and making appointments, how good staff is communicating with you, and the satisfaction with services you received
- **Other Examples:** Range of services offered; Denial rates; Follow-up after D/C from psych. hospital

(Adapted from "Data Matters" 2002 #5, Georgetown NTAC publication)



Types of Outcome Measures and Examples

- System Outcomes
 - Involve the structure and processes of the system, such as access, continuance of care and collaboration between agencies
- Program Outcomes
 - Involve administrative data such as the number of children served, cost per family served, use of services, etc.

(Adapted from "Data Matters" 2002 #5, Georgetown NTAC publication)



Types of Outcome Measures and Examples

- Clinical Outcomes
 - May include reduction of clinical symptoms; behavioral, cognitive, social, functioning by a child or among family members; limits of living situation; school performance; involvement with the juvenile justice system

(Adapted from "Data Matters" 2002 #5, Georgetown NTAC publication)



Report Cards

- Just like a school report card, a mental health or substance abuse Report Card uses information from performance indicators and other sources to make an overall evaluation. It sometimes assigns “grades” to systems so that family members can rate performance and choose the better system or provider



Examples of Outcome Measurement Tools that can be used for Advocacy

- Statewide Family Network GPRA Data Reporting
 - Increase family involvement
 - Increase the number of individuals participating in mental health advisory boards
 - Have a positive impact on state mental health policy



Examples of Outcome Measurement Tools that can be used for Advocacy

- Mental Health Statistics Improvement Program (MHSIP) Youth Services Survey for Families
- State Block Grant Implementation Report



General Criteria for Selecting Indicator/Performance Measures

- **Relevance** (Value/Meaningful)
- **Scientific Soundness** (Measurable)
- **Feasibility**
- **Consistent with Values** (previously described)



Relevance (Value/Meaningful)

- Measure should improve quality of services
- Measure should value to consumers/families, purchasers and other stakeholders
- Measure should be culturally competent and linguistically appropriate
- Measure should focus on things that can be changed or controlled
- Measure should indicate whether improvement has occurred
- Measure should encourage the use of cost effective activities



Scientific Soundness (Measurable)

- Measure should be valid, logical, adaptable, accurate, clear, make sense, have clinical evidence
- Measure should accurately assess a system process or outcome
 - Process: service access, service engagement, etc.
 - Outcome: reduced symptomatology, increased function, etc.
- Measure should be reliable – the results should be reproducible over time and across systems



Feasibility

- Measure should be feasible/achievable/auditable
 - Benefit and value outweigh the burden and cost
 - Can be accomplished using reasonable service system resources – cost effective
 - Data should be clearly defined and able to be collected and analyzed
- Measure should respect families/consumers
- Measure should not compromise consumer confidentiality



Specific Criteria for Selecting Measures

- Reliability-Reproducible
- Validity-Measures what it is supposed to
- Culturally Appropriate
 - Is there evidence that the measure/instruments has been successfully used with individuals from different cultural backgrounds?

(Adapted from Center for Substance Abuse Prevention-CSAP)



Specific Criteria for Selecting Measures

- **Developmentally Appropriate**
 - Is the wording of questions and content developmentally appropriate for the variety of populations with which they are likely to be used
- **Sensitive to Change**
 - Is there evidence that the measure is capable of demonstrating an intervention effect when such an effect truly occurs?

(Adapted from Center for Substance Abuse Prevention-CSAP)



Specific Criteria for Selecting Measures

- Reading Level
 - Is the language understandable?
- Generalizability
 - Have the questions been used successfully with different populations?
- Availability
 - Are the questions in the public domain (free) and if not, can permission for their use be obtained easily and at low cost?



Specific Criteria for Selecting Measures

- Ease of Administration/Length/Scoring
 - Is the administration of the measure practical and feasible in terms of cost and training required? Are the questions brief? Is scoring simple?
- Prior Use/Recognition
 - Are the questions in wide use, so that comparisons can be made to national or regional norms/benchmarks? Have the measures received a degree of respectability?

(Adapted from Center for Substance Abuse Prevention-CSAP)



References

- Data Matters, #5, 2002, Georgetown University National Technical Assistance Center
- The Forum on Performance Measures for Behavioral Health and Related Services, 2002
- National Committee on Quality Assurance
- Outcomes Roundtable for Children and Families Values and Principles, 2001
- The Summit Planning Workgroup, Summit 2001: Reaching Consensus on Performance Measurement in Behavioral Healthcare