
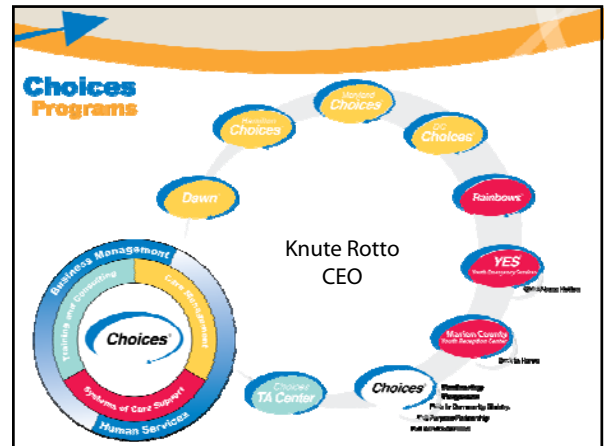
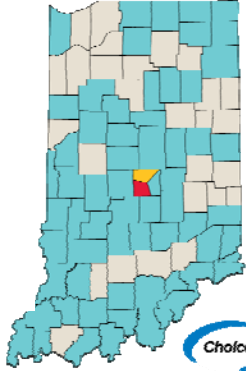


Structure and Role of Information Management in Systems of Care

22nd Annual Research Conference
A System of Care for Children's Mental Health:
Expanding the Research Base
March 2, 2009

Choices Indiana




Dawn **Rainbows**


Vicki Effland
Director, Outcomes and Evaluation

Shannon Van Deman
Financial Risk Manager

Partnership Programs
Fidelity Community Mobility
FBI Programs/Partnership




Choices Ohio

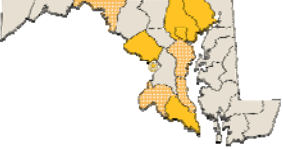


Horizon Choices

Ann Klein
Director, Outcomes
And Evaluation




Choices Maryland & DC



Maryland Choices **DC Choices**

Partnership Programs
FBI Services Network

Rahel Tekle
Outcomes and Evaluation Manager



Purpose of Symposium

- Introduce Information Management
- Necessary resources
- Types of information
- Role of information in systems of care

Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

- Case studies of system implementation
- 6 systems of care
 - Hawaii
 - Marion County, IN
 - Placer County, CA
 - Region 3 Behavioral Health Services, NE
 - Santa Cruz County, CA
 - Westchester County, NY

Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

Lessons Learned:

1. Understanding system intent determines the type of data collected
2. Relevant indicators engage partners
3. Multiple measures inform system performance

Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

Lessons Learned:

4. Cost-monitoring supports long-term viability of the system
5. A quality improvement approach supports system development
6. Successful systems hold themselves accountable


Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

Strategies:

1. Use tools to clarify system intent
2. Reduce data collection burden
3. Increase access to results
4. Teach stakeholders to use data

Components of an Information Management System

Vicki S. Effland, Ph.D.



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Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

Strategies:

- Reduce data collection burden

Technology Infrastructure

- All care coordinators have computers
- Connected through a network
- Supported by an Information Technology Team
- Onsite and remote access to an electronic database

Electronic Database

- The Clinical Manager (TCM)
- Primary clinical record for youth
- Service Utilization and Fiscal Data
 - Service type
 - Providers
 - Costs
- Outcome Data

Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

Strategies:

- Reduce data collection burden
- Increase access to results

Staff Skills and Abilities

- Choices has staff dedicated to the information management function
- Existing staff may have the skills and abilities to fulfill this role
- Information Management TEAM

Skills	Abilities	Work Activities
Strong computer skills	Inductive & deductive reasoning	Analyzing data & information
Mathematical skills & comfort with basic statistics	Oral & written communication	Collecting & processing information
Critical thinking	Communicate effectively with individuals at all levels of technological familiarity, skills, & comfort	Communicating with supervisors, peers, or subordinates
Complex problem solving	Initiative	Making decisions & solving problems
Active learning & listening	Work well in team environment	Updating & using relevant knowledge
Judgment & decision making	Complete tasks within established time lines	Establishing & maintaining interpersonal relationships
Detail oriented & organized	Project management	Organizing, planning, & prioritizing work

Staff Skills and Abilities

- More than analyzing data
- Understanding of program and its context
 - Values and principles
 - Theory of change
 - Context
- Knowledge of relevant literature

Staff Skills and Abilities

- Critical and analytical thinking
- Relationships
- Communication
- Decision-making

Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

Strategies:


- Reduce data collection burden
- Increase access to results
- Teach stakeholders to use data

Phrases that Pay

Incremental
not instantaneous

Choices www.choicesteam.org

Indiana Ohio Maryland Washington DC



Phrases that Pay

CHANGE FIRST
AGENTS

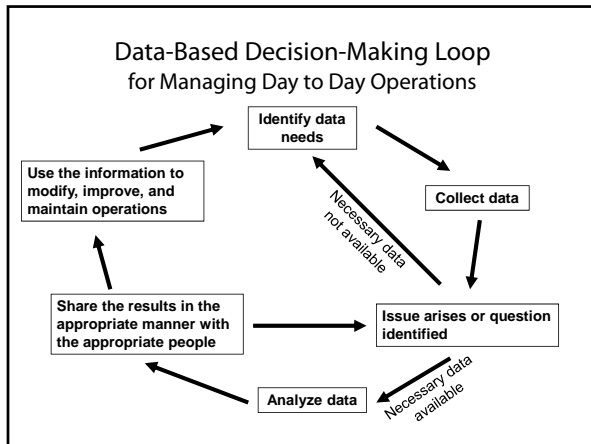


Organizational Culture

- Modeling the use of information
- Base all decisions on information
- Supervise staff around the use of information
- Make it hard to ignore information

Organizational Culture

- Invest resources
 - Technology
 - Training
 - Time
- Turn data into information



Identifying Core Information Needs

March 2, 2009
Ann Klein, Hamilton Choices

Clinical Information

- Information needed by Care Coordinators
- Primary clinical and fiscal record
 - Demographics
 - Assessment
 - Plan of care
 - Current living arrangement
 - Service contacts

Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

- Relevant Indicators Engage Partners

Relevant Indicators

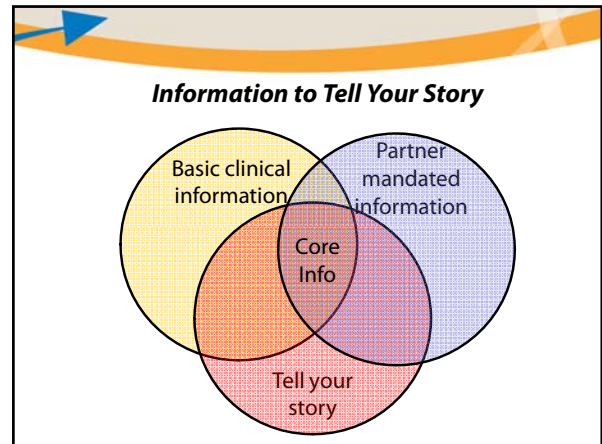
- Substantiated reports of abuse and neglect
- Frequency and severity of juvenile justice involvement
- Ohio Scales
- School attendance

Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

- Relevant Indicators Engage Partners
- Understanding System Intent Determines the Type of Data Collected

Understanding System Intent

- Child and Adolescent Needs and Strengths Assessment (CANS)
- Customized for Choices
- Integrated into TCM



Rosenblatt (2005)

- Outcome domains
 - Clinical status
 - Functional status
 - Life satisfaction and fulfillment
 - Safety and welfare

Rosenblatt (2005)

- Contexts
 - Individual
 - Family
 - Work setting or school
 - Community

Quality Improvement and Decision Making

March 2, 2009
Shannon Van Deman, Choices Inc.
Rahel Tekle, Maryland Choices

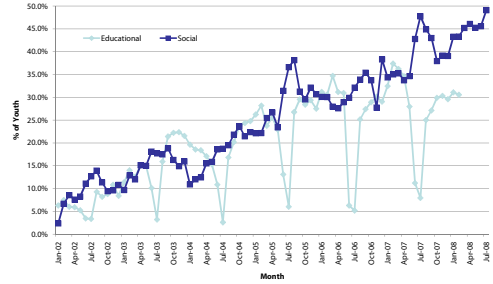
Quality Improvement Strategies
Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

- Multiple measures inform system performance
 - System Outcomes
 - Service Outcomes
 - Child/Family Outcomes

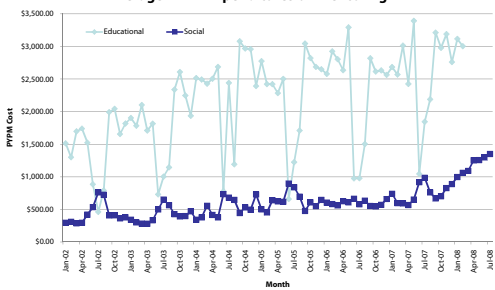
An Example – Dawn Project

- Trends Noted:
 - Increase in utilization of educational mentoring
 - Increase in utilization of social mentoring

Proportion of Youth Utilizing Mentoring



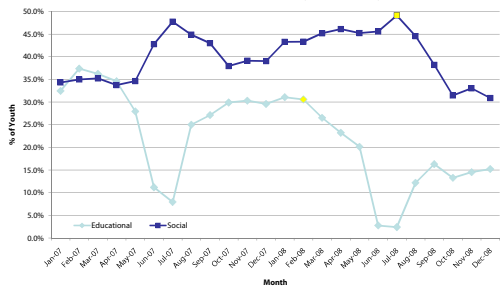
Average PYPM Expenditures on Mentoring



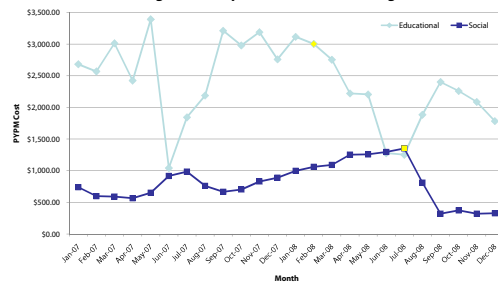
An Example – Dawn Project

- Trends Noted:
 - Increase in utilization of educational mentoring
 - Increase in utilization of social mentoring
- Hypotheses:
 - Changes in characteristics of youth
 - Positive outcomes for youth with mentoring
 - Changes in system performance
- Results:
 - Changes in system performance

Proportion of Youth Utilizing Mentoring



Average PYPM Expenditures on Mentoring



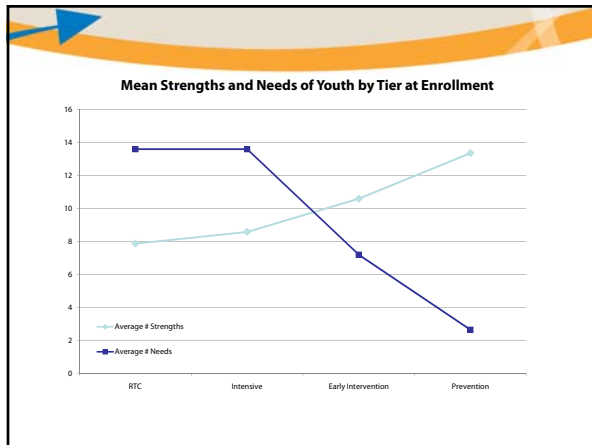
Quality Improvement Strategies

Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

- Multiple measures inform system performance
- Cost-monitoring supports long-term viability of the system
 - Need to document cost savings to sustain funding

An Example – Dawn Project

- Issue:
 - Cost savings is difficult to demonstrate
 - Limited resources
 - Lack of available data
- Solution:
 - Use what is available and back into calculation



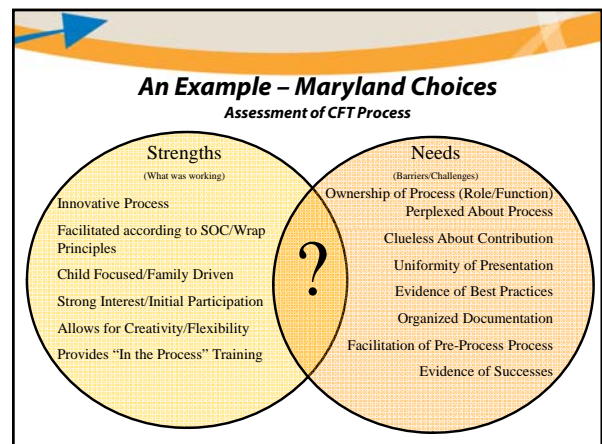
An Example – Dawn Project

- Issue:
 - Cost savings is difficult to demonstrate
 - Limited resources
 - Lack of available data
- Solution:
 - Use what is available and back into calculation
- Results:
 - 82.8% of youth referred in Intensive tier do not move up to RTC tier
 - That's a \$4,782,852 cost savings

Quality Improvement Strategies

Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

- Multiple measures inform system performance
- Cost-monitoring supports long-term viability of the system
- Quality improvement approach supports system development
 - Examining data helps influence system change



Identification of Technology Application

The tool must:

- Enhance the Process (integrate with existing strengths)
- Educate Team Members (roles/contributions)
- Empower the Group (Caregiver, Youth and Team members)
- Encourage Participation (before/during/after meeting)
- Engage Team and Community
- Evidence Successes and Outcomes (POC/WFI/TOM)

Design and Implementation

- Power Point Presentation was used as a tool to design and support a uniform, electronic method for facilitating and documenting the CFT Process.

Outcomes

For Caregiver and Youth:

- Promotes Ownership of Process.

For Care Coordinators:

- Improved wraparound fidelity.
- Increased focused communication with team members between meetings.

For Teams:

- Focused discussions lead to clear understanding interventions and outcomes.
- Defined roles/responsibilities on the team.

For Community:

- Increased process recognition of what wraparound is all about.

Quality Improvement Strategies

Kukla-Acevedo, Hodges, Ferreira, & Mazza (2008)

- Multiple measures inform system performance
- Cost-monitoring supports long-term viability of the system
- Quality improvement approach supports system development
- Successful systems hold themselves accountable

Conclusions


- Information Management System
- Necessary resources
- Types of information
- Role of information in systems of care

Discussant

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Questions?

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