



Consumer Use of Outcomes



Objectives

- Define outcomes.
- Identify why outcomes are important.
- Understand how outcomes can be measured.
- Look at outcomes tools, including Magellan's Outcomes360 tools developed in collaboration with QualityMetric.
- Encourage individuals to use outcomes to advocate for their needs.

Outcomes: What They Are and Why They Are Important



Outcomes: What They Are

- A measure of well-being or health
- An end result you want from the services you receive

Examples:

- *I will be able to calm my anxiety.*
- *I will live in my own home.*
- *My child will go to school every day.*

Why Are Outcomes Important?

- You know where you want to go.
- You know treatment is making a difference.
- You and your provider have the same goals.
- You measure and track your own progress.
- You work with your provider in an effective way.
- You and your provider create treatment plans that match your needs.
- You can better advocate for your mental health needs or the needs of your child.

The Different Kinds of Outcomes



What Kinds of Outcomes Are There?

- **Clinical Outcomes:** Your symptoms are reduced or are no longer present.
- **Functional Outcomes:** Knowing what matters in daily life.
- **Personal Outcomes:** How you are moving forward with your life goals.

Clinical Outcomes

- Focus on recovery and reducing symptoms.
- Include clinical tests that help with diagnosis and treatment.
- Are usually noted in treatment records.

When Joe came into treatment, he completed a depression inventory. It showed major depression. Joe started on medication. He uses the depression inventory every month to see if the medication is helping reduce his depression. His depression score is improving.

Functional Outcomes

- Focus on more daily functions in specific areas.
- Usually involve a survey that you take again later.
- Often use results to compare yourself to other groups of people.

Joe completed a survey when he came into treatment.

He said in the survey that his mental health got in the way of seeing friends and family. Joe attended a social group to help with his depression. A month later he reports that his mental health is no longer getting in the way of seeing his friends and family.

Personal Outcomes

- Focus on your goals.
- Are measured one person at a time.
- Are what matters most to you—your dreams, your priorities and what you want for a life with meaning!

Joe is not satisfied with being less depressed and seeing his friends and family. He really wants to find a job and work. He plans to use his improved daily functions to achieve his personal goal to find work that has meaning and is fulfilling.

Early Signs of Good Outcomes

Three key factors:

- Individual factors, such as:
 - Strengths
 - Resources
 - Opinions
- Relationship between the individual and the therapist:
 - Respect
 - Validation
 - Collaboration
- Hope

The Survey: Ways to Measure Outcomes



The Survey: Measuring Consumer Outcomes

- **What does a survey do?**

- Helps answer the basic question, “How am I doing?”
- Compares you to yourself over time.
- Identifies strengths.
- Identifies needs.
- Gives you a way to talk to professionals about your progress.

- **What doesn't a survey do?**

- Not a test.
- Not used to make a decision about being in treatment.
- Not a tool to diagnose illnesses.

Magellan's Approach

- **Your voice:** How you (or your child) are doing now.
- **Strength-focused:** Focus on recovery, resiliency and wellness.
- **Real-time reports:** Shows progress today.
- **Web-based:** Anywhere, anytime, secure.
- **Brief:** Easy to use.
- **Scientific tools:** Recognized value.
- **In the language you want to use:** English and Spanish.
- **Free:** Free to you and your provider!

Magellan Outcomes360 Core Inventory Tools



- **Consumer Health Inventory (CHI)**
 - Completed by the adult or youth over age 14.

- **Consumer Health Inventory Child (CHI-C)**
 - Completed by the parent or caregiver of the child/youth (ages 5-17).

What Will You Find on the CHI and CHI-C?

- **Early Signs of Success**
 - Coping skills and resources
 - Relationship with your provider
 - Hopefulness in treatment
- **Functional Outcomes**
 - Physical health
 - Emotional health
 - Work/school/community participation
 - Substance use
- **Personal Outcomes**
 - Your sense of achieving your goals
- **Clinical Outcomes**
 - Your helping professional can study your symptoms

How to Access: What Providers Do

1. Providers log on to the Magellan provider Web site and check you in.
2. When providers launch the survey (English or Spanish), they will connect to QualityMetric's secure Web site for the CHI or CHI-C.
3. Your provider will then let you take over.

How to Access: What You Do

1. The survey usually takes about five minutes to complete. Answer as best you can. There are no right or wrong answers!
2. After completing the brief survey, you may print reports.
3. You decide if you want to share the reports.
4. If you want to use them with your provider, you view and discuss reports together.
5. You can take the reports to others to help you in meeting your goals for wellness, such as your medical provider and peer support.

Survey Questions: Examples



Sample Questions from CHI

Questions are answered on a scale.

- Coping Skills:

1. How strongly do you agree or disagree with the following statement:

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
I think that I can deal well with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How confident are you about bouncing back from problems?

Extremely	Quite a Lot	Somewhat	Little	Not at All
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sample Questions from CHI

■ Physical Health:

5. The following questions are about activities you might do during a typical day. Does your health now limit you in these activities? If so, how much?

	Yes, limited a lot	Yes, limited a little	No, not limited at all
a. Moderate physical activities, such as getting groceries or going to the mailbox.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Climbing several flights of stairs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. During the past 4 weeks, how much of the time have you had the following problems with your work or other activities because of your physical health?

	All of the time	Most of the time	Some of the time	A little of the time	None of the time
a. Achieved less than you would like.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Were limited in the kind of work or other activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sample Questions from CHI

■ Mental Health:

7. During the past 4 weeks, how much of the time have you had any of the following problems with your work or other activities because of your mental health?

	All of the time	Most of the time	Some of the time	A little of the time	None of the time
a. Achieved less than you would like.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Were less careful than usual.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. These questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give one answer that comes closest to the way you have been feeling. How much of the time:

	All of the time	Most of the time	Some of the time	A little of the time	None of the time
a. Have you felt calm and peaceful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Did you have a lot of energy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Have you felt downhearted and depressed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sample Questions from CHI

- Hopefulness:

21. How much do you agree or disagree with the following statement:

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
I am hopeful that treatment/therapy can help me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Effects of Therapy:

22. If you are currently in treatment/therapy, please answer the following questions:

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree
a. I feel my provider is caring and has concern for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I believe that I can better cope with my problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The problem that I came in for treatment/therapy for is better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What You Can Do



What Can You Do?

- Find out what outcomes tools are available. Ask your provider and look at community resources.
- Use outcomes tools to choose your own goals and check on your own progress.
- Discuss your outcome results with others to get their support in meeting your goals.
- Use outcomes to advocate for your personal goals.
- Take control of your health and wellness!

Thank You for Your Time

- Please let us know if you have any questions related to Consumer Use of Outcomes or Magellan's Outcomes360.

- Contact us at:

<https://www.magellanassist.com/default.aspx>