



MAKING THE CASE FOR MEASUREMENT BASED CARE USING THE DLA-20 ANALYTICS OUTCOMES PACKAGE

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SERVICES

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SERVICES



LEARNING OBJECTIVES:

- Examine how managed care organizations measure response to treatment and the value produced within care.
- Define how measurement-based care improves treatment and outcomes.
- Demonstrate how the DLA-20 Analytics system collects meaningful data for treatment to target, quality improvement and learning.
- Demonstrate how measurement-based care is applied through the treatment process using the DLA-20 and DLA-20 self report tool.

MEASUREMENT-BASED CARE IS BETTER CARE

- Help you to objectively identify client needs quicker
- Provides clinical guidance in order to treat to target and use resources and care more efficiently
- Collect meaningful data for quality improvement & functional measurement
- Prepare you for integrated service arrangements with the broader healthcare system (e.g. health homes, accountable care organizations, etc.)

MEASUREMENT-BASED CARE IS NOT NEW

- Health Care measures have been around for decades.
- Tracking blood pressure, respiration, glucose, PSA, A1C, DLA-20 functional indicators, etc. are all signs that have been tracked and measured over time with changes indicating a worsening, stabilizing or improving condition.
- We have been slower to use these in behavioral health care.
- Can our systems display the trends and results without high levels of effort?

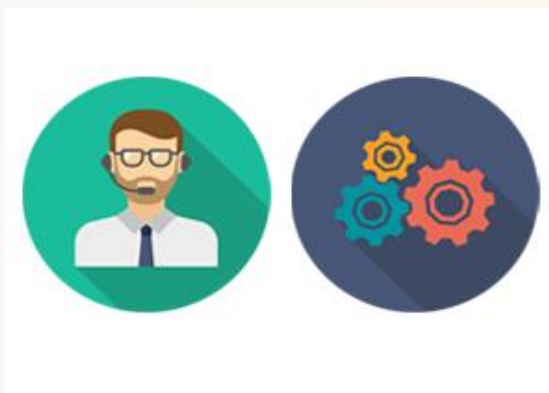
RESEARCH TELLS US WHAT WE KNOW ABOUT IMPROVEMENT OR WORSENING

- Research shows that BH providers only detect 19% of clients who are worsening with judgement and standard practice*.
- Detection is even lower for those whose symptoms are not improving as expected. We don't know that people aren't improving?
- Does this surprise you?

*The Kennedy Forum – Fixing Behavioral Healthcare in America

MEASUREMENT-BASED CARE IS BECOMING THE STANDARD

- The revised standard will help organizations improve the quality of their care, treatment, or services.



- The standard will help organizations to know whether what they're doing is working.

CONSUMER BEHAVIOR – FROM JOHN FORTNEY, PH.D. 2015-UNIVERSITY OF WASHINGTON

Why Does Measurement –Based Care Improve Outcomes?

- Clients more knowledgeable about their disorders
- Attune to their symptoms – Aware of symptom fluctuation over time
– Cognizant of the warning signs of relapse or reoccurrence.
- Recognize improvement early in the course of treatment
- Empowers patients – Helps them communicate more effectively with their providers – Enhanced therapeutic relationship.

EMBRACING MEASUREMENT-BASED CARE: WHY THE AMBIVALENCE?

- Measurement of symptoms or function leads to response to treatment.
- Detailed measures about which symptoms/functions are improving and which are not if there is a partial response to treatment.
- Adjustment in treatment like all healthcare

MEASUREMENT BASED CARE AND QUALITY

The Use of Rating Scales Is Growing

Measurement Based Care entails the systematic administration of symptom rating scales and uses the results to drive clinical decision making at the level of the individual client

- Intended to be adjunctive to clinical judgment
- Used as a starting point in the clinical evaluation
- Used as a periodic measuring point throughout an episode of care
- Encourages more structured thought of an episode of care – as opposed to more unlimited and open-ended treatment plans, goals and objectives.
- Frequently considered by payers

RIGHT SERVICE, RIGHT TIME, RIGHT INTENSITY/FREQUENCY, AND RIGHT COST?

What Data Are We Sending To Payers Used To Measure Quality of Care?

- Do the level of care indicators match with the medical necessity need of the client?
E.g. Evaluation and Management Levels – more complex client = more complex care.
- Is the client is improving, stabilizing, worsening?
- Does the frequency of the encounters match with the symptoms and response to treatment?
- What functional indicators are we sending based on the client's response?

RIGHT SERVICE, RIGHT TIME, RIGHT INTENSITY/FREQUENCY, AND RIGHT COST?

How frequently does the ICD-10 Diagnosis change based on the response to treatment of the client? E.g. the sensitivity to changes among diagnostic criteria is very high with ICD-10 compared to DSM-5 or earlier ICD version...more aligned like physical health conditions. This is a challenge to traditional treatment planning...6 month or 12 - month renewal.

RIGHT SERVICE, RIGHT TIME, RIGHT INTENSITY/FREQUENCY, AND RIGHT COST?

- Does the frequency of the encounters match with the symptoms and response to treatment?
- What functional indicators are we sending based on the client's response? E.g. we need to measure functional improvements and adaptations....this is very engaging for clients.

Typical Measurements-Clinicians Can Influence All

Rationale: Changes Will Lead to Treatment Changes

- Engagement
- Symptom presence, changes or absence
- Functional changes – improvement or decline
- Cost of treatment



DYNAMIC CYCLE AND PROCESS

- Assessment
- Diagnose – Joint Goals and Objectives with client/family
- Start treatment
- Measure treatment response
- Track outcomes
- Adjust treatment if needed
- Feedback results to team
- Reassess



DYNAMIC CYCLE AND PROCESS/ ASSESSMENT

Integrate the DLA-20 into the required intake/ comprehensive assessment to reduce redundancy and streamline the assessment process.

Organizations reduce total assessment time and data points when they cross walk the DLA-20 into their assessment.



ASSESSMENT PRESENTING PROBLEM (COMPREHENSIVE ASSESSMENT REQUIREMENT) = HEALTH PRACTICES DLA-20

Presenting Problem Text: (Include these questions and score DLA-20)

- Are you managing your mental health symptoms such as anxiety, racing thoughts, depression, memory lapses or stressful repetitive behavior? Yes No
- How well do you feel you are managing your moods such as anger, sadness, or happiness?
- Are you managing your routine health care and do you have any physical health care concerns?
- Are you taking all your medication as prescribed?

Health Practices: 1-Rate independent self-care for physical (PH) and mental health (MH), including managing moods, medications, illness management	Evidence of danger to self/other due to MH; No self-care, evidence of breaks in reality, requires pervasive interventions (e.g.: multiple or lengthy stays in crisis, jail)	Marked limitations in self-care & may have physical complications, extensive help for very severe mental impairments, concern for danger to self/other	Limited self-care & compliance, serious impairments in moods, symptoms, mental status, maybe physical issues prompting continuous help for health care.	Marginal self-care and compliance with health issues or prescriptions, managing moods is moderate problem; requires scheduled low level mental health assistance	Moderately self sufficient, manages moods but relies on intermittent, some routine assistance or home visits by helping persons, in private or self-help residences.	Independent self care, compliant with treatment, meds - minimal support, some assistance ok from family, friends, other helping persons.	Optimally independent in taking care of physical & mental status; makes good health care decisions, no assistance needed in self care.
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1 2 3 4 5 6 7




DIAGNOSE AND DEVELOP TREATMENT PLAN GOALS AND OBJECTIVES

- The consumer and provider will prioritize and develop the treatment plan goals based on the current needs and severity on the DLA-20.
- Use the anchors and self report to assist in the development of measurable goals and objectives.



DIAGNOSE AND DEVELOP TREATMENT PLAN GOALS AND OBJECTIVES

 Physical Health and Mental Wellness During the last 30 days...	1	2	3	4	5
I managed my mental health symptoms such as anxiety, racing or disturbing thoughts, depression, memory lapses or stressful repetitive behaviors. Other symptoms/comment:					
I managed my moods such as anger, sadness or happiness.					
I managed my physical health such as problems with pain, high blood pressure, weight or diet restrictions. Other symptoms/comment:					
I took all my medications as prescribed. ___ N/A (not on medication)					

Health Practices: 1-Rate independent self-care for physical (PH) and mental health (MH), including managing moods , medications, illness management	<u>Evidence of danger to self/other due to MH;</u> No self-care, evidence of breaks in reality, requires <u>pervasive interventions</u> (e.g.: multiple or lengthy stays in crisis, jail)	Marked limitations in self-care & may have physical complications, <u>extensive help</u> for very severe mental impairments, <u>concern for danger to self/other</u>	Limited self-care & compliance, <u>serious impairments in moods, symptoms</u> , mental status, maybe physical issues prompting <u>continuous help</u> for health care.	Marginal self-care and compliance with health issues or prescriptions, managing moods is moderate problem; requires scheduled <u>low level mental health assistance</u>	Moderately self-sufficient, manages moods but relies on <u>intermittent, some routine assistance</u> or home visits by helping persons, in private or self-help residences.	Independent self-care, compliant with treatment, meds - <u>minimal support</u> , some assistance ok from family, friends, other helping persons.	<u>Optimally independent</u> in taking care of physical & mental status; makes good health care decisions, no assistance needed in self care.
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START AND PROVIDE TREATMENT

- Ensure the consumer is receiving the correct services at the needed frequency, intensity and duration.
- The provider will need to ensure the interventions are supported by treatment plan goals and justified by the assessment.



TRACK OUTCOMES AND ADJUST TREATMENT IF NEEDED

- Administer at treatment plan reviews and determine response to treatment using the DLA-20 change scores by examining trends over time.
 - Positive change- Achieved and being removed from the treatment plan.
 - Positive change- Continue current interventions to improve functioning further and ensure stability.
 - Partial response/No response or decline in functioning-reevaluate goals and interventions with the consumer to determine what changes are necessary based on the data.



CONSUMER OUTCOMES GRAPH

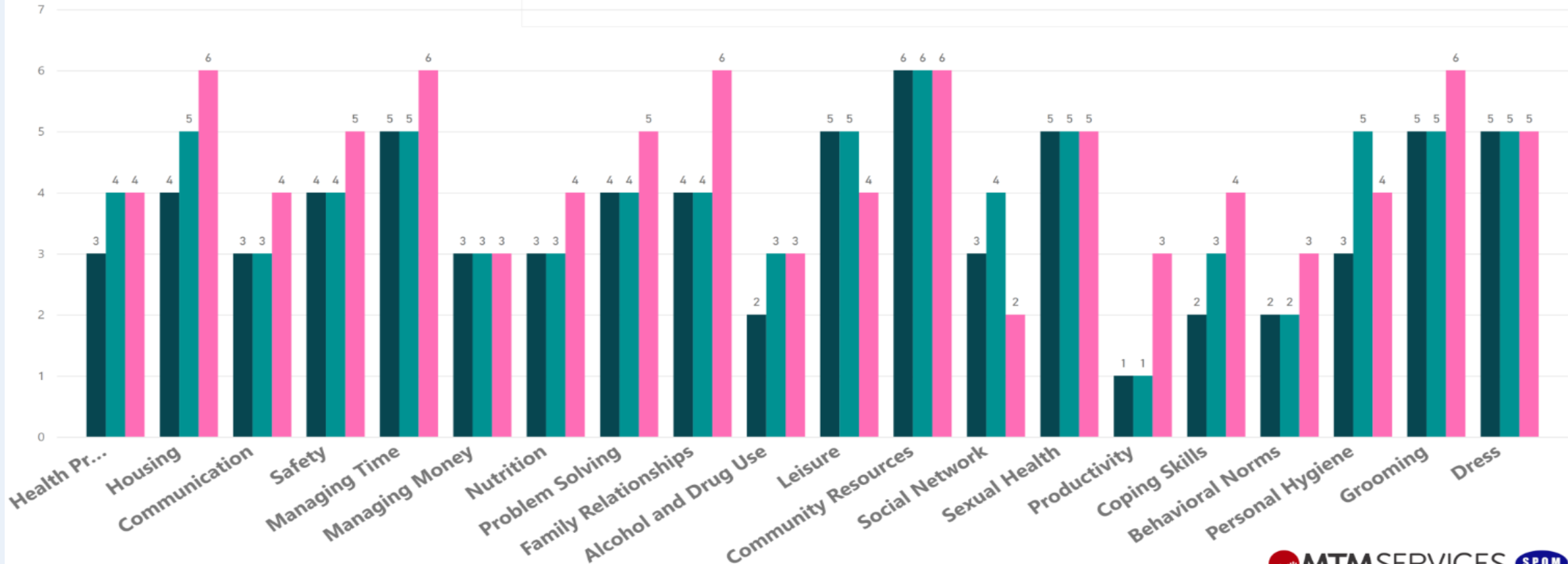
750425

Search
750425

Patient ID



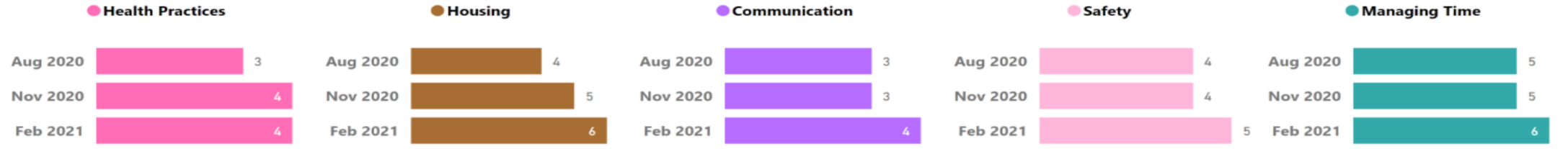
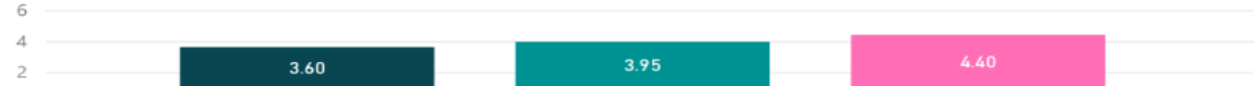
Date of Service ● 08/24/2020 ● 11/14/2020 ● 02/25/2021



CONSUMER OUTCOMES GRAPH

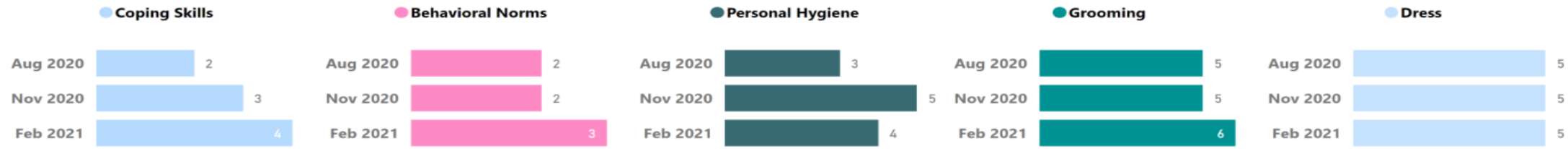
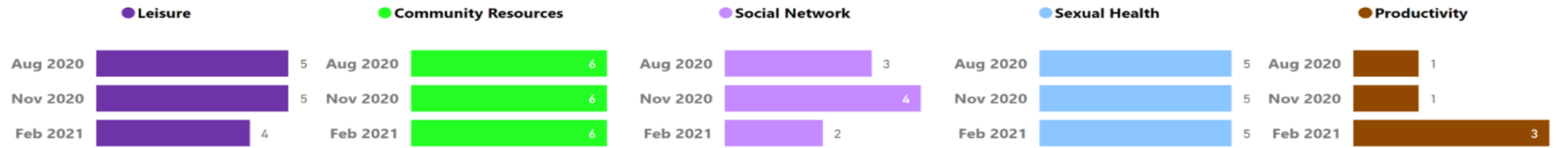
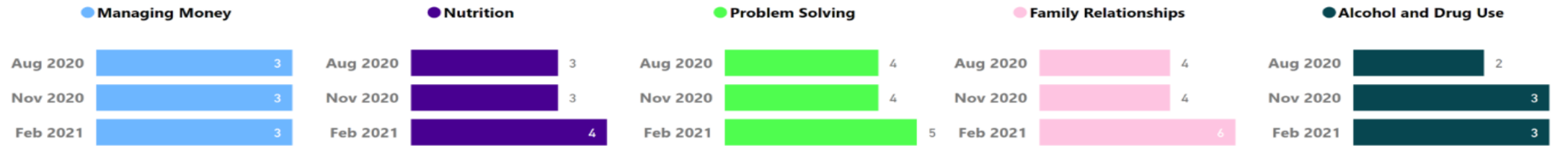
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DLA Scores

08/24/2020
3.60
11/14/2020
3.95
02/25/2021
4.40



FEEDBACK AND RESULTS TO TEAM

- How do we ensure the whole treatment team is involved in the reassessment process and receives feedback on the consumer progress?
 - There is a lead provider assigned to administering the DLA-20 however it is critical they consult with the team before and after administering the DLA-20.
 - The treatment team must demonstrate fluency in the tool!
 - Share the outcomes with the treatment team and continue to use data driven clinical decision making.



DLA-20 ANALYTICS

DLA RESULTS DASHBOARD

3/14/2018

First DLA Date

9/6/2019

Last DLA Date

1

Total Persons Assessed

4

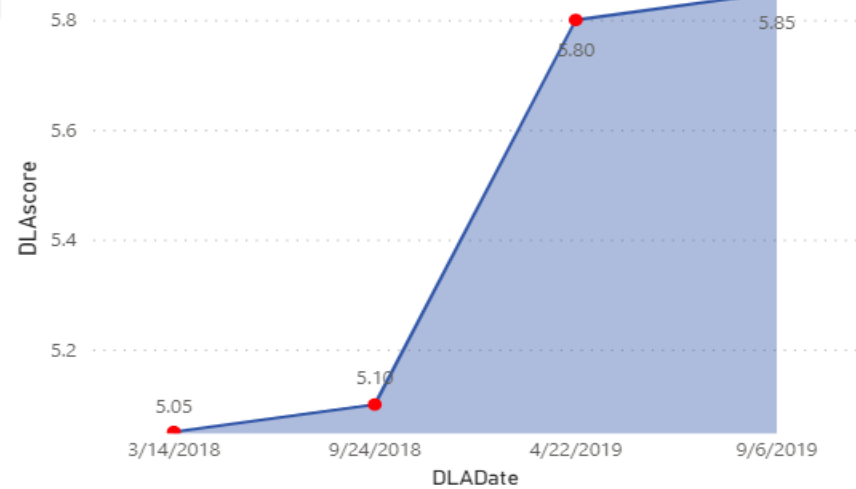
Total Assessments

DLAStaff	DLADate	TotalAssessments
Sherry, Valerie	9/24/2018	1
Sherry, Valerie	4/22/2019	1
Sherry, Valerie	9/6/2019	1
Spears, Thomas	3/14/2018	1
Total		4

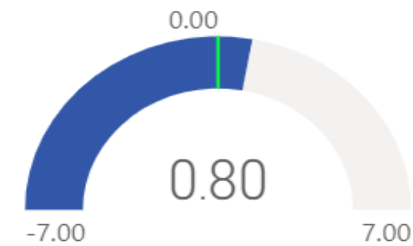
DLACase

398042

DLA Scores by Date



Overall DeltaScore



DELTA SCORE HISTORY

TotalAssessments	DeltaScore1	DeltaScore2	DeltaScore3	DeltaScore4	DeltaScore5	DeltaScore6	DeltaScore7	DeltaScore8	DeltaScore9	DeltaScore10	DeltaScore11	DeltaScore12
4	0.05	0.70	0.05									

DLA-20 ANALYTICS

DLA RESULTS DASHBOARD

1/23/2019

First DLA Date

8/20/2019

Last DLA Date

1

Total Persons Assessed

6

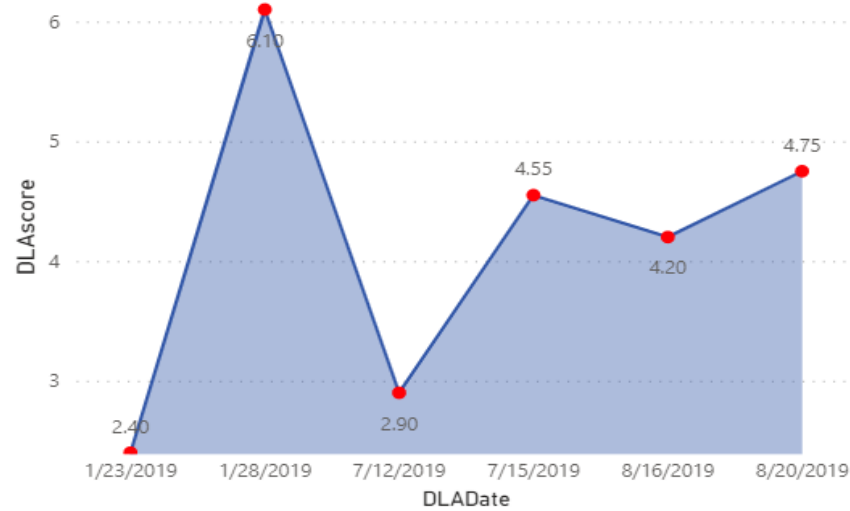
Total Assessments

DLAStaff	DLADate	TotalAssessments
Carica, Brian	1/23/2019	1
Gown, Vanessa	7/15/2019	1
Hedman, Mara	7/12/2019	1
Kriner, Sally	8/16/2019	1
Perlman, Troy	1/28/2019	1
Plaint, Dawn	8/20/2019	1
Total		6

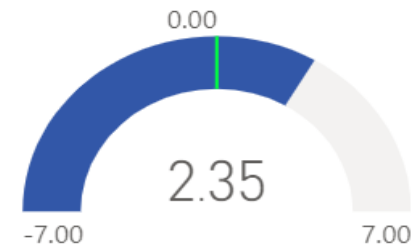
DLACase

429402

DLA Scores by Date



Overall DeltaScore



DELTA SCORE HISTORY

TotalAssessments	DeltaScore1	DeltaScore2	DeltaScore3	DeltaScore4	DeltaScore5	DeltaScore6	DeltaScore7	DeltaScore8	DeltaScore9	DeltaScore10	DeltaScore11	DeltaScore12
6	3.70	-3.20	1.65	-0.35	0.55							

REASSESS

- Reassess the treatment at frequent intervals and adjust treatment as needed.

OPTIMAL SUCCESS and RECOVERY!!!



DLA-20 ANALYTICS

← Sample DLA Only



DLA Delta Scores by Client ID - Click for Context

DLACase	DeltaScore	FirstDLADate	LastDLADate	TotalAssmts	DeltaScore
398344	-4.00	9/24/2018	1/25/2019	3	-4.00
145696	-3.80	5/8/2018	2/7/2019	3	-3.80
268899	-3.70	5/22/2018	9/6/2019	4	-3.70
283967	-3.45	10/16/2018	7/5/2019	2	-3.45
327847	-3.40	2/21/2018	3/15/2019	4	-3.40
467985	-3.35	11/23/2018	2/20/2019	4	-3.35
315786	-3.35	1/22/2018	3/25/2019	7	-3.35
322633	-3.30	11/7/2018	1/14/2019	2	-3.30
276369	-3.30	3/1/2019	9/17/2019	2	-3.30
230950	-2.90	2/23/2018	8/13/2019	4	-2.90
330083	-2.85	2/20/2018	7/28/2019	5	-2.85
359997	-2.80	2/13/2018	3/5/2019	4	-2.80
364680	-2.75	12/18/2018	2/6/2019	3	-2.75
229871	-2.60	9/25/2017	3/13/2019	3	-2.60
347103	-2.60	11/9/2017	8/23/2019	2	-2.60
409178	-2.60	12/18/2017	3/27/2019	3	-2.60
279358	-2.55	10/11/2017	8/26/2019	4	-2.55
284397	-2.55	10/19/2018	6/4/2019	7	-2.55
142566	-2.50	9/7/2017	9/6/2019	3	-2.50
432483	-2.50	5/23/2018	3/26/2019	2	-2.50
465346	-2.50	11/7/2018	11/19/2018	2	-2.50
443323	-2.50	9/18/2018	6/28/2019	2	-2.50
283419	-2.45	12/27/2017	4/10/2019	2	-2.45
319940	-2.40	4/30/2018	2/11/2019	2	-2.40
253122	-2.35	9/13/2018	9/19/2019	2	-2.35
332250	-2.35	7/12/2017	4/25/2019	3	-2.35
413003	-2.35	3/9/2018	3/13/2019	7	-2.35
225547	-2.35	11/7/2018	7/1/2019	2	-2.35

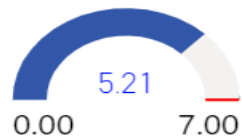
5,341

TotalPersonsDLA

8,425

TotalAssessments

AvgDLAScore



Assessments by Date

DLACase	DLADate	DLAScore	TotalAssmts
470911	12/14/2018	10.30	2
277172	3/11/2019	10.25	2
473159	1/1/2019	10.25	2
467992	11/26/2018	9.85	2
467993	11/26/2018	9.80	2
379162	4/4/2019	9.75	2
435224	7/3/2019	9.75	2
418506	8/29/2019	9.70	2
447253	2/6/2019	9.60	2
249135	1/4/2019	9.55	2
473061	4/18/2019	9.45	2
211263	11/30/2018	9.25	2
455298	4/22/2019	9.25	2
267231	4/8/2019	9.20	2
207674	9/16/2019	9.05	2
469843	12/17/2018	9.00	2
249135	9/9/2019	8.70	2
359997	3/5/2019	8.40	2
413770	3/5/2019	8.25	2
299847	11/28/2018	8.10	2
457880	1/21/2019	7.75	2
277244	4/5/2019	7.55	2
286210	3/20/2019	7.45	2
329368	8/15/2019	7.45	2
467985	2/20/2019	7.35	2
468985	12/4/2018	7.05	2
164119	12/20/2018	7.00	1
166703	9/25/2019	7.00	1
180466	7/17/2019	7.00	1
193180	6/12/2019	7.00	1
193194	4/3/2019	7.00	1
193263	3/2/2018	7.00	1
194355	6/12/2019	7.00	1
206634	12/12/2017	7.00	1

DLA Individual Assessment

DLACase	DLADate	DLAScore	TotalAssmts
466700	11/15/2018	1.10	1
145696	12/7/2018	1.40	1
470447	12/10/2018	1.60	1
458522	12/16/2018	1.75	1
268899	9/6/2019	1.85	1
431831	4/25/2018	1.85	1
268899	7/25/2019	1.95	1
300800	7/22/2019	1.95	1
363589	3/16/2018	1.95	1
467634	11/21/2018	1.95	1
283967	7/5/2019	2.00	1
336872	11/14/2017	2.00	1
392014	12/18/2018	2.00	1
409178	3/27/2019	2.00	1
448330	12/12/2018	2.00	1
463932	11/7/2018	2.00	1
466062	11/14/2018	2.00	1
470904	12/12/2018	2.00	1
65851	2/15/2019	2.05	1
458522	12/21/2018	2.10	1
320330	12/21/2018	2.15	1
400150	10/30/2017	2.15	1
300345	1/31/2019	2.20	1
434319	3/28/2019	2.20	1
462723	9/11/2019	2.20	1
220650	12/13/2018	2.25	1
244754	9/24/2019	2.25	1
319601	12/28/2018	2.25	1
388341	8/20/2017	2.25	1
398344	1/25/2019	2.25	1
443842	11/12/2018	2.25	1
154363	4/25/2018	2.30	1
256177	1/3/2019	2.30	1
264781	9/19/2019	2.30	1



DLA-20 ANALYTICS

8,425

TotalAssessments

5,341

TotalPersonsDLA

5.21

AvgDLAScore

2/21/2017

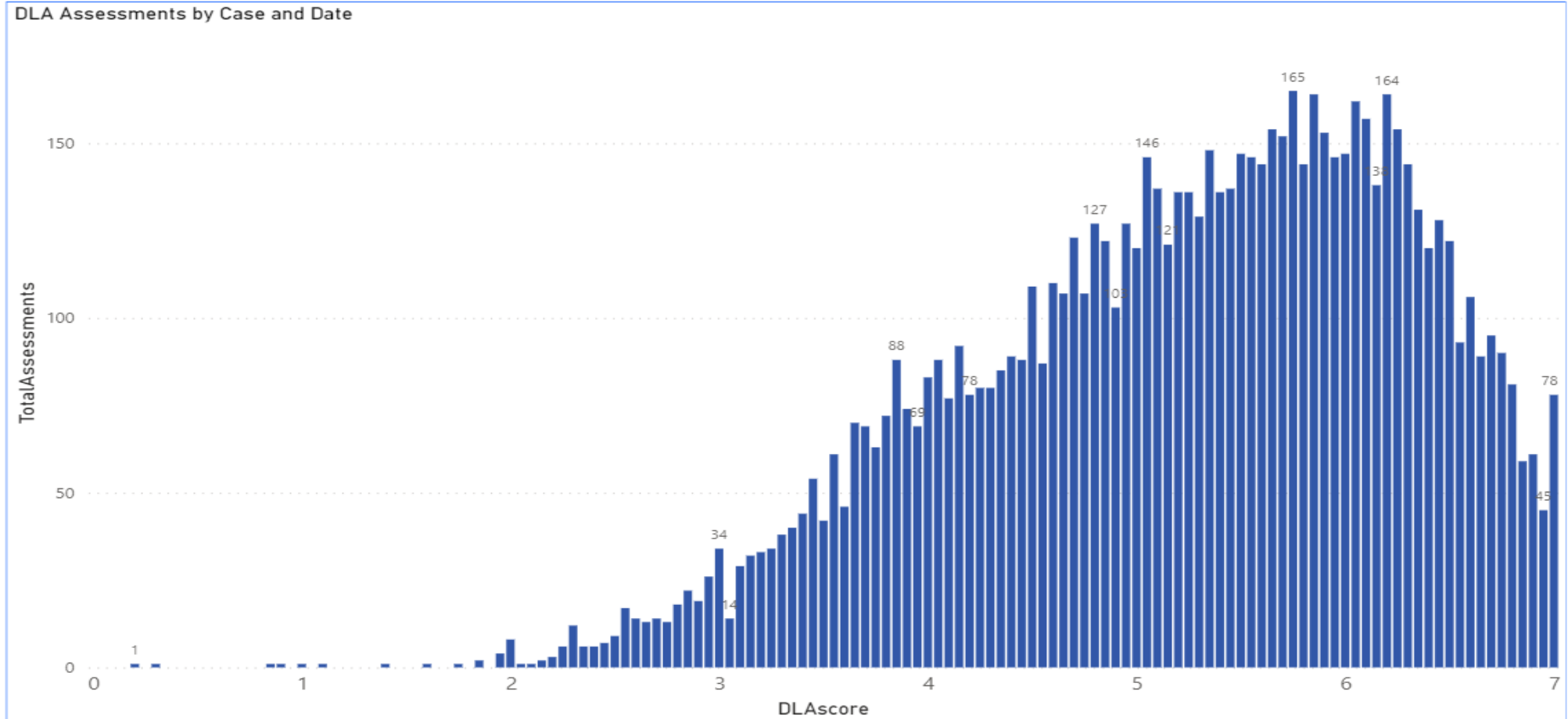
FirstDLADate

9/29/2019

LastDLADate

DLAStaff

- Select all
- Akute, Betty
- Allison, Stan
- Anderson, Kelly
- Bass, Karen
- Beams, Robin
- Bekinson, Trudy
- Belton, Janis
- Beveridge, Shane
- Boone, Justine
- Brisko, Henry
- Buckner, Sonda
- Burleigh, Candy
- Camins, Vanessa
- Campanella, Simon
- Carica, Brian
- Carter, Willa
- Charles, Nan
- Charleston, Simon
- Childs, Cynthia
- Christian, Lisa
- Clemons, Sandra
- Clenden, Tammy
- Cline, Blaine
- Coates, Joe
- Combs, Dana
- Corle, Lorraine
- Cornwell, Dianne
- Cosgrove, Jana
- Coursey, Roger
- Cushman, Larie



THANK YOU FOR ATTENDING AND WE LOOK FORWARD TO SEEING YOU NEXT YEAR!

CONTACT INFORMATION:

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NATCON21

FORWARD TOGETHER

Thank you!