Welcome to our On Track Outcomes Program webinar

Please take a moment to review the following:

- We will get started closer to the top of the hour
- You **MUST** dial into the conference line to hear the presentation:
  - Call 1-877-785-0477 and enter passcode 6417542 when prompted
- Please **DO NOT** place your line on HOLD
  - If you place this call on hold we will be able to hear any hold music or hold recordings
  - If you get another call, please hang up from this call and dial back in when you have completed your other call

- Thank you for joining us. We will begin shortly!
Introduction to the On Track Outcomes Program

Beacon Health Options
Presenters

- Sonny Phipps, MBA
  Program Manager, Beacon Health Options

- Jeb Brown, Ph.D.
  Director, Center for Clinical Informatics
Introduction
Overview

- Benefits of the On Track program
- Background on feedback-informed treatment
- How On Track works
- Questions
What is On Track Outcomes?

- A **client-centered**, feedback-informed treatment program
- Designed to **support clinicians** as they help clients achieve their goals
- Utilizes a standardized, client-completed **questionnaire** and **rapid feedback** to provider

*Disclaimer: The Beacon Health Options On Track Outcomes program does not make recommendations or decisions about appropriate clinical care or service. Any questionnaires, reports, guidelines and other material related to this program are intended as an informational aid to network clinicians. They do not substitute for or limit in any way the use of other resources and the clinician's own professional judgment in the delivery of counseling services.*
On Track Benefits for Clinicians

- Compare client progress to benchmarks - “Is this treatment working for this patient?”
- Assist identification of potential self-harm and substance abuse risk
- Aggregate outcomes: evidence of value and effectiveness of counseling services
- Recognition: ValueSelect™ designation
Feedback-Informed Treatment
Feedback-Informed Treatment: Key Elements

- Using an outcome measure that is sensitive to patient change
- Repeated patient assessment
- Ability to track patient change and compare to “typical” profile

Global Distress Score

Case is not “on track” – high risk for poor outcome
The Importance of Feedback

- Studies over the past decade demonstrate that monitoring outcomes and providing feedback to clinicians reduces treatment failures.

<table>
<thead>
<tr>
<th>“Off-Track” Cases</th>
<th>Recovered or Improved</th>
<th>No Change</th>
<th>Deteriorated</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Clinician Feedback (n = 286)</td>
<td>60 (21%)</td>
<td>165 (58%)</td>
<td>61 (21%)</td>
</tr>
<tr>
<td>Clinician Feedback (n = 298)</td>
<td>104 (35%)</td>
<td>154 (52%)</td>
<td>40 (13%)</td>
</tr>
<tr>
<td>Feedback + Support Tools (n = 154)</td>
<td>69 (45%)</td>
<td>73 (47%)</td>
<td>12 (8%)</td>
</tr>
</tbody>
</table>

Source: Lambert, et al. 2005
Real World Impact of Feedback

- Impact at large BlueCross/BlueShield plan
Identifying Potential Risks

- Suicide risk identification in managed care
  - For clients self-reporting frequent ideation, providers reported no suicidal ideation 52% of the time
  - With routine feedback rate improved to 37%

- Substance abuse also under-reported
  - For clients screening positive for SA on a self-report, providers reported no SA problem 80% of the time
  - Significant reduction with introduction of feedback
    - Joint Commission Journal on Quality and Safety, Vol. 30 (8), August 2004, pp. 448-454
How *On Track* Works
1. **Login** to our online ProviderConnect portal (www.valueoptions.com/providers)
   - If you are not already a ProviderConnect user, click the registration link under “Getting Started” first.
   - First-time On Track users are asked to confirm key information and then will receive a confirmation email, with all On Track forms attached, from the Center for Clinical Informatics.
   - Under “Clinical Support Tools” click on “View My Outcomes with On Track”

   *Note:*
   *Group practices should send email to ontrackoutcomes@beaconhealthoptions.com for information about how to access On Track.*

2. **Print** the Client Feedback Forms (CFF)
   - Also print the “Information for Clients” sheet

3. **Administer** the CFF to Clients
   - Ideally administered at every session
   - On Track can also be used with non-Beacon Health Options clients

4. **Fax** the CFF to 800-961-1224 or use the form for mobile devices

5. **View** CFF with ProviderConnect: Click on “View On Track Results”
   - CFF results are typically available within 1 business day
   - Email or phone outreach conducted for a small portion of CFFs with elevated risk
Client Feedback Form (CFF) - Adult

- Client-completed 20-item questionnaire designed for adults
- Customized using items from an item bank
- Child and Youth versions also available

**Item Groups**

- Global Distress: 1-10
- Risk of self-harm: 5
- Substance use: 11-13
- Work productivity: 14-15
- Therapeutic alliance: 16-18
- Background items: 19-20

**On Track Outcomes**

<table>
<thead>
<tr>
<th>Case Number:</th>
<th>Clinician ID:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Today's date:</th>
<th>Session Number:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>ValueOptions Case:</th>
<th>EAP Case:</th>
<th>Sex:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Male</td>
</tr>
</tbody>
</table>

Completing this questionnaire will help you and your counselor to plan your sessions and monitor your improvement. Please think about your experience in the past two weeks. Please shade circles like this

1. feel unhappy or sad?...........................................................  ○ ○ ○ ○ ○
2. have little or no energy?..................................................  ○ ○ ○ ○ ○
3. have a hard time getting along with family or friends?......  ○ ○ ○ ○ ○
4. feel lonely?........................................................................  ○ ○ ○ ○ ○
5. think about harming yourself?..........................................  ○ ○ ○ ○ ○
6. feel unproductive at work or other daily activities?.........  ○ ○ ○ ○ ○
7. feel tense or nervous?........................................................  ○ ○ ○ ○ ○
8. feel hopeless about the future?........................................  ○ ○ ○ ○ ○
9. have a hard time paying attention?....................................  ○ ○ ○ ○ ○
10. have problems with sleep (too much or too little)?.........  ○ ○ ○ ○ ○
11. have someone express concerns about your alcohol or drug use?..................................................  ○ ○ ○ ○ ○
12. have five or more drinks of alcohol at one time?.........  ○ ○ ○ ○ ○
13. have a problem at work, school or home because of alcohol or drug use?..................................................  ○ ○ ○ ○ ○
14. In the past four weeks, how many days were you unable to work because of stress, anxiety, depression or alcohol and/or drug use? (answer only if employed)  ○ ○ ○ ○ ○
15. In the past four weeks, how many days did you get less done at work than usual because of stress, anxiety, depression or alcohol and/or drug use? (answer only if employed)  ○ ○ ○ ○ ○

**Feedback on your last session:** Skip 16-18 if you have not yet had a session with this counselor

<table>
<thead>
<tr>
<th>Agree</th>
<th>Somewhat agree</th>
<th>Not sure</th>
<th>Somewhat disagree</th>
<th>Do not agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>16. The Counselor and I worked well together...............</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>17. The Counselor understood me...............................</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>18. We talked about the things that were important to me...</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Please answer the following questions only if this is your first session with this counselor:

19. Have you ever received any of the following services? (mark all that apply)
   ○ Substance abuse treatment  ○ Mental health counseling/therapy  ○ Mental health hospitalization

20. Please indicate if you are currently being treated for any serious medical conditions:
   ○ Asthma  ○ Diabetes  ○ Heart disease  ○ Chronic pain  ○ Other condition

Org:  Site:  Clinician: Please fax to 866-408-7240

Draft
Client Feedback Form: Key Fields

- **Case Number:**
  - **Provider** assigns this number (must be all numeric)
  - Should be unique to the case but not identifiable by others - **Do not use** SSN, phone number, etc.

- **Date and Session number** – needed to track progress over time

- **EAP Case:** Select “No” if using MHSA benefit

- **Beacon Case:** Select “No” if using the CFF with a client who is not a Beacon member
Provider Services

ValueOptions® touches the lives of more than 30 million people. Integral to the services we offer are our more than 130,000 national network provider locations. As a provider, your expertise furthers our company’s mission of helping people live their lives to the fullest potential.

As a provider within our network, you have access to a wealth of tools and resources that will help you help who matters most, your patients. With ValueOptions’ consistently high provider satisfaction rate over the years, providers can trust us to deliver the following tools and resources, many of which are available directly through this website:

- CEU Opportunities and Training Resources
- Electronic Online Administrative Services
- Provider Designation Programs
- Up-to-the-Minute Communications

Interested in Joining the network? Please call (800) 397-1630.

Already a ValueOptions provider, but need to contact us? Visit our Contact Us page.

Member Claims Form and other important documents for your care.

On Track News and Information
On Track Program Information

ValueOptions® On Track Outcomes Program

The ValueOptions® On Track program is a client-centered outcomes informed care program. The goal of On Track is to provide clinicians with state of the art, easy-to-use tools that promote improved client outcomes. On Track is designed to support clinicians as they help their clients achieve their goals. ValueOptions® clinicians may use On Track for all of their EAP, commercially insured or private pay clients, including, if they choose, those clients who are not ValueOptions® members.

Participating in On Track

Individual clinicians with access to the ValueOptions® ProviderConnect web portal can access the On Track tools by clicking on the program links after they have logged into ProviderConnect at: https://www.valueoptions.com/pcoe/provider/providerLogin.do. If you are not yet a ProviderConnect user, just click on the “Register” button on the login page to become a new user. The first time you use On Track you will be asked to confirm key information used by On Track before being connected to the On Track forms and tools.

Once connected to the ProviderConnect home page, simply click on the link to “View my Outcomes with On Track” under the “Clinical Support Tools” heading, then click on the icon labeled “Print an On Track Outcomes Client Feedback Form” to activate your On Track Toolkit and print your personalized On Track questionnaires.

Note: Group practices and group practice administrators will not be able to access On Track through ProviderConnect and should send an email to OnTrackOutcomes@valueoptions.com for information about how to begin using On Track.
Welcome PETER TUMNUS. Thank you for using Beacon Health Options ProviderConnect.

Your Message Center (8 messages)

Click on inbox to view your messages

What do you want to do today?

- Link/Unlink Accounts
- Eligibility and Benefits
  - Find a Specific Member
  - Register a Member
- Enter or Review Authorization Requests
  - Enter an Authorization Request
  - Enter an Individual Plan
  - Enter a Special Program Application
  - Enter a Comprehensive Service Plan
  - Enter a Treatment Plan
- Review an Authorization
- Update Monthly Wage Information
- View Clinical Drafts
- Enter or Review Claims
  - Enter a Claim
  - Enter FAP CAF
  - Review a Claim
  - View My Recent Provider Summary Vouchers
  - PaySpan
- Enter or Review Referrals
  - Enter a Referral
  - Review Referrals
  - View Bed Tracking Information
  - Search Beds/Openings
  - Update Demographic Information
  - Update Roster Information
  - Update ABA Paraprofessional Roster Information
  - View My Recent Authorization Letters
  - Complete Provider Forms
- Print Spectrum Release of Information Form

On Track Outcomes Reports

CLINICAL SUPPORT TOOLS

- View My Outcomes with On Track

ProviderConnect Page: After Login
Links to the On Track Tools

Connect to On Track Outcomes Tool

Please click on the icons below to access the On Track Outcomes forms or results, or to access more information about this service. First time users of On Track should click on the "Print" icon first to activate your On Track toolkit.

Print personalized CFFs
Print an On Track Outcomes Client Feedback Form
First time users click here to activate your On Track Toolkit

View On Track Results

On Track Outcomes Program Information
Click here to return to the ProviderConnect homepage

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Printing the CFF: Using the Forms Tool

- Select the form you need or “All On Track Forms”
- Click links to open the CFF in your browser
- You can print forms and save them to your computer
Outcomes based on the most recent CFF
High scores in red
Client Outcomes Toolkit: Change Graph

Graph 1 - All Client Sessions by Date:

Case is “off-track” compared to the benchmark projection.
Tips to Achieve Good Outcomes

- **Use questionnaires routinely**
  - Frequent assessments are associated with better outcomes
  - Explain purpose; encourage honest responses; thank the client

- **Take advantage of Alliance items**
  - Clients who complete Alliance items tend to have better outcomes
  - Clients willingness to give honest feedback on Alliance is associated with better outcomes
  - Higher Alliance scores early in treatment with improving scores over time are associated with better outcomes

- **Get Feedback. Use your Clinician’s Toolkit**
  - Monitor off track cases – strive to keep them in treatment
  - Monitor risk indicators – substance abuse, thoughts of self harm, increase in alliance scores
Explain why...

- “Please take a moment to fill out the questionnaire. This will help you and your therapist talk about how treatment is going.”

- “We are really excited about the questionnaires. Research shows that therapists who use questionnaires like these get much better outcomes.”

- “Please answer as honestly as you can. This is important to your treatment, because it will help your therapist understand how to help you.”

- “We’ve seen the results from other agencies using questionnaires like these. Their outcomes improved. We are really excited that our therapists want to use these questionnaires.”

...And say “Thank you” after completion
Questions?

Resources for Questions

Frequently Asked Questions
On the web site, near bottom of the On Track page

Technical/Data/Web:
Email to datacenter@clinical-informatics.com

General comments or questions:
Email to OnTrack.Outcomes@beaconhealthoptions.com
Thank you