

EVALUATING CASE MANAGEMENT AND MENTAL HEALTH SERVICES: HOW TO ASSESS SERVICE OUTCOMES

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TRAINING OBJECTIVES

- TO LEARN ABOUT THE IMPORTANCE OF MEASURING CLIENT-LEVEL SERVICE OUTCOMES.
- TO LEARN ABOUT THE PROCESS FOR OUTCOME MEASUREMENT FOR CASE MANAGEMENT AND MENTAL HEALTH SERVICES.
- TO LEARN HOW TO APPLY GOAL ATTAINMENT SCALING AND OTHER METHODS TO ASSESS SERVICE OUTCOMES.
- TO LEARN ABOUT RESOURCES AVAILABLE ON PROGRAM EVALUATION.

TERMS AND DEFINITIONS

- **OUTCOMES:** BENEFITS/ RESULTS FOR CLIENTS THAT MAY OCCUR DURING/ AFTER THEIR PARTICIPATION IN A PROGRAM.
- **CLIENT-LEVEL OUTCOMES:** RESULTS FOR THE INDIVIDUAL CLIENT
- **SYSTEM-LEVEL OUTCOMES:** RESULTS STATED IN TERMS OF ALL CLIENTS RECEIVING SERVICES.
- **INITIAL OUTCOMES:** FIRST BENEFITS/ CHANGES EXPERIENCED BY CLIENTS, USUALLY INVOLVED KNOWLEDGE CHANGE.
- **INTERMEDIATE OUTCOMES:** OCCUR AFTER THE INITIAL OUTCOMES, USUALLY INVOLVE BEHAVIOR CHANGE.
- **LONGER-TERM OUTCOMES:** MEASURE CLIENT RESULTS THAT TAKE LONGER TO ACHIEVE SUCH AS CHANGES IN CONDITION, CLINICAL HEALTH STATUS, OR QUALITY OF LIFE. LONG-TERM RESULTS THE PROGRAM WAS ESTABLISHED TO ACCOMPLISH, OFTEN RELATED TO MORBIDITY AND MORTALITY.

- **OUTCOME INDICATORS/ OUTCOMES MEASURES:** OBSERVABLE OR MEASURABLE DATA THAT ARE USED TO MEASURE AND TRACK A PROGRAM'S PROGRESS IN ACHIEVING DESIRED RESULTS.
- **DATA ELEMENTS:** SPECIFIC ITEMS OF INFORMATION THAT ARE COLLECTED AND AGGREGATED TO MAKE MEASUREMENTS USING THE INDICATORS.
- **OUTPUTS:** MEASURES OF THE PRODUCTS OR VOLUME OF PROGRAM OPERATIONS.
- **PROGRAM GOALS:** DESCRIPTIONS OF DESIRED LONG TERM PROGRAM IMPACT.

COMPONENTS OF CASE PLANNING

1. ASSESSMENT OF CLIENT
2. DEVELOPMENT OF TIME-FRAMED TREATMENT GOALS
3. DEVELOPMENT OF OUTCOME INDICATORS
4. DEVELOPMENT OF SERVICE METHODS
5. SERVICE PROVISION
6. ASSESSMENT OF ACHIEVEMENT OF TREATMENT GOALS

ASSESSMENT OF CLIENT

- EMOTIONAL HEALTH
- FAMILY ADJUSTMENT AND OTHER RELATIONSHIPS
- CULTURAL IDENTIFICATION
- COMPETENCE AND ACHIEVEMENT
- PHYSICAL HEALTH
- EDUCATIONAL DEVELOPMENT
- SELF-SUFFICIENCY
- LEGAL INVOLVEMENT

DEVELOPMENT OF TIME-FRAMED TREATMENT GOALS

- “CASE GOALS ARE MEASURABLE, EXPRESSED IN THE FORM OF OBSERVABLE END STATES CONSISTENT WITH THE [CLIENT’S] PARTICULAR DEVELOPMENTAL STRENGTHS AND NEEDS, AND APPROPRIATE TO THE SOCIAL AND CULTURAL CIRCUMSTANCES OF THE [CLIENT]” (TRAGLIA, ET. AL., P. 92.)
- CASE GOALS ARE STATED IN CLEAR, AND TO THE EXTENT POSSIBLE, MEASURABLE TERMS. SOMETIMES THE MEASUREMENT METHOD IS SPECIFIED, WHILE IN OTHER CASES IT IS IMPLIED. EACH GOAL SHOULD ONLY ADDRESS ONE BEHAVIORAL RESPONSE. THIS SINGULARITY PROVIDES A MORE PRECISE METHOD TO EVALUATE CLIENT RESPONSE TO THE ACTION.”

- CASE GOALS SPECIFY THE RESULTS TO BE ACHIEVED BY A CERTAIN DATE. MORE SPECIFICALLY, THEY NAME THE CHANGES OR IMPROVEMENTS EXPECTED TO OCCUR AS A RESULT OF SOME ACTION OR SERVICE:
 - WHAT DO YOU EXPECT TO HAPPEN AS A RESULT OF THE SERVICES PROVIDED?
 - WHAT BEHAVIORAL CHANGES OR OTHER CHANGES ARE DESIRED?
- IDENTIFICATION OF CASE GOAL DOMAINS

DEVELOPMENT OF OUTCOME INDICATORS

- OUTCOME INDICATORS SHOULD BE:

- OBSERVABLE

- MEASURABLE

- SEQUENTIAL

OUTCOME INDICATORS REPRESENT WHAT MUST BE ACHIEVED DURING THE SPECIFIED TIME PERIOD TO REACH A PARTICULAR CASE GOAL. SPECIFICALLY, INDICATORS REFER TO THE *INTERIM* CHANGES OR IMPROVEMENTS EXPECTED TO OCCUR TO REACH A CASE GOAL.

DEVELOPMENT OF SERVICE METHODS

“ONLY AFTER THE OUTCOMES AND THE INTERIM CASE GOALS RELATED TO THEM HAVE BEEN ESTABLISHED, CAN A SERVICE PLAN BE DEVELOPED. IT IS TIED DIRECTLY TO THE IDENTIFIED NEEDS AND OUTCOMES...THE SERVICE PLAN DESCRIBES WHAT WILL BE DONE TO HELP ACHIEVE THE CASE GOALS AND OFTEN INCLUDES THE CASE RESOURCES AND CASE METHODS THAT WILL BE INVOLVED.” (TRAGLIA, P. 93)

- CASE RESOURCES: STAFF, MATERIALS, ETC.
- CASE METHODS: ACTIVITIES, PLANS, TASKS OR SERVICES THAT WILL BE PROVIDED AND WORKER ACTIONS THAT WILL BE TAKEN.
- SERVICE PROVISION: ACTUAL ACTIVITY AND TASKS THAT THE WORKER PERFORMS THROUGH THE USE OF VARIOUS CASE RESOURCES AND CASE METHODS

QUALITY OF LIFE INSTRUMENTS

- MEDICAL OUTCOMES TRUST INSTRUMENTS
 - HEALTH AND OPINIONS QUESTIONNAIRE
 - MOS-HIV HEALTH SURVEY
 - QUALITY OF WELL-BEING SCALE
- KARNOFSKY PERFORMANCE SCALE
- MULTIDIMENSIONAL QUALITY OF LIFE QUESTIONNAIRE FOR PERSONS WITH HIV (MQQL-HIV)
- PARENTING STRESS INDEX (PSI)
- WHOQOL-100 AND WHOQOL-BREF

SERVICE PROVISION

- PROVIDE SERVICES TO CLIENT PER STANDARDS
- OPPORTUNITY FOR DOCUMENTATION OF OUTPUTS AS WELL AS ASSESSMENT FOR CQI AND QUALITY ASSURANCE ACTIVITIES

ASSESSMENT OF CASE GOALS

- REVIEW OF CASE PLAN BY THE PROVIDER ON A SCHEDULED BASIS
- BRIEF NARRATIVE OF OF ACTIVITIES AND ACHIEVEMENT OF OUTCOME INDICATORS AND GOAL ATTAINMENT SCALING FOR EACH CASE PLAN GOAL

GOAL ATTAINMENT SCALING (GAS)

- GAS IS A METHOD FOR ASSESSING THE PROGRESS TOWARD THE ACCOMPLISHMENT OF CASE GOALS BY FOCUSING ON THE ATTAINMENT OF CERTAIN SPECIFIC AND TIME-LIMITED OUTCOME INDICATORS
- “IDEALLY, THE INITIAL GOAL SCALES ARE WRITTEN AND THEY ARE SCORED 3 MONTHS LATER BY SOMEONE DIFFERENT THAN THE THERAPIST TREATING THE CONSUMER” (SPEER, P. 68)

- DIFFICULTIES WITH GAS:
 - TRAINING REQUIRED FOR STANDARDIZATION
 - TIME CONSUMING
 - DATA IS DIFFICULT TO ANALYZE AND TO INTERPRET FOR POLICY MAKERS
 - BIAS: VESTED INTEREST AND INFLUENCE (REDUCE BIAS BY LIMITING GOALS TO OBSERVABLE AND/ OR MEASURABLE CLIENT BEHAVIOR)

CONTINUOUS QUALITY IMPROVEMENT AND QUALITY ASSURANCE

- CQI AND QA ARE MODELS OR APPROACHES FOR IMPROVING SERVICE DELIVERY THAT ARE CLOSELY RELATED — AND COMPLIMENTARY — TO PROGRAM EVALUATION.
- CQI: ONGOING PROCESS THAT INVOLVES MONITORING AND EVALUATING INPUTS, PROCESSES, AND OUTPUTS IN ORDER TO CONTINUOUSLY IMPROVE SERVICE DELIVERY. CQI FOCUSES ON PREVENTING PROBLEMS AND MAXIMIZING QUALITY OF CARE.
- QA: FORMAL AND SYSTEMIC PROCESS OF IDENTIFYING PROBLEMS IN SERVICE DELIVERY, DESIGNING ACTIVITIES TO OVERCOME THESE PROBLEMS, AND FOLLOWING UP TO ENSURE THAT CORRECTIVE ACTIONS HAVE BEEN AFFECTIVE AND NO NEW PROBLEMS HAVE DEVELOPED. THE EMPHASIS IS USUALLY ON ENSURING THAT MINIMUM STANDARDS OF CARE ARE MET.⁶

RESOURCES

- WWW.FAMILYTIESPROJECT.ORG
- WWW.HAB.HRSA.GOV
- [HTTP://WWW.WKKF.ORG/PUBLICATIONS/EVALHDBK](http://WWW.WKKF.ORG/PUBLICATIONS/EVALHDBK)
- WWW.NASWDC.ORG