

Capture and Dissemination of Consumer-based Outcomes Data

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Outcomes Systems

- Define the Customer
- Define the populations
- Define the domains
- Define the time points
- Define Processes
- Define risk adjusters

•Berman, W.H. Rosen, C. Hurt, S.W. & Kolarz, C. (1998) Toto, we're not in Kansas anymore: A conceptual framework for outcomes assessment and management. Clinical Psychology: Science and Practice, 5, 115-133.

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Conceptualizing Outcomes

■ Clinical Outcomes

- *Did patient X improve?*
- *How?*

■ Population Outcomes (Performance):

- *Did population Y get what they needed?*
- *Did they improve?*

■ Organization Outcomes (Performance):

- *Did Agency Z do what they should?*
- *Did their patients get better?*

A pair of glasses and a pen are visible in the foreground, resting on a desk. The background is blurred, showing what appears to be a computer monitor or a document. The overall lighting is dim and blue-toned.

Capturing Data from Consumers



Data Capture Options

- Self Report Surveys
- Face-To-Face Interviews
- Clinical Observations





Data Entry Options

- Paper & Pencil/Coding
- Scannable Forms
- Hand-held devices
- Telephonic Response
- Web-based Entry
 - Touch-screen
 - Web conferencing



Decision Points

- Cost
- Ease of Use-Consumer
- Comfort-Consumer
- Ease of Use-Agency
- Portability
- Accuracy
- Availability



Decision Matrix

		<i>Self-report</i>	<i>Interviews</i>	<i>Observations</i>	<i>Paper & Pencil</i>	<i>Scannable</i>	<i>Hand-held</i>	<i>Telephonic</i>	<i>Web-entry</i>	<i>Web onference</i>
Cost	Cost	Low	High	High	Low	Mod	Mod	Low	?	High
Ease of Use-Consumer	Ease of Use-Consumer	High	Mod.	High	High	High	Mod	High	?	High
Comfort-Consumer	Comfort-Consumer	High	Mod.	Variable	High	High	Var	Mod	?	?
Ease of Use-Agency	Ease of Use-Agency	Low	Low	Low	Low	Mod	High	High	Var	Var
Tech Com-Agency	Tech Competence-Agency	Low	Low	Low	Low	Moderate	High	Moderate	Mod-Hi	High
Portability	Portability	Moderate	High	Low	Moderate	Moderate	High	High	High	Low
Accuracy	Accuracy	Low	Mod.	Variable	Low	Moderate	High	High	High	Variable
Availability	Availability	High	Low	Low	High	Moderate	Mod	High	?	Low



Telling a Story with Data

A pair of glasses and a pen are visible in the foreground, resting on a desk. The background is a blurred office setting with a computer monitor and keyboard. The text "Telling a Story with Data" is centered in the image.



Outcomes v. Performance

- Scores v. specifications
- Patterns over time
- Internal v. benchmarking





How to present the information?

- Numeric results
- Narrative results
- Graphic results





Numeric results

- Clear values
- Requires known referents
- Requires known effect
- Allows user interpretation





Narrative results

- Familiar format
- Easier to assimilate
- Requires trust of the interpreter
- Can be quite long





Graphic results

- Allows assimilation of lots of information
- Allows easy view of patterns
- Requires visuo-spatial thinking
- Requires attention to detail



A pair of glasses and a pen are visible in the foreground, resting on a surface. The background is a blurred, light-colored wall or screen. The text "Getting the Story to Consumers" is centered in the middle of the image.

Getting the Story to Consumers



Low-tech solutions

- Mail
- Seminars
- Newsletters
- Face-to-face





High-tech solutions

- Fax
- Email/PDF
- Web/PDF



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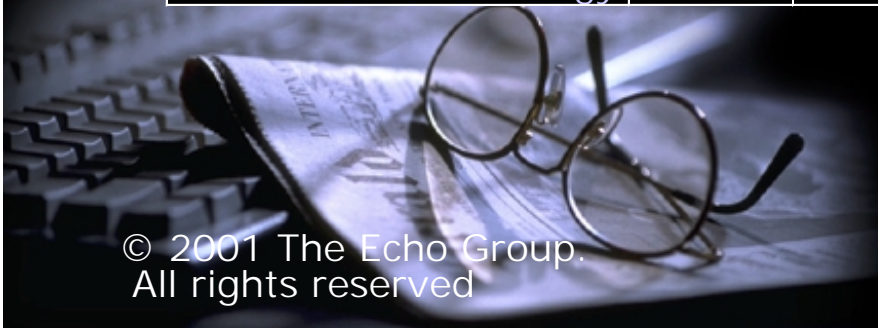
Decision Points

- Objective
- Ability to understand
- Confidentiality issues
- Cost
- Access to technology
- Comfort with technology



Decision Grid

	Mail	Seminars	Newsletters	Face-to-face	Fax	Email/PDF
Objective	<i>Distribute</i>	<i>Educate</i>	<i>Inform</i>	<i>Involve</i>	<i>Distribute</i>	<i>Distribute</i>
Ability to understand	High	Low	Moderate	Low	High	High
Confidentiality concerns	High	n/a	n/a	Low	High	Low
Cost	Low	Low per person	Low per person	High	Low	Low
Access to technology	Low	Low	Low	Low	Mod	High
Comfort with technology	Low	Low	Low	Low	Mod	High





Summary

- Who is the customer?
- Who is the population?
- What is the objective?
- What are the resources?



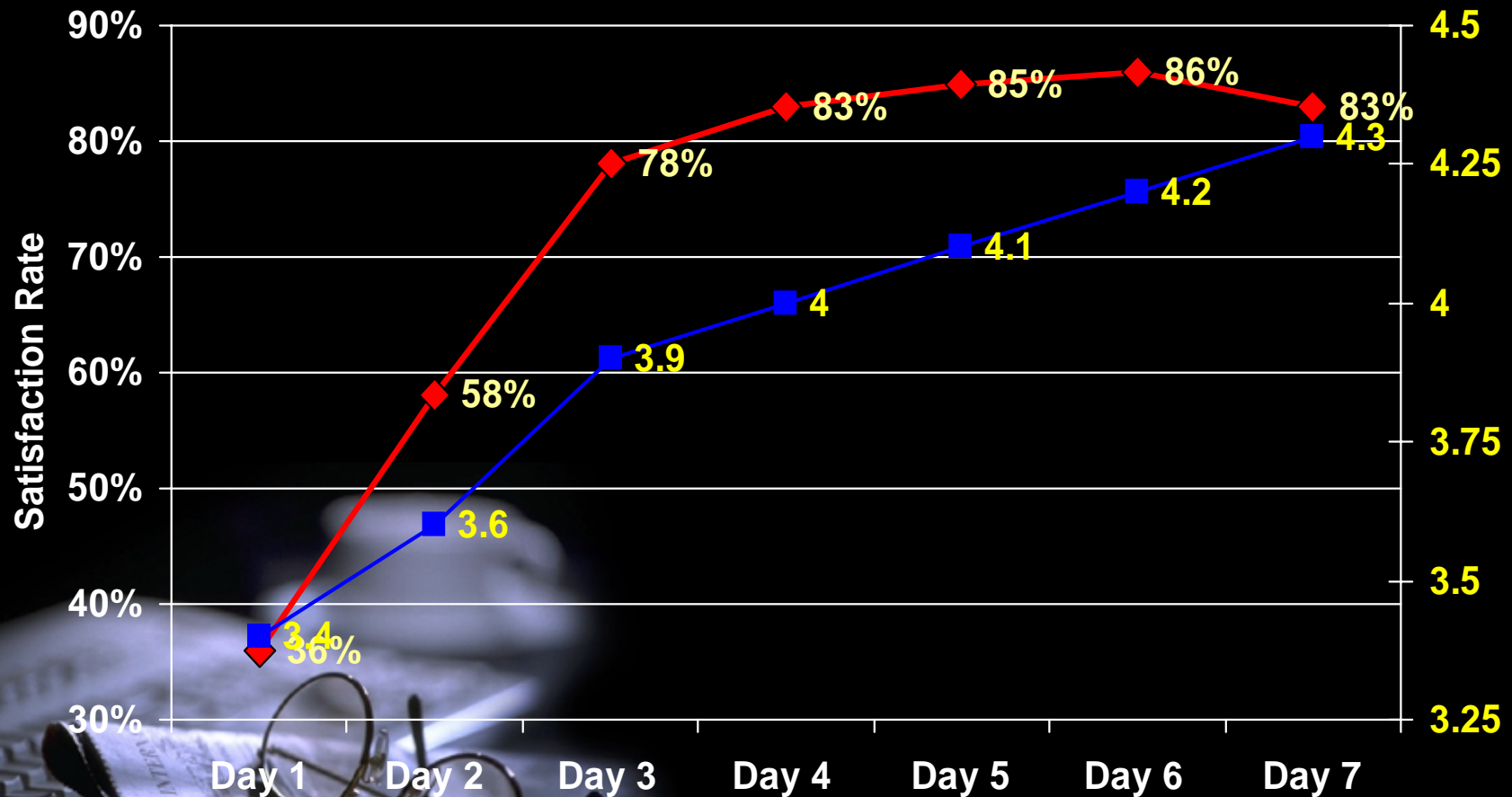


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Satisfaction Rate v. Score

(N=424)



Note: Satisfaction Rate= #cases somewhat or very satisfied/

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#cases starting treatment





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Person-level Outcomes

- How am I doing?
- What are my strengths?
- What is missing in my life?





Provider-level Outcomes

- How is my client doing?
- What are his/her strengths?
- What did I miss?





Population-level Performance

- How did this group do?
- What services did this group get?
- How do services and results fit together?
- How can we do a better job?



Entity-level Performance

- How did the entity do?
- How much care was given/received?
- What standards did we meet?
- What standards are we reaching for?

