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The Ohio Mental Health Consumer Outcomes System

A Training for Family Members

Prepared by Velma Beale, M.A. NAMI Ohio
For the Ohio Department of Mental Health 2001



What is an Outcome?

- Webster's Dictionary says outcomes are "final consequences or results"
- The Outcomes Initiative has defined consumer outcomes as "indicators of health or well-being for an individual or family, as measured by statements or characteristics of the consumer/family, not the service system"



Outcomes Measures and Recovery

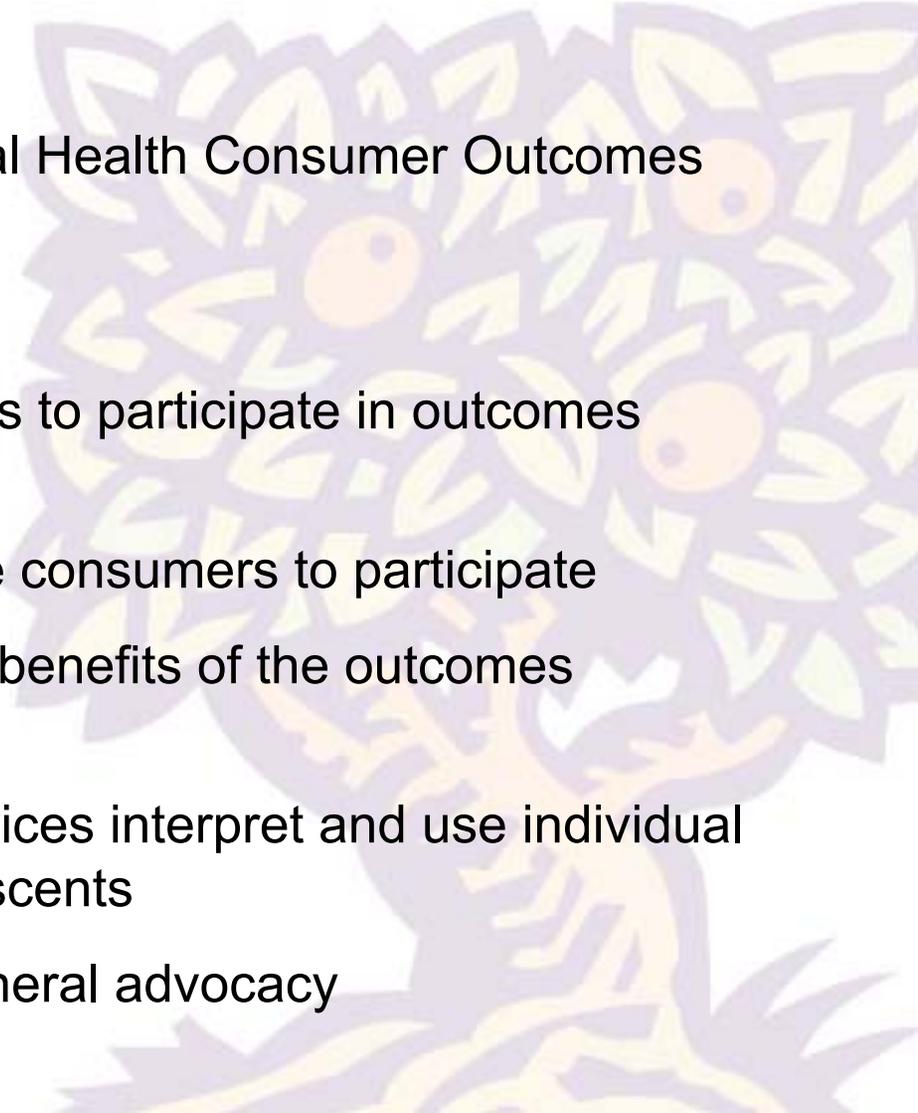
- Recovery is the foundation of the Ohio Mental Health Consumer Outcomes System
- Individual outcomes measurement results can be used immediately to help enhance individual recovery management planning
- With children we use the terms “resiliency” and “self-direction” to discuss this personal process of adaptation and motivation to move forward





Course Goals

- Provide an overview of the Ohio Mental Health Consumer Outcomes System
- Improve willingness of:
 - families of children/adolescents to participate in outcomes measurement
 - families of adults to encourage consumers to participate
- Help families understand the potential benefits of the outcomes measurement system
- Help families of children receiving services interpret and use individual data in the treatment of children/adolescents
- Help families use data correctly for general advocacy





What Does It Mean For Families?

- For families of Adult Consumers:
 - Educate and encourage participation
 - Work with consumer and clinician/worker
 - Advocacy
- For families of Children/Adolescents:
 - Opportunity for input
 - Involvement in treatment planning
 - Advocacy





Purposes of Outcomes Measurement

- Manage consumer care (access)
- Improve the service delivery system (quality)
- Account for public resources (cost)

ULTIMATE GOALS:

- Improve the health and quality of life of consumers
- Improve the quality of mental health services





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Outcomes Task Force: 1996-1998

Vision

All participants in Ohio's publicly supported care system are accountable to monitor and continually improve outcomes for consumers. These outcomes, such as choice, respect, dignity, and cultural and clinical competence, embrace the values of recovery for consumers and families. To inform this quality improvement, Ohio's systems use a variety of compatible data sources and reporting mechanisms, including a standard, statewide approach to measuring consumer outcomes.



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Outcomes Task Force: 1996-1998

Mission

The Ohio Mental Health Outcomes Task Force will identify an initial set of critical consumer outcomes and will recommend to the Ohio Department of Mental Health a standard, statewide, ongoing approach to identifying and measuring consumer outcomes and performance of Ohio's mental health system. This approach will reflect the wide range of consumers, payers, providers, and human care systems and will support planned change at the individual, agency and all human care system levels.



Domains:

• **Symptom Distress:**

- The symptoms a person may experience and how much they interfere with daily living

• **Quality of Life:**

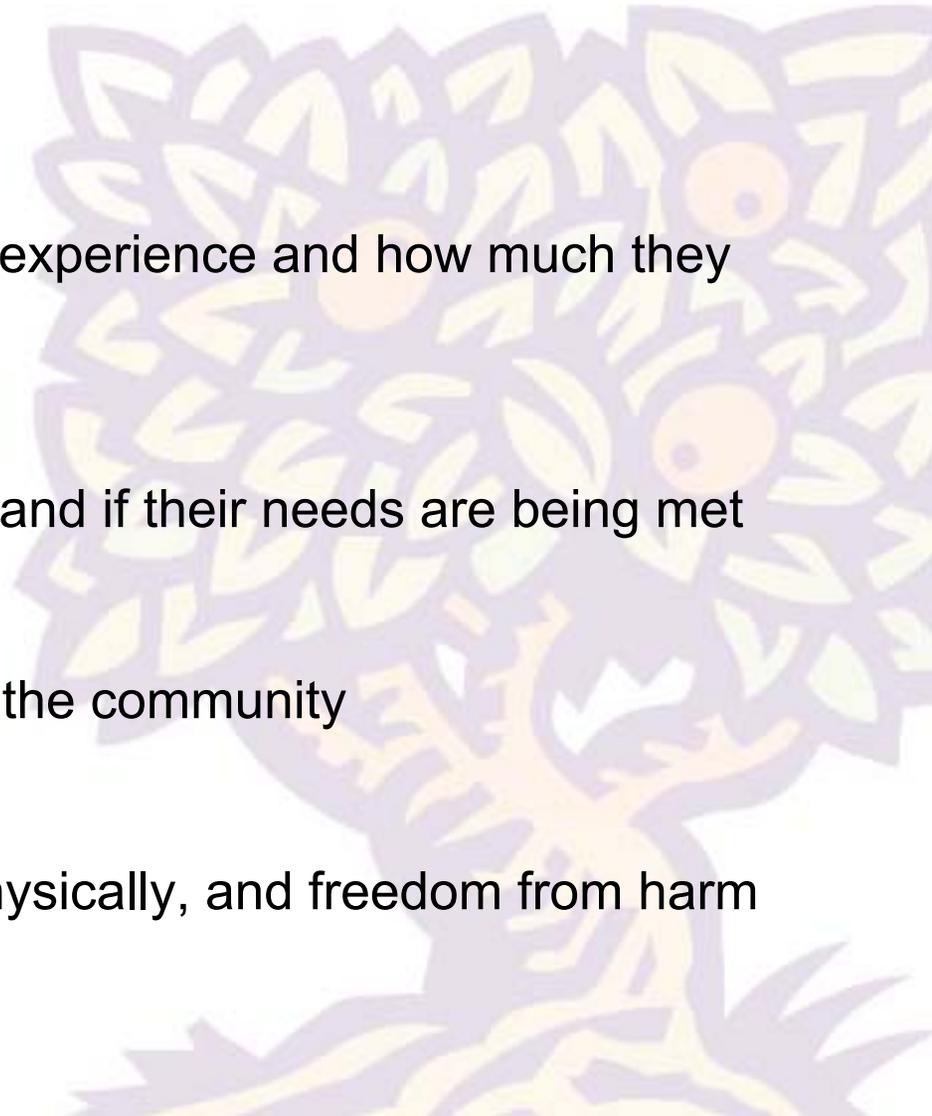
- How “good” a person’s life is, and if their needs are being met

• **Functional Status:**

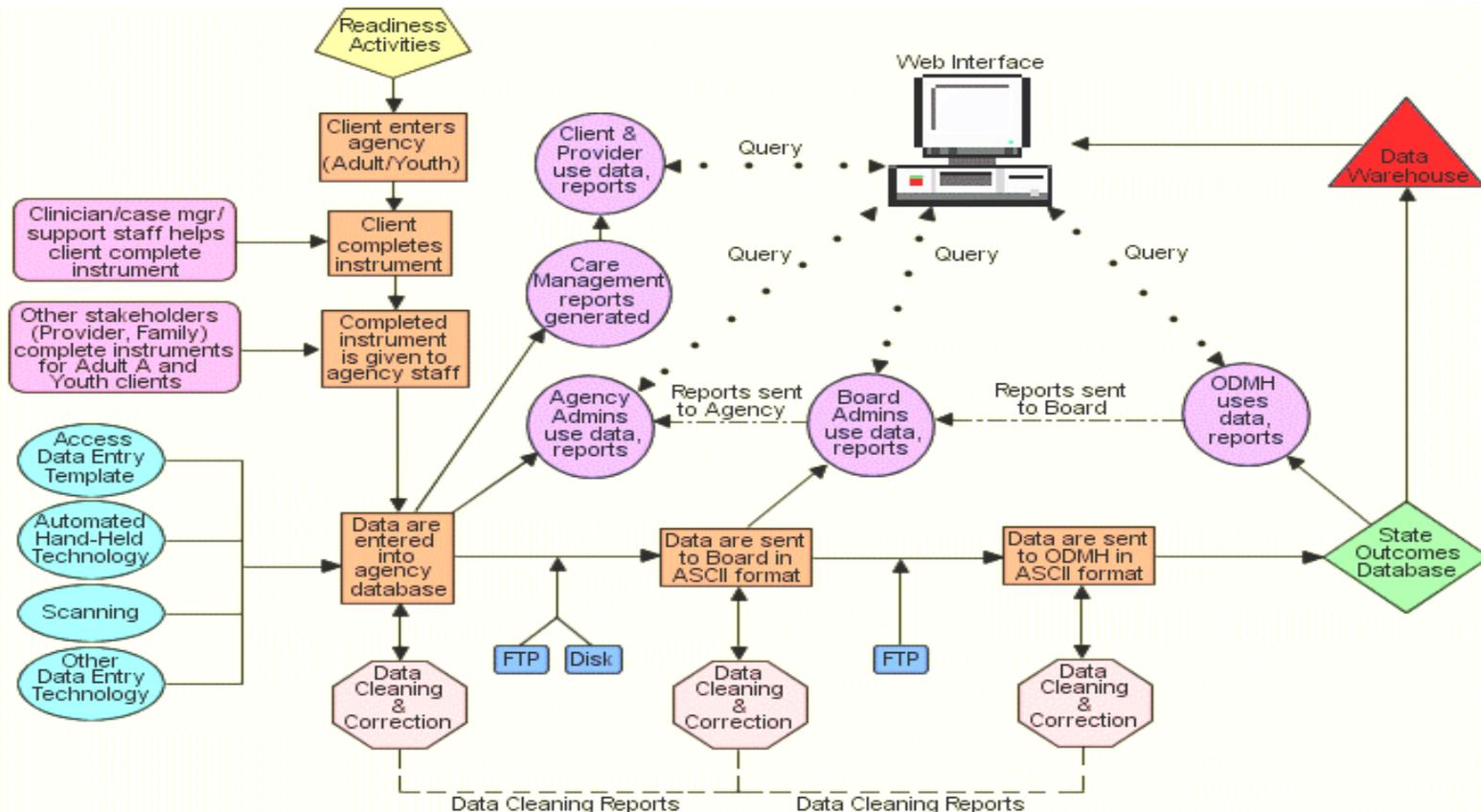
- How well a person is doing in the community

• **Safety and Health:**

- How well a person is doing physically, and freedom from harm from self or others



Structure of the Outcomes System: How Information Flows





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MACSIS Components

Taking a “Big Picture” View of MACSIS

What is MACSIS?

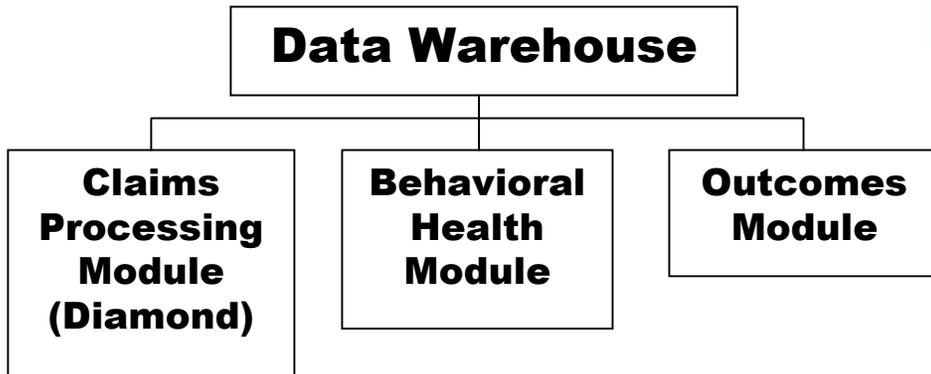
MACSIS is Not Just Diamond

MACSIS is Not Just the Behavioral Health Module

MACSIS is Not Just the Outcomes Initiative

MACSIS is Not Just the Data Warehouse

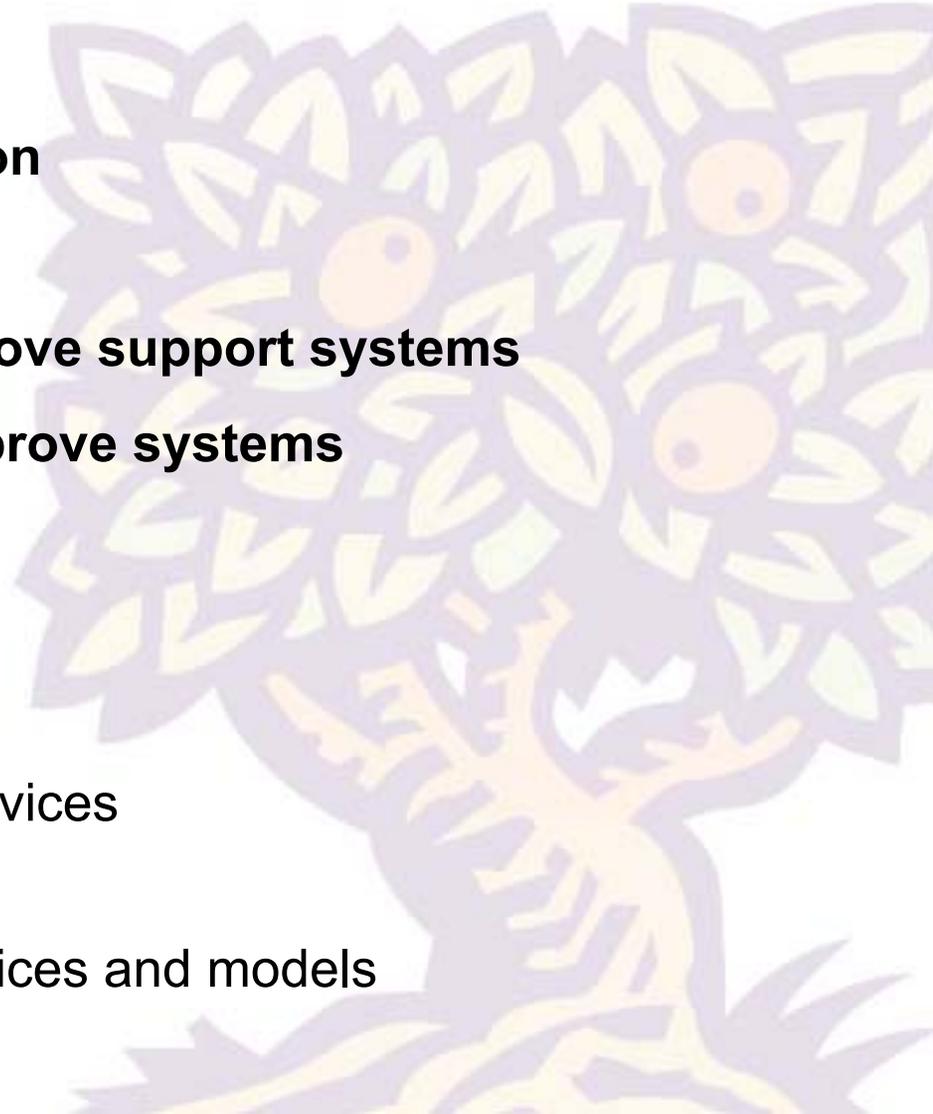
MACSIS is All of the Above





Uses of Data by Advocates

- Educate and encourage participation
- Help you provide recovery support
- Encourage appropriate use to improve support systems
- Become informed advocates to improve systems
- Help interpret data
- Track trends to advocate for:
 - Continuation of services
 - Addition or deletion of services
 - Improvement of services
 - Provision of different services and models
 - Use of data in research

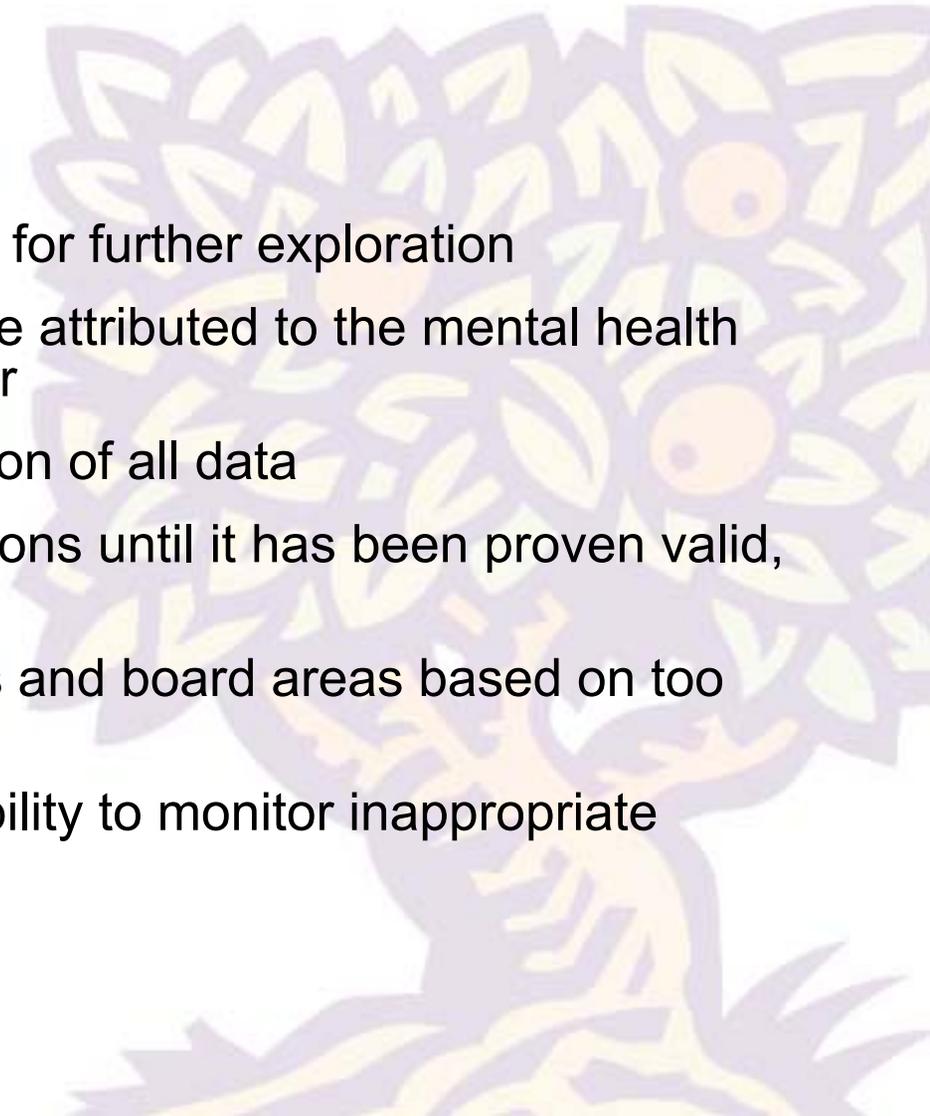




Cautions and Qualifications

• **General Guidelines:**

- Use findings as indicators for further exploration
- Do not assume causes are attributed to the mental health system or specific provider
- Use caution in interpretation of all data
- Do not use data for sanctions until it has been proven valid, reliable and useful
- Do not compare providers and board areas based on too little information
- Recognize your responsibility to monitor inappropriate uses of data

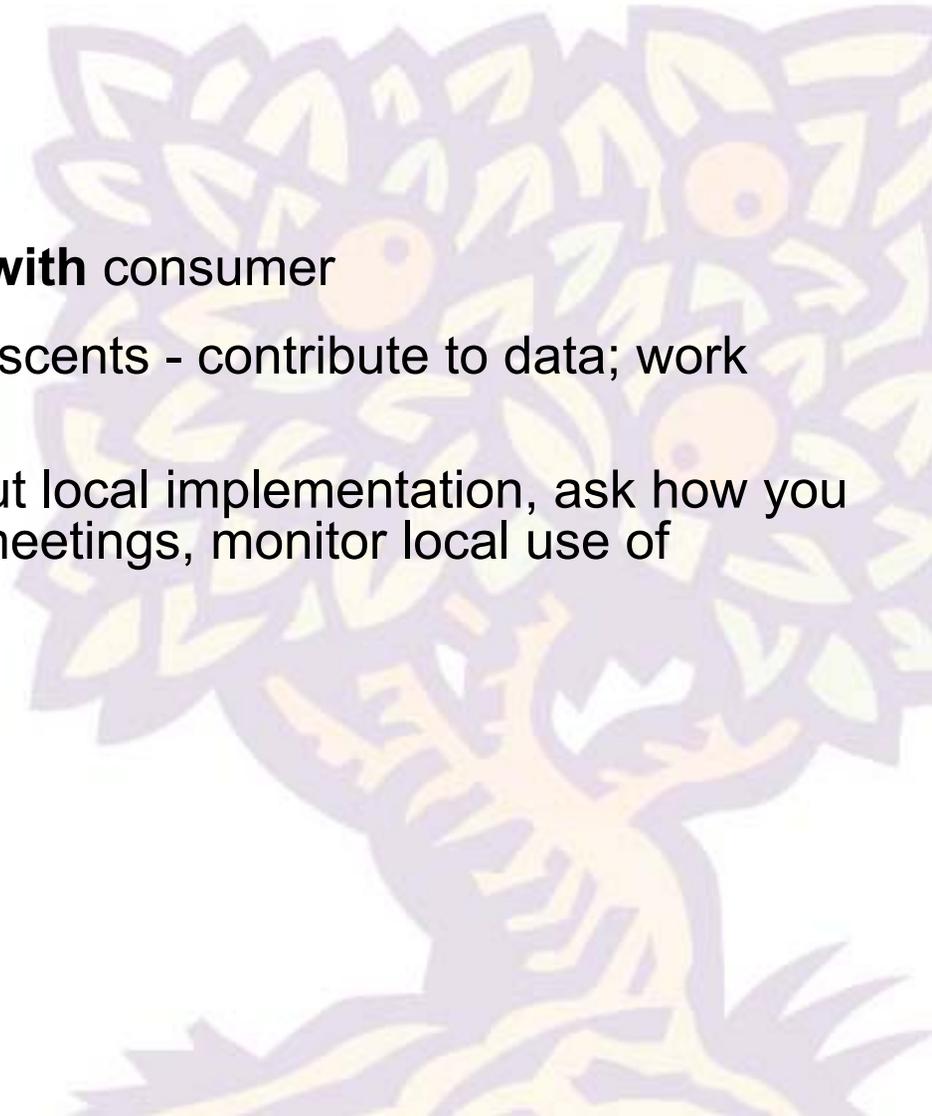




Next Steps For Families

- **Individual/Family Level:**

- Families of adults - work **with** consumer
- Families of children/adolescents - contribute to data; work **with** child, provider
- System Level - learn about local implementation, ask how you can get involved, attend meetings, monitor local use of Outcomes System





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Where to Get More Information

- **Project Website:**

<http://www.mh.state.oh.us/initiatives/outcomes/outcomes.html>

- **ODMH:**

Office of Program Evaluation & Research (614) 466-8651

- **NAMI Ohio News Briefs**

- **Local NAMI affiliate newsletter**

- **Brochures and videos available at local treatment center**

- **Other training for consumers and providers are being taught**





Review

- Definition of the Ohio Mental Health Consumer Outcomes System
- Role of the Outcomes Task Force
- Four Domains: Symptom Distress, Quality of Life, Functional Status, Safety & Health





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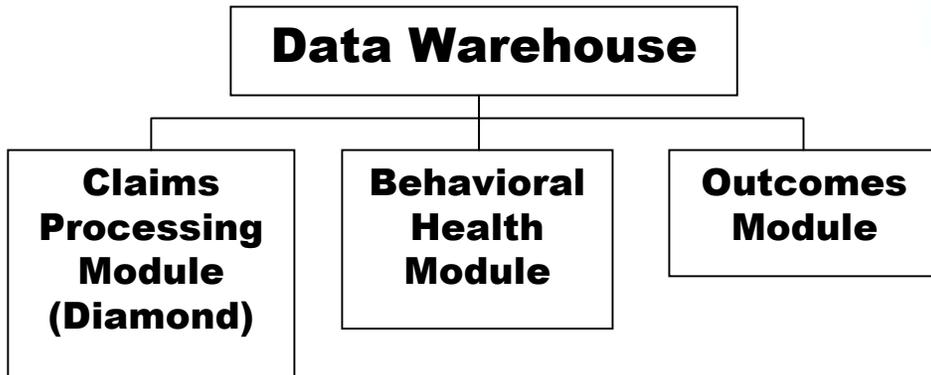
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Instruments

- Adult Consumers
 - Adult Form A
 - Adult Form B
 - Adult Provider Form A
- Children and Adolescents
 - Ohio Scales Youth Form (for youth 12+)
 - Ohio Scales Parent Form
 - Ohio Scales Worker Form
 - Option to use CAFAS & PECFAS





Review: Data Interpretation and Use

- **Individual questions may be more important than scores**
- **Symptom distress items may require immediate attention**
- **Identify and build on strengths**
- **Monitor change over time**
- **Use individual and aggregate data to advocate knowledgeably and responsibly for individuals and for improved systems**
- **Follow the guidelines provided**





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Thank you!!

- Please help us evaluate this training by completing the post-training questionnaire
- When you turn it in, you will receive a copy of the “Ohio Mental Health Consumer Outcomes System: The Big Picture”

