PERFORMANCE MEASUREMENT AND QUALITY: INTEGRATING PERFORMANCE INDICATORS INTO EVERYDAY PRACTICE

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Goals

- Identify and describe common performance and quality measures
- Describe the utility of such measures using examples from JDCRF GAIN data
- Describe practical issues for implementing such measures and using them proactively
Performance and Quality Measures
The Six Aims of *High-Quality* Health Care

- **Safe:** Avoiding injuries to patients from the care that is intended to help them.
- **Effective:** Providing services based on scientific knowledge to all who could benefit.
- **Patient-centered:** Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
- **Timely:** Reducing waits and sometimes harmful delays for both those who receive and those who give care.
- **Efficient:** Avoiding waste, including waste of equipment, supplies, ideas, and energy.
- **Equitable:** Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

Recommendations Specific to Mental Health and Substance Use

Clinicians and organizations providing mental health and substance use services should:

- Use evidence-based treatments
- Increase their use of valid and reliable patient questionnaires or other patient-assessment instruments that are feasible for routine use to assess the progress and outcomes of treatment systematically and reliably.
- Use measures of the processes and outcomes of care to continuously improve the quality of the care provided.

## Performance (Timeliness and Effectiveness)*

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<th>Measure</th>
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<td>J/K: % Post-Tx Continuity of Care</td>
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</tbody>
</table>
### Effectiveness, Efficiency, and Equity

<table>
<thead>
<tr>
<th>ASAM Area:</th>
<th>Need based on GAIN at intake</th>
<th>Service Received from GAIN M90 (First 90 days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnosis (Substance Use, Abuse or Dependence)</td>
<td>Past year AOD problems, weekly use, abuse, or dependence</td>
<td>Initiation of any substance use treatment beyond assessment (including OP, IOP and residential)</td>
</tr>
<tr>
<td>Dim 1: Acute Intoxication/Withdrawal Potential</td>
<td>Moderate to high on any withdrawal or opiate intoxication measure</td>
<td>Any Detoxification services (including medication, ambulatory, or inpatient)</td>
</tr>
<tr>
<td>Dim 2: Biomedical Conditions or Complications</td>
<td>Moderate to high on any physical health measures</td>
<td>Any physical health treatment (including medication, outpatient, outpatient surgery, inpatient, or emergency room related to physical health)</td>
</tr>
<tr>
<td>Dim 3: Emotional, Behavioral or Cognitive Conditions and Complications</td>
<td>Moderate to high on any mental health measures (days bothered by problems or, interfere with responsibilities, hurt self or suicidality or days cut)</td>
<td>Any mental health treatment (including medication, outpatient, outpatient surgery, inpatient, or emergency room related to mental health)</td>
</tr>
<tr>
<td>Dim 4: Readiness to Change</td>
<td>Moderate to high problems with tx readiness. Past 90 day substance use and moderate to high problems with treatment readiness, treatment motivation, readiness to quit</td>
<td>Engagement in treatment for 6 or more weeks post intake</td>
</tr>
<tr>
<td>Dim 5: Relapse Continued Use or Continued Problem Potential</td>
<td>Moderate to high relapse potential. Past 90 day substance use and low self-efficacy, or low problem orientation.</td>
<td>Any Breathalyzer or urine tests</td>
</tr>
<tr>
<td>Dim 6: Recovery/Living Environment</td>
<td>Moderate to high environment problems such as homelessness, AOD use in home, AOD use in formal activities, trouble or arguments at home or attached, abused sexually, mentally or physically or involved in criminal activity while AOD use</td>
<td>Any self-help group attendance</td>
</tr>
</tbody>
</table>

### Efficiency and Effectiveness

- **% Need** = # in need / # admitted
- **% Receiving Service** = # received services by fu / # admitted
- **% Untargeted Svcvs** = # low or no need / # receiving services
- **% Unmet Need** = no services by fu / # moderate to high need

### Equity

Efficiency and Effectiveness by age, race and gender
## Outcomes

<table>
<thead>
<tr>
<th>Outcome Domain:</th>
<th>Severity based on GAIN at intake</th>
<th>Severity based on GAIN at follow-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Substance Use</td>
<td>Past Month Substance Problems</td>
<td>Past Month Substance Problems</td>
</tr>
<tr>
<td>Substance Use</td>
<td>Past 90 Day Substance Frequency</td>
<td>Past 90 Day Substance Frequency</td>
</tr>
<tr>
<td>Dim 1: Acute Intoxication/Withdrawal Potential</td>
<td>Past week Current Withdrawal</td>
<td>Past week Current Withdrawal</td>
</tr>
<tr>
<td>Dim 2: Biomedical Conditions or Complications</td>
<td>Past 90 Day % Days Bothered by Health Problems</td>
<td>Past 90 Day % Days Bothered by Health Problems</td>
</tr>
<tr>
<td>Dim 3: Emotional, Behavioral or Cognitive Conditions and Complications</td>
<td>Past 90 Day % Days Engaging in Illegal Activity</td>
<td>Past 90 Day % Days Engaging in Illegal Activity</td>
</tr>
<tr>
<td>Dim 4: Readiness to Change</td>
<td>Current Treatment Resistance</td>
<td>Current Treatment Resistance</td>
</tr>
<tr>
<td>Dim 5: Relapse Continued Use or Continued Problem Potential</td>
<td>Current Self-Efficacy to resist Using</td>
<td>Current Self-Efficacy to resist Using</td>
</tr>
<tr>
<td>Dim 6: Recovery/Living Environment</td>
<td>Percentage of Past 90 Days in Treatment</td>
<td>Percentage of Past 90 Days in Treatment</td>
</tr>
</tbody>
</table>

**Outcomes**

Percent change in FU measure = % at FU minus % at intake

OR

Relative percent change in FU measure = (% at FU - % at intake) / % at intake
Examples from JDCRF Data
Cohort of 8 Reclaiming Futures (RF)/Center for Substance Abuse Treatment (CSAT) collaboration grantee sites using the GAIN.

Intake data collected on 738 adolescents from these sites between January 2008 through June 2014.

Follow-up data was available for 611 (89% of 688 due) adolescents with 1+ follow-up at 3, 6, and 12-months post intake.
Demographic Characteristics

- Female: 24%
- Married: 1%
- GLBTQ: 4%
- African American: 13%
- Multi-racial/Other: 17%
- Caucasian: 35%
- Hispanic: 41%
- 0-14: 11%
- 15-17: 83%
- 18-25: 6%

*Any Hispanic ethnicity separate from race group
ASAM A. Diagnosis - Problems

- First Use < Age 15: 90%
- Any Past Year Diagnosis: 90%
- 3+ Years Use: 71%
- Past Year Dependence: 65%
- Weekly Use of AOD: 62%
- Prior SA Treatment: 53%
- Any Lifetime Withdrawal: 43%
- Severe Past Week Withdrawal: 2%
- Substance Use Problems*: 13%, 49%, 38%

*Count of 8 items
ASAM A. Diagnosis Services*

- IOP treatment for AOD: 19%
- OP treatment for AOD: 16%
- Residential treatment for AOD: 10%
- ER for AOD: 5%
- Other SA treatment: 2%
- SA Medication: 1%

*In the past 90 days
ASAM B1. Acute Intoxication/Withdrawal – Problems*

1. Acute Intoxication/Withdrawal Problems

- **Recency of Use (0-2/3-5/6)***
  - Low: 12%
  - Moderate: 74%
  - High: 14%

- **Days of Use (0/1-44/45-90)**
  - Low: 11%
  - Moderate: 50%
  - High: 38%

- **Days Drunk/High Most of the Day (0/1-12/13-90)**
  - Low: 22%
  - Moderate: 32%
  - High: 47%

- **Current Withdrawal Scale (0/1-11/12-22)***
  - Low: 86%
  - Moderate: 12%
  - High: 8%

- **Days of Opioid Use (0/1-12/13-90)**
  - Low: 82%
  - Moderate: 10%
  - High: 8%

*Past 90 days  **Past week  ***Lifetime
ASAM B1. Detox/Withdrawal Services

- Urine or Breath Testing: 90%
- Detox Services: 3%
- SA Medications: 1%
**ASAM B2. Biomedical – Health Problems**

- **Recency of PH Problems or PH Caused Role Failure (0-2/3-4/5-6)**
  - Low: 75%
  - Moderate: 18%
  - High: 7%

- **Days of PH Problems (0/1-12/13-90)**
  - Low: 76%
  - Moderate: 17%
  - High: 7%

- **Days PH Problems Caused Role Failure (0/1-12/13-90)**
  - Low: 83%
  - Moderate: 14%
  - High: 3%

- **Health Distress Scale (0-2/3-6/7-14)**
  - Low: 75%
  - Moderate: 21%
  - High: 5%

*Past 90 days  **Lifetime  ***Past year
ASAM B2. Biomedical – HIV Risk Problems*

- **Needle Frequency Scale**
  - Low: 91%
  - Moderate: 5%
  - High: 4%

- **Sex Risk Scale**
  - Low: 24%
  - Moderate: 71%
  - High: 5%

- **Number of Sex Partners**
  - Low: 28%
  - Moderate: 52%
  - High: 21%

- **Needle Problem Scale**
  - Low: 94%
  - Moderate: 3%
  - High: 3%

- **Number of Unprotected Sex Acts**
  - Low: 58%
  - Moderate: 32%
  - High: 10%

*Past 90 days **Past Year
ASAM B2. Biomedical – Services*

- Outpatient Office Visits: 30%
- RX Medication: 19%
- ER Use: 10%
- Hospital Nights: 2%
- Outpatient Surgery: 1%
- Nutrition and Exercise (I): 20%
- HIV/AIDS Class (I): 16%
- Relaxation Class (I): 11%
- Smoking Cessation (I): 11%
- Diet/Nutrition Class (I): 7%

*Past 90 days
### ASAM B3. Psychological/Behavioral – Internalizing Disorder Problems*

<table>
<thead>
<tr>
<th>Scale</th>
<th>Low</th>
<th>Moderate</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traumatic Stress Scale (0/1-4/5-13)</td>
<td>57%</td>
<td>16%</td>
<td>27%</td>
</tr>
<tr>
<td>Somatic Symptom Index (0/1-3/4)</td>
<td>52%</td>
<td>43%</td>
<td>5%</td>
</tr>
<tr>
<td>Depressive Symptom Scale (0-1/2-5/6-9)</td>
<td>48%</td>
<td>36%</td>
<td>17%</td>
</tr>
<tr>
<td>Anxiety/Fear Symptom Scale (0-1/2-6/7-12)</td>
<td>59%</td>
<td>31%</td>
<td>10%</td>
</tr>
<tr>
<td>Internal Mental Distress Scale (0-8/9-23/24-43)</td>
<td>63%</td>
<td>28%</td>
<td>10%</td>
</tr>
<tr>
<td>Homicidal/Suicidal Thought Scale (0/1-3/4-5)</td>
<td>85%</td>
<td>12%</td>
<td>3%</td>
</tr>
</tbody>
</table>

*Past year
ASAM B3. Psychological/Behavioral – Externalizing Disorder Problems*

Inattentiveness Disorder Scale (0-5/6-7/8-9)
- Low: 53%
- Moderate: 17%
- High: 30%

Hyperactivity-Impulsivity Scale (0-5/6-7/8-9)
- Low: 77%
- Moderate: 11%
- High: 12%

Conduct Disorder Scale (0-2/3-7/8-15)
- Low: 41%
- Moderate: 42%
- High: 17%

Behavior Complexity Scale (0-5/6-18/19-33)
- Low: 30%
- Moderate: 48%
- High: 22%

*Past year
ASAM B3. Psychological/Behavioral – Crime & Violence Problems*

- Crime & Violence Scale (0-2/3-6/7-29): 30% Low, 26% Moderate, 44% High
- General Conflict Tactic Scale (0-2/3-6/7-10): 49% Low, 33% Moderate, 18% High
- Drug Crime Scale (0/1-2/3-5): 61% Low, 33% Moderate, 6% High
- Interpersonal Crime Scale (0/1-2/3-7): 52% Low, 39% Moderate, 9% High
- Property Crime Scale (0/1-2/3-7): 39% Low, 27% Moderate, 34% High

*Past year
ASAM B3. Psychological/Behavioral Health Services

ER use: 2%
Nights in psych hosp: 2%
Taking Psych Meds: 20%
OP MH: 21%
Parole: 0%
Jail: 3%
House Arrest: 19%
Electronic Monitoring: 30%
Arrested: 45%
Detention: 50%
Probation: 89%
ASAM B4. Readiness to Change - Problems

- Problem Orientation Scale (4-5/1-3/0)*: 23% Low, 7% Moderate, 71% High
- Reasons for Quitting (13-26/5-12/0-4)*: 73% Low, 20% Moderate, 7% High
- Tx Motivation Index (4-5/1-3/0)*: 17% Low, 75% Moderate, 9% High
- Tx Resistance Index (0/1-2/3-4): 36% Low, 55% Moderate, 10% High
- Readiness to Remain Abstinent (90-100/75-89/0-74)*: 64% Low, 18% Moderate, 18% High
- Tx Pressure Index (0/1-3/4-8) (I): 33% Low, 66% Moderate
- Readiness to Change (90-100/75-89/0-74)*: 21% Low, 25% Moderate, 54% High

* Scores are reversed to reflect that low scores are of high clinical severity.
ASAM B4. Treatment Readiness and B5. Relapse Potential – Services*

* Past 90 days.
ASAM B5. Relapse Potential - Problems

Problem Orientation Scale (4-5/1-3/0)
- 23% Low
- 7% Moderate
- 71% High

Recency of Use (0-2/3-5/6)**
- 12% Low
- 74% Moderate
- 14% High

Frequency of Urine/Breath Testing (0/1-12/13-90)*
- 10% Low
- 67% Moderate
- 24% High

Self Efficacy Scale (5/3-4/0-2)***
- 61% Low
- 32% Moderate
- 7% High

* Past 90 days
** Lifetime
*** Scores are reversed to reflect that low scores are of high clinical severity.
ASAM B6. Recovery Environment – Environmental Risk Problems*

- Vocational Risk Index (0-2/3-11/12-28) (I)
  - Low: 35%
  - Moderate: 36%
  - High: 65%

- Social Risk Index (0-2/3-11/12-28)
  - Low: 36%
  - Moderate: 64%
  - High: 36%

- General Victimization Scale (0/1-3/4-15)**
  - Low: 37%
  - Moderate: 19%
  - High: 44%

- Living Risk Index (0-2/3-11/12-28) (I)
  - Low: 66%
  - Moderate: 33%
  - High: 66%

- Recency of Homelessness (0-2/3-5/6)**
  - Low: 97%
  - Moderate: 3%
  - High: 97%

- Recovery Environment Risk Index (0-20/21-34/35-100)
  - Low: 39%
  - Moderate: 50%
  - High: 11%

- Recency of Victimization (0-2/3-5/6)**
  - Low: 81%
  - Moderate: 17%
  - High: 81%

*Past year  **Lifetime
ASAM B6. Recovery Environment – School and Work Problems*

Days in Controlled Environment (0/1-65/66-90):
- Low: 35%
- Moderate: 59%
- High: 6%

Days at School (0/1-59/60-90):
- Low: 17%
- Moderate: 62%
- High: 21%

Days at Work (0/1-59/60-90):
- Low: 87%
- Moderate: 11%
- High: 2%

Days of School Problems (0/1-12/13-90):
- Low: 69%
- Moderate: 26%

Days of Work Problems (0/1-12/13-90):
- Low: 99%

*Past 90 days
ASAM B6. Recovery Environment – Support Problems*

- Spiritual Social Support Index (6-7/3-5/0-2)***,# (I)
  - Low: 10%
  - Moderate: 28%
  - High: 62%

- General Satisfaction Index (5-6/3-4/0-2)# (I)
  - Low: 73%
  - Moderate: 20%
  - High: 7%

- General Social Support Index (5-9/2-4/0-1)**,# (I)
  - Low: 87%
  - Moderate: 11%
  - High: 2%

- Days of Drug Use in the Home (0/1-12/13-90)
  - Low: 86%
  - Moderate: 4%
  - High: 10%

- Days of Alcohol Use in the Home (0-12/13-44/45-90)
  - Low: 81%
  - Moderate: 9%
  - High: 11%

- Days of Family Problems (0/1-12/13-90)
  - Low: 46%
  - Moderate: 35%
  - High: 19%

*Past 90 days   **Past Year   ***Current

#Scores are reversed to reflect that low scores are of high clinical severity.
ASAM B6. Recovery Environment – Services*

- Paid Rent: 89%
- Public Housing: 2%
- School: 84%
- Dry Structured Activity: 67%
- Controlled Env: 65%
- External Treatment Services: 36%
- Group Sessions: 34%
- Family Treatment Services: 26%
- Professional counselor: 21%
- Tx provider met w/ school staff: 20%
- Self-help: 16%
- Work: 14%
- Family Nights: 5%

* Past 90 days.
**Performance (Timeliness and Effectiveness)**

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**Notes:**
- Requires service logs
- Simple to count or measure
Performance Measurement (of those with 1+ follow-up)

- Initiation within 14 days of assessment: 64%
- Engagement (3+ sessions in 30 days): 71%
- Continuing Care (any treatment 91-180 days post intake): 89%
- Positive System Status (discharged, still in treatment, or transferred for further SA or MH treatment): 74%
- High Treatment Satisfaction (Treatment Satisfaction Scale ≥ 10 @ 3 months): 90%
<table>
<thead>
<tr>
<th>ASAM Dimension</th>
<th>Need</th>
<th>Received Services</th>
<th>Untargeted Services</th>
<th>Unmet Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnosis (Substance Use, Abuse or Dependence)</td>
<td>99%</td>
<td>78%</td>
<td>0.2%</td>
<td>22%</td>
</tr>
<tr>
<td></td>
<td>538/514</td>
<td>421/541</td>
<td>1/421</td>
<td>118/538</td>
</tr>
<tr>
<td>Dim 1: Acute Intoxication/ Withdrawal Potential</td>
<td>14%</td>
<td>3%</td>
<td>50%</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>73/535</td>
<td>14/535</td>
<td>7/14</td>
<td>66/73</td>
</tr>
<tr>
<td>Dim 2: Biomedical Conditions or Complications</td>
<td>39%</td>
<td>37%</td>
<td>49%</td>
<td>52%</td>
</tr>
<tr>
<td></td>
<td>215/547</td>
<td>203/547</td>
<td>100/203</td>
<td>112/215</td>
</tr>
<tr>
<td>Dim 2: HIV Risk Behaviors</td>
<td>74%</td>
<td>33%</td>
<td>28%</td>
<td>68%</td>
</tr>
<tr>
<td></td>
<td>301/408</td>
<td>134/408</td>
<td>38/134</td>
<td>205/301</td>
</tr>
<tr>
<td>Dim 3: Emotional, Behavioral or Cognitive Conditions and Complications</td>
<td>74%</td>
<td>31%</td>
<td>16%</td>
<td>65%</td>
</tr>
<tr>
<td></td>
<td>409/552</td>
<td>172/552</td>
<td>28/172</td>
<td>265/409</td>
</tr>
<tr>
<td>Dim 3: Crime and Violence</td>
<td>75%</td>
<td>96%</td>
<td>25%</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>411/551</td>
<td>527/551</td>
<td>133/527</td>
<td>17/411</td>
</tr>
<tr>
<td>Dim 4: Readiness to Change</td>
<td>88%</td>
<td>83%</td>
<td>12%</td>
<td>17%</td>
</tr>
<tr>
<td></td>
<td>455/517</td>
<td>429/517</td>
<td>53/429</td>
<td>79/455</td>
</tr>
<tr>
<td>Dim 5: Relapse Continued Use or Continued Problems</td>
<td>90%</td>
<td>98%</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>489/545</td>
<td>534/545</td>
<td>55/534</td>
<td>10/489</td>
</tr>
<tr>
<td>Dim 6: Recovery/Living Environment</td>
<td>100%</td>
<td>99%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>546/546</td>
<td>542/546</td>
<td>0/542</td>
<td>4/546</td>
</tr>
<tr>
<td>Dim 6: Social Support</td>
<td>99%</td>
<td>92%</td>
<td>1%</td>
<td>8%</td>
</tr>
<tr>
<td></td>
<td>541/548</td>
<td>504/548</td>
<td>7/504</td>
<td>44/541</td>
</tr>
<tr>
<td>Dim 6: School/Work</td>
<td>62%</td>
<td>86%</td>
<td>34%</td>
<td>9%</td>
</tr>
<tr>
<td></td>
<td>331/531</td>
<td>459/531</td>
<td>156/459</td>
<td>28/331</td>
</tr>
</tbody>
</table>
# Effectiveness and Efficiency

<table>
<thead>
<tr>
<th>ASAM Dimension</th>
<th>Need</th>
<th>Received Services</th>
<th>Untargeted Services</th>
<th>Unmet Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnosis (Substance Use, Abuse or Dependence)</td>
<td>99%</td>
<td>78%</td>
<td>.2%</td>
<td>22%</td>
</tr>
<tr>
<td></td>
<td>538/514</td>
<td>421/541</td>
<td>1/421</td>
<td>118/538</td>
</tr>
<tr>
<td>Dim 1: Acute Intoxication/ Withdrawal Potential</td>
<td>14%</td>
<td>3%</td>
<td>50%</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>73/535</td>
<td>14/535</td>
<td>7/14</td>
<td>66/73</td>
</tr>
<tr>
<td>Dim 2: Biomedical Conditions or Complications</td>
<td>39%</td>
<td>37%</td>
<td>49%</td>
<td>52%</td>
</tr>
<tr>
<td></td>
<td>215/547</td>
<td>203/547</td>
<td>100/203</td>
<td>112/215</td>
</tr>
<tr>
<td>Dim 2: HIV Risk Behaviors</td>
<td>74%</td>
<td>33%</td>
<td>28%</td>
<td>68%</td>
</tr>
<tr>
<td></td>
<td>301/408</td>
<td>134/408</td>
<td>38/134</td>
<td>205/301</td>
</tr>
<tr>
<td>Dim 3: Emotional, Behavioral or Cognitive Conditions and Complications</td>
<td>74%</td>
<td>31%</td>
<td>16%</td>
<td>65%</td>
</tr>
<tr>
<td></td>
<td>409/552</td>
<td>172/552</td>
<td>28/172</td>
<td>265/409</td>
</tr>
<tr>
<td>Dim 3: Crime and Violence</td>
<td>75%</td>
<td>96%</td>
<td>25%</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>411/551</td>
<td>527/551</td>
<td>133/527</td>
<td>17/411</td>
</tr>
<tr>
<td>Dim 4: Readiness to Change</td>
<td>88%</td>
<td>83%</td>
<td>12%</td>
<td>17%</td>
</tr>
<tr>
<td></td>
<td>455/517</td>
<td>429/517</td>
<td>53/429</td>
<td>79/455</td>
</tr>
<tr>
<td>Dim 5: Relapse Continued Use or Continued Problems</td>
<td>90%</td>
<td>98%</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>489/545</td>
<td>534/545</td>
<td>55/534</td>
<td>10/489</td>
</tr>
<tr>
<td>Dim 6: Recovery/Living Environment</td>
<td>100%</td>
<td>99%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>546/546</td>
<td>542/546</td>
<td>0/542</td>
<td>4/546</td>
</tr>
<tr>
<td>Dim 6: Social Support</td>
<td>99%</td>
<td>92%</td>
<td>1%</td>
<td>8%</td>
</tr>
<tr>
<td></td>
<td>541/548</td>
<td>504/548</td>
<td>7/504</td>
<td>44/541</td>
</tr>
<tr>
<td>Dim 6: School/Work</td>
<td>62%</td>
<td>86%</td>
<td>34%</td>
<td>9%</td>
</tr>
<tr>
<td></td>
<td>331/531</td>
<td>459/531</td>
<td>156/459</td>
<td>28/331</td>
</tr>
</tbody>
</table>

Highlighted any percentage that impacted over 33% of relevant group
## Equity - Gender

<table>
<thead>
<tr>
<th>ASAM Dimension</th>
<th>Need</th>
<th>Received Services</th>
<th>Untargeted Services</th>
<th>Unmet Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnosis (Substance Use, Abuse or Dependence)</td>
<td>↑</td>
<td>Females</td>
<td></td>
<td>↑ Males</td>
</tr>
<tr>
<td><strong>Dim 1: Acute Intoxication/ Withdrawal Potential</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dim 2: Biomedical Conditions or Complications</strong></td>
<td>↑</td>
<td>Females</td>
<td>↑ Females</td>
<td>↑ Males</td>
</tr>
<tr>
<td><strong>Dim 2: HIV Risk Behaviors</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dim 3: Emotional, Behavioral or Cognitive Conditions and Complications</strong></td>
<td>↑</td>
<td>Females</td>
<td>↑ Females</td>
<td>↑ Males</td>
</tr>
<tr>
<td><strong>Dim 3: Crime and Violence</strong></td>
<td>↑</td>
<td>Females</td>
<td></td>
<td>↑ Males</td>
</tr>
<tr>
<td><strong>Dim 4: Readiness to Change</strong></td>
<td>↑</td>
<td>Females</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dim 5: Relapse Continued Use or Continued Problems</strong></td>
<td>↑</td>
<td>Females</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dim 6: Recovery/Living Environment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dim 6: Social Support</strong></td>
<td>↑</td>
<td>Females</td>
<td></td>
<td>↑ Males</td>
</tr>
<tr>
<td><strong>Dim 6: School/Work</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Equity - Ethnicity

<table>
<thead>
<tr>
<th>ASAM Dimension</th>
<th>Need</th>
<th>Received Services</th>
<th>Untargeted Services</th>
<th>Unmet Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnosis (Substance Use, Abuse or Dependence)</td>
<td></td>
<td>↓ African American</td>
<td></td>
<td>↑ African American</td>
</tr>
<tr>
<td>Dim 1: Acute Intoxication/ Withdrawal Potential</td>
<td></td>
<td>↑ White</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 2: Biomedical Conditions or Complications</td>
<td>↓ African American</td>
<td>↑ Other</td>
<td>↓ African American</td>
<td></td>
</tr>
<tr>
<td>Dim 2: HIV Risk Behaviors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 3: Crime and Violence</td>
<td></td>
<td>↓ African American</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 4: Readiness to Change</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 5: Relapse Continued Use or Continued Problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 6: Recovery/Living Environment</td>
<td></td>
<td>↓ African American</td>
<td></td>
<td>↑ African American</td>
</tr>
<tr>
<td>Dim 6: Social Support</td>
<td></td>
<td></td>
<td>↓ Multi-racial</td>
<td></td>
</tr>
<tr>
<td>Dim 6: School/Work</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Equity - Age

<table>
<thead>
<tr>
<th>ASAM Dimension</th>
<th>Need</th>
<th>Received Services</th>
<th>Untargeted Services</th>
<th>Unmet Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnosis (Substance Use, Abuse or Dependence)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 1: Acute Intoxication/ Withdrawal Potential</td>
<td>↑</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 2: Biomedical Conditions or Complications</td>
<td>↓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 2: HIV Risk Behaviors</td>
<td>↓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 3: Emotional, Behavioral or Cognitive Conditions and Complications</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 3: Crime and Violence</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 4: Readiness to Change</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 5: Relapse Continued Use or Continued Problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 6: Recovery/Living Environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 6: Social Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dim 6: School/Work</td>
<td>↓</td>
<td>↓</td>
<td>↑</td>
<td></td>
</tr>
</tbody>
</table>

- Dim 1: Acute Intoxication/ Withdrawal Potential: 18-25
- Dim 2: Biomedical Conditions or Complications: 15-17
- Dim 2: HIV Risk Behaviors: <15
- Dim 6: School/Work: 18-25
Outcomes by ASAM Dimension

Baseline = 738, 3 Mo = 555, 6 Mo = 461, 12 Mo = 317
<table>
<thead>
<tr>
<th>Dimension</th>
<th>Baseline</th>
<th>3 Mo</th>
<th>6 Mo</th>
<th>12 Mo</th>
</tr>
</thead>
<tbody>
<tr>
<td>TR16</td>
<td>36%</td>
<td>40%</td>
<td>47%</td>
<td>49%</td>
</tr>
<tr>
<td>TM16</td>
<td>17%</td>
<td>20%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>POS6</td>
<td>23%</td>
<td>19%</td>
<td>21%</td>
<td>19%</td>
</tr>
<tr>
<td>RERI6</td>
<td>39%</td>
<td>51%</td>
<td>57%</td>
<td>57%</td>
</tr>
<tr>
<td>SSSI6</td>
<td>10%</td>
<td>11%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>TAS6</td>
<td>17%</td>
<td>20%</td>
<td>22%</td>
<td>31%</td>
</tr>
<tr>
<td>EmAS6</td>
<td>87%</td>
<td>84%</td>
<td>80%</td>
<td>74%</td>
</tr>
</tbody>
</table>

Outcomes by ASAM Dimension

Baseline: 738, 3 Mo: 555, 6 Mo: 461, 12 Mo: 317
Practical issues for implementing measures
<table>
<thead>
<tr>
<th>Measure</th>
<th>Data Source/Item</th>
<th>Issues to Overcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occurrence of Screening and/or Assessment</td>
<td>Date of the Screening or Assessment in EHR or on screener/assessment</td>
<td>If using standardized screening or assessment; integration of scores or diagnoses with EHR</td>
</tr>
<tr>
<td>Need for Treatment</td>
<td>Result of clinical determination, screening, assessment, ICD Codes</td>
<td>Matching “need” to “service”. Measuring multiple domains.</td>
</tr>
<tr>
<td>Initiation, engagement, continuing care</td>
<td>Administrative data (dates of services and CPT codes)</td>
<td>Need dates by meaningful CPT codes in order to assess type of service, need LOC changes, disposition of services (step up/down) helpful.</td>
</tr>
<tr>
<td>Severity of Need</td>
<td>ICD, clinical determination, result of screening or assessment</td>
<td>Variation among staff diagnosis, formal assessment requires resources and integration with EHR.</td>
</tr>
<tr>
<td>Services Received</td>
<td>CPT codes, follow-up assessment</td>
<td>CPT codes often not specific enough, follow-up assessment integration with EHR.</td>
</tr>
<tr>
<td>Severity at Intake and Follow-up</td>
<td>Clinical markers for severity (ongoing ICD codes), follow-up assessment</td>
<td>ICD codes not always current as of discharge, FU assessment integration with EHR.</td>
</tr>
</tbody>
</table>
Screening and Assessment
TEDS Data

Client Admission for Flintstone, Pebbles

Substance Abuse

<table>
<thead>
<tr>
<th>Rank</th>
<th>Substance</th>
<th>Severity</th>
<th>Frequency</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary:</td>
<td>Alcohol</td>
<td>Severe Problem/Dysfn</td>
<td>2-3 times daily</td>
<td>Oral</td>
</tr>
<tr>
<td>Secondary:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tertiary:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

At what age did the client FIRST use the substances indicated above (if unknown, enter "97"; if not applicable, enter "96"): Primary 13

# of DAYS since LAST use of the substances indicated above: Primary

# of Days Abstinent in Last 30 Days

# of Days in Support Group in Last 30 Days

# of Days Attended AA/NA/Similar Meetings in Last 30 Days

Other Addictions

Selected Other Addictions

Does Client Currently Use Tobacco 0-No Tobacco Use

Comments
### Diagnosis (ICD) and Procedures/Encounters (CPT)

#### Client Diagnosis

<table>
<thead>
<tr>
<th>Axis</th>
<th>Code</th>
<th>Description</th>
<th>Specifier</th>
<th>Principal</th>
<th>Created/Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>II</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>III</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>V</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Primary Diagnosis:** 296.31-Major Depressive Disorder, Recurrent, Mild (DSM)
## Discharge and Outcomes

### Admission Profile
- **Full Name:** Flintstone, Pebbles
- **Referral Source:** Family or Friend
- **Gender:** Female
- **DOB:** 1/1/1960
- **County of Res.:** Adak
- **Race:** Unknown
- **Ethnicity:** Unknown
- **Age:** 48

### Basis for Decision
- **Potential Client for SA:** No
- **Potential Client for MH:** Yes
- **Potentially Client for TBI:** Unknown

### Treatment Information
- **Treating Here For:** MH/SA
- **Est. Duration of TX (days):** Unknown

### Admission Details
- **Admission Type:** First admission
- **Admission Staff:** Clinician, Ima
- **Screening/Admission for Concerned Person:** No
- **Admission Date:** 2/1/2008

### Client Health Status
- **Client Reported Health Status:** Unknown
- **Mental Health Problem:** Unknown
- **Pharmacotherapy Planned:** No
- **Functional Assessment Done:** Unknown
- **On Psychotropics:** Unknown

### Prior History
- **# of Prior SA TX Admissions:** Unknown
- **# of Non-TX SA Related Hospitalizations in Past 6 Months:** Unknown
- **# of Prior MH TX Admissions:** Unknown
- **# of Prior MH Hospitalizations:** Unknown
- **# of Months Since Last Discharge:** Unknown
Performance Measurement and Quality: Integrating Performance Indicators into Everyday Practice

Identification of performance measures, data sources, measurement strategies, reporting process, and use of information

I. Edit table as needed to document your agency’s performance measures, data sources, formula, benchmark and barriers. Always keep in mind “Is the data readily available to and in the right format for the person who will create the reports?”

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Primary Data Source(s)</th>
<th>Measurement (formula)</th>
<th>Benchmark</th>
<th>Issues to overcome (not currently collected, incorrect measurement, integration of data sources, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Screening</strong></td>
<td>GAIN SS in GAIN ABS (or other screening)</td>
<td># of clients screened with GAIN SS (or other)</td>
<td>Total number of clients</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Assessed</strong></td>
<td>GAIN-I in GAIN ABS (or other assessment)</td>
<td># of clients assessed with GAIN-I (or other)</td>
<td>Total # clients with screening results in mod-high range</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Admissions</strong></td>
<td>EHR</td>
<td># of clients with intake encounter as defined by CPT codes (List out):</td>
<td># clients with dx of abuse or dependence (list out ICD)</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Receipt of EBP</strong></td>
<td>EHR</td>
<td># clients receiving EBP (coded as any EBP session identified by ??)</td>
<td># client admissions</td>
<td>100%</td>
</tr>
</tbody>
</table>
How to measure these domains? Identification of numerators and denominators...
Working with Existing Processes

- Working with your Quality Improvement/Quality Management/Continuous Quality Improvement staff
  - Identification of measures, data sources and analytic method likely already in progress
  - May only include referral, admission, discharge rates

- Working with EHR developers
  - Early identification of modifications to “off the shelf” software
  - Will likely require additional cost

- Working with screening and assessment developers
  - Push data from screening/assessment to EHR
  - Easier (and cheaper) than you might think
Use and Dissemination

- Plan, Do, Study, Act (PDSA) cycles
  - Start small
- Internal
  - Dashboards
  - Subscriptions to reports
- External
  - Scorecards for performance
  - Consumers/Community