14th Annual Behavioral Health Information Management Conference
Measuring Recovery From Mental Illness

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www.reachingrecovery.org
Mandated to serve the hardest to serve
Persons who are homeless with a diagnosis of Schizophrenia, Bi-Polar, or Major Depression

Serve roughly 5,000 adults at any point in time
Every month we admit, on average, 215 individuals, but must turn away 188.

Our goal is to increase funding to serve ALL who need our services

Mission: Enriching Lives and Minds By Focusing on Strengths and Recovery

Three Types of Adult Services
1. Case Management Services
2. Outpatient Services
3. Psychiatric Rehabilitation
   Supported Education
   Supported Employment
Movement Toward Recovery

- The Surgeon General Report on Mental Health (DHHS, 1999) and the Presidents New Freedom Commission (DHHS, 2003) recommended mental health providers engage in system transformation to become more recovery oriented.

  Evaluation is a critical component of system transformation.

  ✔️ Creation of Recovery Committee (2000) with consumers, clinicians, psychiatrists, managers, family members etc.
How Can We Measure Recovery

1) Levels of Care Instruments

2) Recovery Outcome Measures
   – Recovery Marker Inventory
   – Consumer Recovery Measures

3) Evaluation of Providers
   Recovery Practice

Integration Into Practice
✓ Short instruments to minimize consumer and clinician time
✓ User-friendly technology embedded into workflow through EMR
✓ Easily understood reports
✓ Use of existing hardware
Movement Toward Recovery

The Surgeon General Report on Mental Health (DHHS, 1999) and the Presidents New Freedom Commission (DHHS, 2003) recommended mental health providers engage in system transformation to become more recovery oriented.

Evaluation is a critical component of system transformation.
To what degree is Recovery Happening?

- Recovery Needs Level: Suggests best level of services for stage of recovery.
- Recovery Marker Inventory: A staff rating of consumer progress.
- Promoting Recovery in Organizations (PRO): The consumer’s evaluation of a mental health center’s recovery culture.
- Consumer Recovery Measure: Consumer’s rating of their recovery.

Multiple perspectives, multiple dimensions, change over time.
Reliability of the Instruments
Measure: Marker: RNL:PRO

**Reliability** - how consistently we will get the same score for individuals with the same level of indicators of recovery.

- We want high reliability, meaning high constancy in scoring.

IRT Reliability: Person = 0.83, Item = 0.96
CTT Reliability = 0.86

Enables creation of short instruments with high reliability
Recovery Marker Inventory

8 dimensions that “tend to correlate” with an individual’s recovery.

- Environmental factors that tend to be associated with a person’s recovery.

Collected every quarter by primary clinicians on every member of adult services.

- Employment staff provide feedback regarding consumers with which they work.

Eight Dimensions:

- Employment
- Education / Learning
- Active Growth
- Symptom Management
- Participation In Services
- Housing
- Substance Abuse – Level of Use
- Substance Abuse – Stage of Change

Physical Health Marker Inventory Coming Soon!
Consumer Recovery Measure

Measures the consumer’s perception of their recovery

- Helps to understand whether what the clinician observes matches how the consumer is feeling. For example, a person may stay at home because they are an introvert OR because they might have paranoid symptoms.

Sometimes, the consumer fills it out with the clinician, thus sparking new areas to explore together

Five Dimensions

- Hope
- Personal Sense of Safety
- Satisfaction with Social Networks
- Symptom Management
- Active Growth
Recovery Profile
Overview

What does this represent?
An algorithm calculates an overall value from the individual responses on an outcomes instrument, allowing a graphical representation of change over time. Although the CRM and RMI both measure aspects of recovery, they do not assess the same things; direct comparisons of the overall trend lines should not be made. They are displayed together to present coinciding trends over time for discussion points with the consumer.

Select which Recovery Instruments to display
- Consumer Recovery Measure (CRM)
- Recovery Markers Inventory (RMI)
What is the recovery scattergram?

The recovery scattergram plots the direction and rate of change in recovery against the 'baseline' level of recovery at which the consumer entered MHCD. Only consumers with at least three measurements are plotted. The consumer perspective on recovery is measured by the Consumer Recovery Measure. These data do not stand alone; they need the consumer story to give it context and meaning.

Why are some dots green, some red, and some blue?

Description of current quadrant.

What else can I do with this graph?
Promoting Recovery in Mental Health Organizations (The PRO Survey)

Measures staff’s characteristics which promote recovery.

Different sections for each type of staff that interact with members
1. Front Desk Staff
2. Therapist
3. Prescribers
4. Nurses
5. Case Managers
6. Rehabilitation
7. Residential Staff

PRO SURVEY ADMINISTRATION:

- Collected annually on 10% sample of consumers
- Consumer completes for each type of staff they have dealt with in the last 6 months.
- 10 to 16 questions per type of staff.
- Administered by a Consumer Survey Team.
- Gift Card Incentives
Agency Overall PRO Results

MHCD PRO Results Overall

- A: Therapeutic staff
- B: Case Manager
- C: Medical Staff
- D: Nursing Staff
- E: Residential Staff
- F: Front Desk Staff
- G: 2Succeed Staff
Recovery Needs Level (RNL)

- Assigns the right level of service for the consumer
- The basic assumption being that consumers recover and their needs change over time.
- Completed by the primary clinician in electronic record every 6 months in combination with their Service Plan
- Scored electronically according to algorithm

**Stretch Your Dollars and Serve More People**

- Denver spends $14,000 on ACT services per year / per consumer
- With the RNL, Denver graduates roughly 300 consumers from ACT to less intensive services annually
- This is a cost saving of $3,600,000 annually
Five Levels of Service

1 - Assertive Community Treatment
• Staff to Consumer Ratio 1 to 12 / Consumer receives minimum 9 hours of service per month on average over four month period.

2 - Intensive Case Management
• Staff to Consumer Ratio 1 to 22 / Consumer receives minimum 4 hours of service per month on average over four month period.

3 - Intensive Outpatient
• Staff to Consumer Ratio 1 to 40 / Consumer receives minimum 2 hours of service per month on average over four month period.

4 - Outpatient
• Staff to Consumer Ratio 1 to 80 / Consumers at this level typically have fewer visits than people in more intensive services.

5 - Psychiatry Only
To what degree is recovery happening?

Multiple perspectives
Multiple dimensions
Change over time

Recovery Needs Level
Suggests best level of services for stage of recovery

Recovery Marker Inventory
A staff rating of consumer progress

Promoting Recovery in Organizations (PRO)
The consumer’s evaluation of a mental health center’s recovery culture

Consumer Recovery Measure
Consumer’s rating of their recovery