

# 14th Annual Behavioral Health Information Management Conference

## Measuring Recovery From Mental Illness

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Mental Health Center of Denver

**REACHING  
RECOVERY**

*Where Recovery Happens*



# Mental Health Center of Denver

*Where Recovery Happens*

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

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## RECOVERY NEEDS LEVEL

Suggests best level of services for stage of recovery

## RECOVERY MARKER INVENTORY

A staff rating of consumer progress

To what degree is **RECOVERY** Happening?

Multiple perspectives  
Multiple dimensions  
Change over time

## 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



# 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

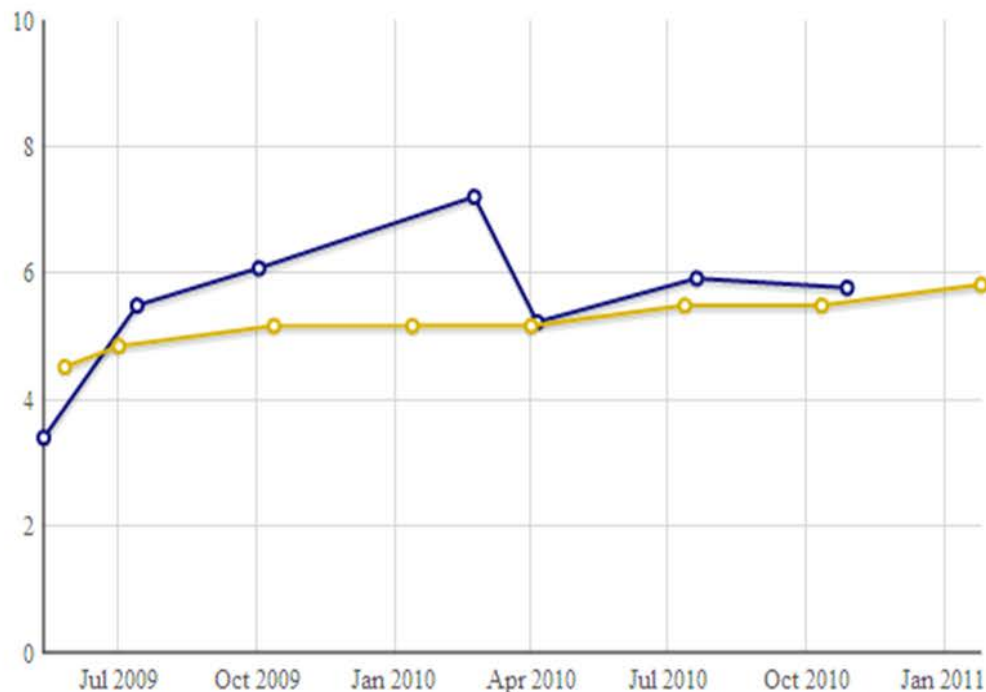
- Hope
- Personal Sense of Safety
- Satisfaction with Social Networks
- Symptom Management
- Active Growth

Consumer Name Coyote, Wile E  
Birth Date 12/12/2006

ID # 999939  
Psychiatry Only (N) No

Sex Male  
Age 4

## 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.

CRM

RMI

Select which Recovery Instruments to display

- Consumer Recovery Measure (CRM)
- Recovery Markers Inventory (RMI)

# Recovery Scattergram

Team 222

## Consumer Recovery Measure (Consumer's Perspective)



[View Clinician's Perspective \(RMI\)](#)

## 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

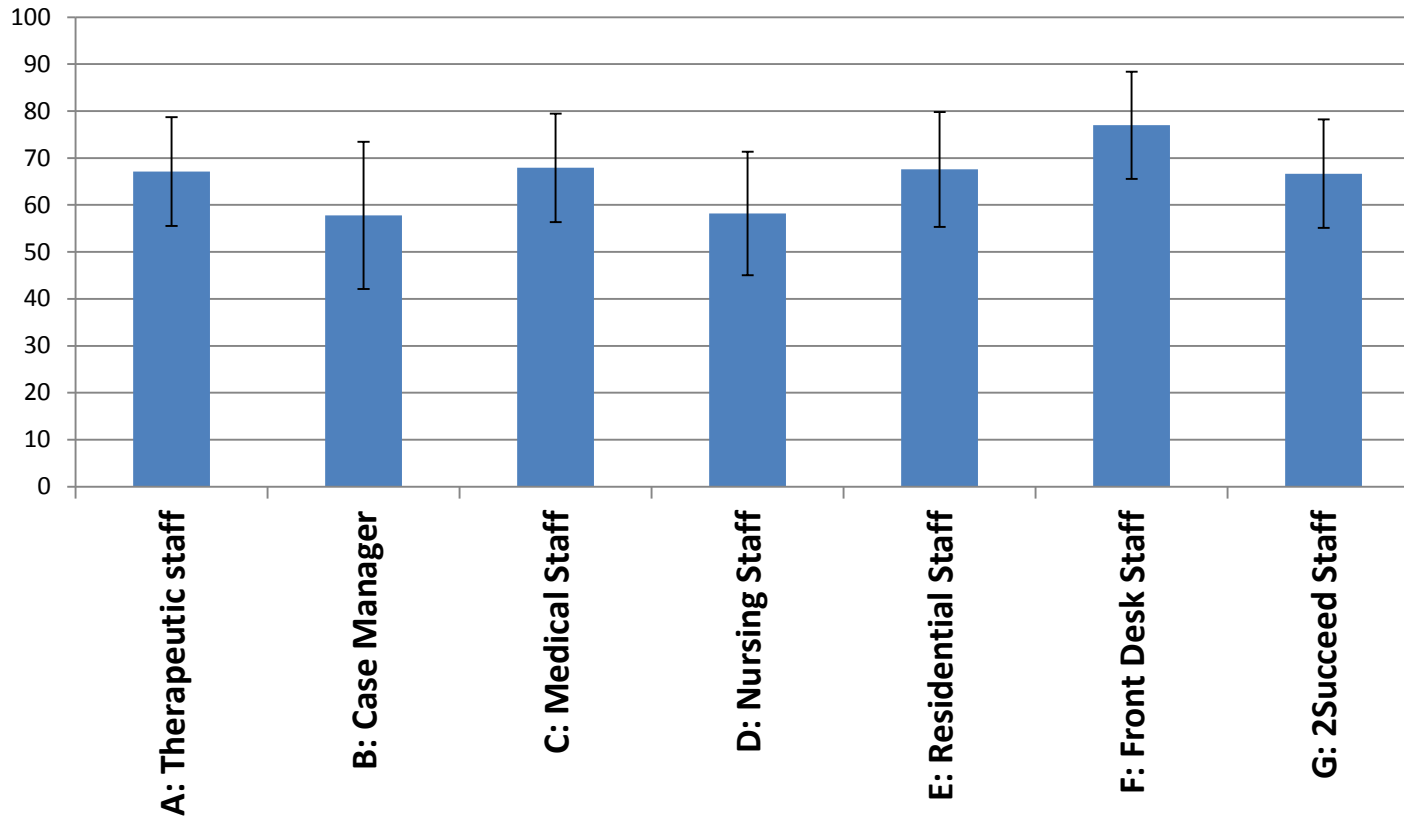
1. Front Desk Staff
2. Therapist
3. Prescribers
4. Nurses
5. Case Managers
6. Rehabilitation
7. Residential Staff

## **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



# 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



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