

Last Summer ValueOptions® launched a client-centered outcomes management program, *On Track*, to support clinicians as they help clients achieve their goals. The goal of *On Track* is to provide clinicians with state of the art, easy-to-use tools that promote improved client outcomes. As *On Track* moves forward, we will provide periodic updates on the program's progress. To register for *On Track* Outcomes, visit the program website, <http://www.psychoutcomes.org/ValueOptions> and click the "Register" link in the top-right corner.

Learning More About *On Track*

Introductory teleconferences are offered twice a month. Also, a monthly Users Group provides an opportunity for more in-depth discussion of the program. The toll-free phone number for all sessions is 877-785-0477, Access Code: 6417542. To view the presentation during any session, simply use the following web address and enter the session Webinar ID - <http://www.joinwebinar.com>

Introduction to *On Track* Outcomes

March 2, 2009 2:00 pm ET
Webinar ID: 841-814-993

March 16, 2009 1:00 pm ET
Webinar ID: 278-085-789

April 14, 2009 12:00 pm ET
Webinar ID: 813-935-899

April 29, 2009 12:00 pm ET
Webinar ID: 682-782-926

On Track Users Group

March 17, 2009 12:00 pm ET
Webinar ID: 401-807-415

April 13, 2009 2:00 pm ET
Webinar ID: 110-265-103

Fast Fact About *On Track*

Clinicians choose their own "Case Number" to put on the Client Feedback Form. It must be a number, but should not be personally identifiable info (e.g. do not use SSNs or phone numbers).

A Changing Landscape

Over the past decade, calls for more accountability in healthcare, including mental health, have grown. Accrediting bodies, employers and state agencies are increasingly asking for evidence of the effectiveness of services, including the measurement of client outcomes. This trend has coincided with heightened attention to the need to make healthcare services more responsive to consumer needs. Consumer surveys and self-reported clinical assessments have become key tools in creating a health care system that "listens to the consumer."

In the busy world of everyday practice, however, collecting client outcomes can too often seem like another time-consuming bureaucratic exercise with little clinical value. That is why ValueOptions' *On Track* Outcomes Program has been designed with an emphasis on usability. The one-page Client Feedback Form (CFF) requires little information from the clinician and is faxed for processing rather than mailed. Clinicians have rapid access to the analyzed results through a simple online "Clinician's Toolkit" that highlights higher risk results in red.

Hundreds of clinicians signed-up for *On Track* in 2008. Their participation puts them on the fast-track to becoming "outcomes informed clinicians" – as well as to receiving the ValueSelects designation in 2009. Their clients are benefiting too – average clinical improvement is exceeding benchmarks by a wide margin. Stay tuned for more *On Track* Outcomes news in 2009.

Heard from Clinicians...About *On Track*

"It's easy. I'm submitting forms and looking at them in my toolkit."

"I want to give you some feedback about the forms. I administered it to a client last week and saw that she indicated a problem with alcohol. Without using the forms I would have missed this, because when I questioned her at intake about substance abuse, she denied ever having a problem. This led to a useful conversation about her drinking patterns."