Introduction to ValueOptions®

*On Track Outcomes*

Sonny Phipps, M.B.A.
Program Manager, ValueOptions

Jeb Brown, Ph.D.
Director, Center for Clinical Informatics

ValueOptions®
Overview

- Benefits of the *On Track* program
- Background on outcomes-informed care
- How *On Track* works
- Questions
What is On Track Outcomes?

- A **client-centered** outcomes informed care 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 ValueOptions 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
Outcomes Informed Care: 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

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
Getting Started with On Track

1. **Login** to ProviderConnect (www.valueoptions.com/providers)
   - ProviderConnect is the ValueOptions provider web portal: If you are not already a ProviderConnect user, click the registration link first
   - Under “Clinical Support Tools” click on “**View My Outcomes with On Track**”
     
     Note: Clinics should send email to ontrackoutcomes@valueoptions.com for information about how to access On Track

2. **Print** the Client Feedback Forms (CFF)
   - First-time users are asked to confirm key information and will receive a confirmation email, with all On Track forms attached, from the Center for Clinical Informatics
   - Click on the “Print an On Track Outcomes Client Feedback Form” link in ProviderConnect to access the Forms at time you need them
   - Also print the “Information for Clients” sheet

3. **Administer** the CFF to New Commercial and EAP Clients
   - On Track can be used with non-ValueOptions clients
   - Ideally administer at every session. At a minimum at the 1st, 3rd and every 3rd session (or at closing session for EAP cases)
   - On Track does not apply to Medicaid and other public sector clients

4. **Fax** the CFF to 866-408-7240

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 and older adolescents
- Customized for VO, 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

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) days
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) days

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

16. The Counselor and I worked well together..................
17. The Counselor understood me.................................
18. We talked about the things that were important to me...

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

Clinician: Please fax to 866-408-7240

Client Feedback Form

<table>
<thead>
<tr>
<th>Case Number:</th>
<th>Clinician ID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Today's date:</td>
<td>Session Number:</td>
</tr>
<tr>
<td>ValueOptions Case: Yes</td>
<td>No</td>
</tr>
<tr>
<td>EAP Case: Yes</td>
<td>No</td>
</tr>
<tr>
<td>Sex: Male</td>
<td>Female</td>
</tr>
</tbody>
</table>

In the past two weeks, how often did you...

<table>
<thead>
<tr>
<th>Never</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Very often</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. feel unhappy or sad?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. have little or no energy?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. have a hard time getting along with family or friends?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. feel lonely?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. think about harming yourself?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. feel unproductive at work or other daily activities?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. feel tense or nervous?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. feel hopeless about the future?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. have a hard time paying attention?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. have problems with sleep (too much or too little)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. have someone express concerns about your alcohol or drug use?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. have five or more drinks of alcohol at one time?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. have a problem at work, school or home because of alcohol or drug use?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>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?</td>
<td>days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>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?</td>
<td>days</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ValueOptions Case: Yes | No
EAP Case: Yes | No

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

16. The Counselor and I worked well together..................
17. The Counselor understood me.................................
18. We talked about the things that were important to me...

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:
Client Feedback Form: Key Fields

- **Case Number:**
  - Provider assigns this number (must be all numeric)
  - Should be unique to 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

- **ValueOptions Case:** Select “No” if using the CFF with a client who is not a ValueOptions member
www.valueoptions.com/providers
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/po/Provider/providerLogin.cgo. 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.

- Quick Guide to On Track for Providers
- Learn More about On Track: Introductory Training
- On Track Outcomes Overview
- Information for Clients
Give this information sheet to clients the first time they complete the CFF.
ProviderConnect Page: After Login

Welcome

WHAT DO YOU WANT TO DO TODAY?
- Specific Member Search (eligibility, benefits, claims, authorizations)
- Register Member
- Review Claims
- Enter a Claim
- Review an Authorization
- Enter an Authorization Request
- View Clinical Request Drafts
- View My Recent Provider Summary Vouchers

CLINICAL SUPPORT TOOLS
- View My Outcomes with On Track

NEWS & ALERTS
- Important! Verify your contact information!
- New to Direct Claim Submission? Download the guide
- Authorization Submission Guide
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

View Analyzed Results

© 2009 ValueOptions® ProviderConnect v3.08.00
Getting 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

Select the form you need and click “Submit” button…

…when the link appears, click to open the form
View On Track Results: Clinician’s Toolkit

Outcomes based on the most recent CFF

High scores in red

Graphing Scores: To view the graph of scores for a specific client, click on the Client ID #.

<table>
<thead>
<tr>
<th>Client ID</th>
<th>Assessment Count</th>
<th>Most Recent Date</th>
<th>First Session Date</th>
<th>Most Recent Clinician</th>
<th>Clinician Name</th>
<th>GDS</th>
<th>First GDS</th>
<th>Substance Abuse</th>
<th>Alliance</th>
<th>Status</th>
<th>Change Score</th>
<th>Benchmark Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2572685</td>
<td>5</td>
<td>5/19/2011</td>
<td>2/3/2011</td>
<td>10</td>
<td>2.4</td>
<td>1.7</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>Off track</td>
<td>-0.6</td>
<td>-1.0</td>
</tr>
<tr>
<td>346</td>
<td>9</td>
<td>5/19/2011</td>
<td>3/17/2011</td>
<td>1</td>
<td>1.1</td>
<td>2.3</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
<td>Better than expected</td>
<td>1.2</td>
<td>0.6</td>
</tr>
</tbody>
</table>
Client Outcomes Toolkit: Change Graph

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 consistently 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
Questions and Discussion

Resources for Questions

- **Frequently Asked Questions**
  On the web site, near bottom of the ValueOptions page

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

- **General comments or questions:**
  Email to OnTrackOutcomes@valueoptions.com