

STRENGTHENING EVALUATION AND PERFORMANCE MEASUREMENT

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and Advisory Committee)

**OFCMHAP, OAPC & OPDI
Conference and AGM
September 28, 2012**

DTFP Evaluation and Performance Measurement Projects

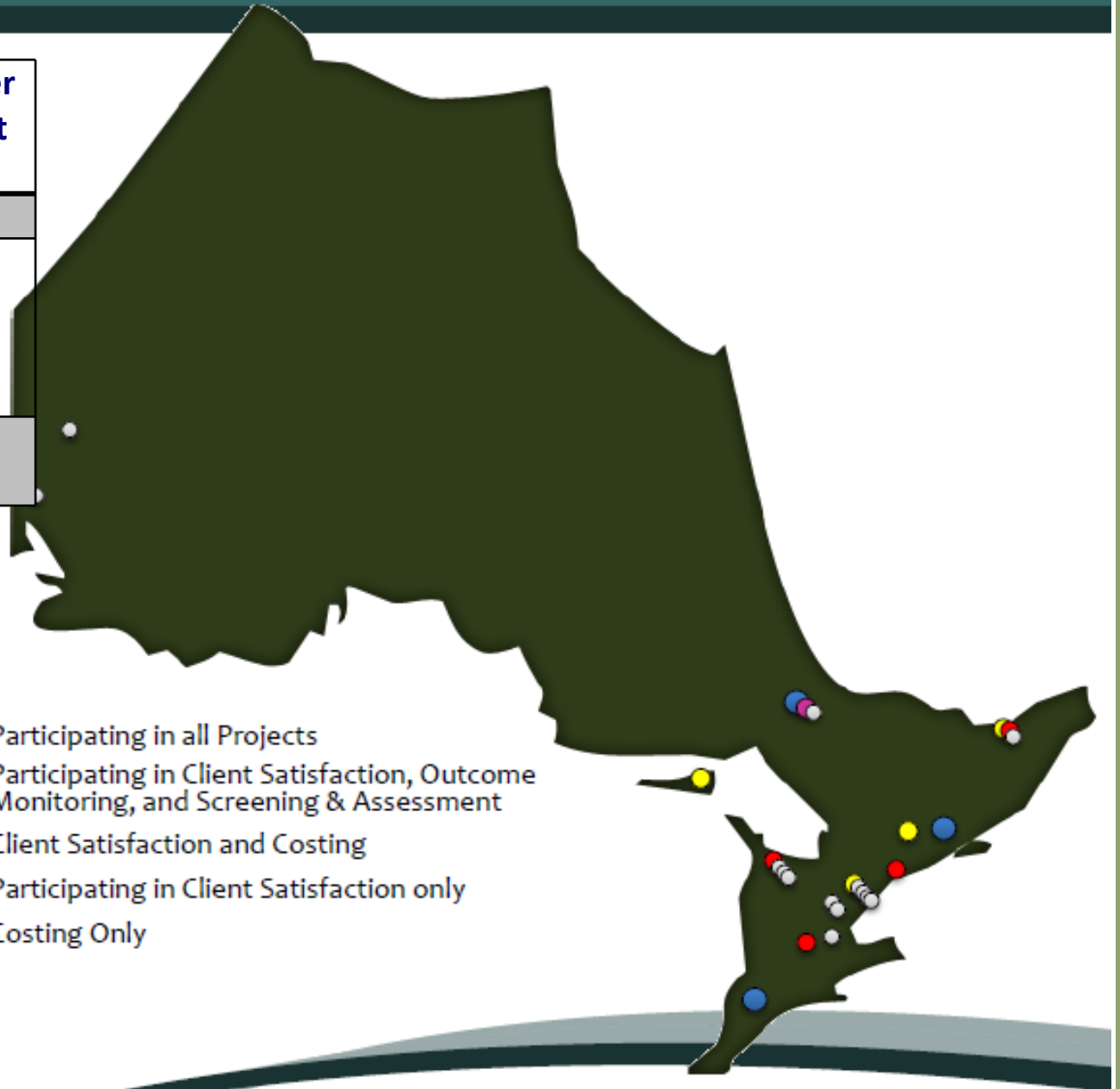
- DATIS Addiction Treatment Data Elements and Provincial Service Categories Project
- Development and Implementation of a Province-wide Program to Assess and Benchmark the Cost of Addictions Treatment Services (The Costing Project)
- Screening, Assessment and Recovery Monitoring (SARM) Project
- Client Perceptions of Care Project
- Youth Services System Review
- Residential Support Services Evaluation Project
- Supportive Housing Evaluation Project

PARTICIPATING AGENCY LOCATIONS

DTFP Project	Number of Pilot Sites
Costing	8
Screening, Assessment and Recovery Monitoring	5
Client Perception of Care	23

Key

- Participating in all Projects
- Participating in Client Satisfaction, Outcome Monitoring, and Screening & Assessment
- Client Satisfaction and Costing
- Participating in Client Satisfaction only
- Costing Only



DATIS ADDICTION TREATMENT DATA ELEMENTS AND PROVINCIAL SERVICE CATEGORIES

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Who We Are

The Drug & Alcohol Treatment Information System was created in 1994 as a project of the Addiction Research Foundation.

DATIS is currently a Centre for Addiction and Mental Health program fully funded (other votes) by the Ministry of Health & Long Term Care – Health Data Branch.

DATIS is composed into two departments. The Database & Reports Team is responsible for the Oracle database, reports and Software maintenance. The Data Quality Team is responsible for Quality Improvement and agency support & training.

Scope



There are currently close to 170 participating agencies submitting mandated data to DATIS via Catalyst, a Software developed and maintained by DATIS.

Via Catalyst and Interface, DATIS collects 66 mandatory fields, ADAT tools and offers the capacity to collect 25 additional agency-driven optional fields.

To date, DATIS has demographic and service delivery data on close to one million clients who have received SA & PG services.

DATIS posts public Annual Reports on its website (www.datis.ca), along with quarterly reports to the MoHLTC, Ontario Works and LHINs within the website's private login area.




DATIS DTFP

Review of data entry - DATIS is looking at entering mandatory information in stages. At the client level not all the mandatory information is available at the initial client contact.

Understanding what to enter - DATIS is creating a data dictionary to assist agencies in understanding what information is expected to be entered. Researchers will also know what information was expected.

Best data collection practices - DATIS is reviewing the current data collected in CATALYST.



Development and Implementation of a Province- wide Program to Assess and Benchmark the Cost of Addictions Treatment Services (The Costing Project)

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Costing Project

Goal: The goal of the project is to develop a protocol for producing reliable and valid cost-based performance measures for addictions treatment services in Ontario.

Project Components

1. Review of definitions and homogeneity of functional centres (FC) for addictions services
2. Pilot test in 8 agencies, starting April 1, 2012, to develop a protocol to improve the reliability and validity of cost-based performance measures
 - implementation of new reporting statistics
 - clarify issues undermining validity of cost ratios
 - develop protocol for cost-based performance measures
 - standardization of Catalyst Indirect Service categories
 - criteria for reporting Service Provider Interactions in residential treatment

Costing Project – Next Steps

Based on the results of the pilot testing, which will end **Jan 31, 2013**, the following action plans are anticipated:

- Estimate the impact of cost ratios on the factors potentially undermining their validity.
- Examine the differences in cost ratios based on the different existing reporting mechanisms
- Explore opportunities to reconcile different reporting procedures and monitor data quality
- Make recommendations to improve the reliability and validity of reporting financial statistical data
- Develop guidelines for estimating and interpreting cost ratios for substance use functional centres
- Make recommendations to improve the definition and homogeneity of functional centres for substance abuse services.

SCREENING, ASSESSMENT AND RECOVERY MONITORING (SARM)

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Screening, Assessment and Recovery Monitoring (SARM)

Goal: Select and pilot test new common screening and assessment tools for Ontario addiction agencies

Goal: Develop and assess feasibility of a client outcome monitoring system (model and measures) for same agencies

Background Work

With support of the Working Group, the team:

- Reviewed and selected stage 1 and 2 screening tools
- Selected GAIN-Q3-MI as assessment tool and developed an Ontario version of the instrument
- Developed a within-treatment outcome monitoring tool
- Follow-up tool embedded within GAIN-Q3-MI to allow for evaluation of change over time

Launch: Client Recruitment

- Launched June 14th for four pilot sites (Rideauwood will be launched this month to accommodate summer schedule of youth clients)
- Preliminary recruitment statistics:
 - 197 clients recruited as of September 25
 - 149 from Addiction Services of Thames Valley (London)
 - 40 from Fourcast (Peterborough)
 - 4 from Manitoulin Community Withdrawal Management Services (Little Current)
 - 4 from Addiction Services (Belleville)

Feedback Protocol

- Types of feedback received thus far:
 - Informal feedback via email/telephone/in-person
 - Feedback logbooks for all staff –open-ended questions gauging clients’ verbal and behavioural reactions to the SARM project
- To come:
 - Structured questions via online survey for all agency staff
 - Focus group and key informant interviews for study leads, GAIN trainers, EDs and decision-makers (e.g., LHINs)

CLIENT PERCEPTIONS OF CARE

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Project Objectives

- **Goal:** Selection, adaptation or development of a measure appropriate for use across a wide continuum of adult and youth substance abuse and mental health services, including integrated services for those with co-occurring disorders
- **Secondary objective:** to include a family component concerning the perception of care (i.e. support they have received)

Client Perceptions of Care – Tool Development (cont.)

- Items reflect a perception-of-care perspective rather than a satisfaction perspective
- Tool named the Ontario Perception of Care tool for Mental Health and Addictions (OPOC-MHA)
- Tool was translated and back-translated into French
- Client and family items

Our DTFP Pilot Sites

- 23 pilot sites from both the mental health and addiction sectors
- 82 programs
- Sites represented a diversity of clients and services across Ontario (e.g. inpatient/community, gender-specific, youth, Indigenous, ethno-racial and immigrant, etc.)

List of Pilot Sites

1. Across Boundaries
2. ADAPT
3. Addiction Services of Thames Valley (ADSTV)
4. Canadian Mental Health Association - Kenora Branch
5. Canadian Mental Health Association, Halton Region Branch
6. Canadian Mental Health Association, Grey Bruce Branch
7. Dave Smith Youth Treatment Centre
8. Four Counties Addiction Services Team
9. G & B House
10. Grey Bruce Health Services
11. HopeGrey Bruce Mental Health and Addiction Services
12. Jean Tweed Treatment Centre
13. Maison Fraternité
14. Manitoulin Community Withdrawal Management Services
15. Nipissing Detoxification and Substance Abuse Programs
16. Pine River Institute
17. Pinewood Centre
18. Portage Ontario
19. Ray of Hope Youth Addictions Services
20. Red Lake: Community Counselling and Addiction Services
21. Rideauwood Addiction and Family Services
22. Sunnybrook Hospital
23. Youth Addiction Services CAMH

Data Collection

- Data collection period: April 1, 2012 to June 30, 2012.
- Administration varied across agencies
- Number of respondents= 1759
- In order for the tool to be validated against a recognized standard it was compared with the Client Satisfaction Questionnaire (CSQ).

Summary of Qualitative Data

- Very positive feedback from sites
- Many have asked when the tool will be available for use
- Questionnaire covers more information than currently collected by the sites
- Some sites have already implemented quality improvement initiatives based on their agency's results
- Sites excited about the prospect of being able to compare their results across the province
- Other agencies not involved in the pilot have expressed interest in the questionnaire including the Southwest Ontario Aboriginal Health Access Centre, Ministry of Youth and Children Services, CMHA Simcoe County Branch, and Frontenac Community Mental Health & Addiction Services.

Youth Services System Review

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**YOUTH
SERVICES
SYSTEM
REVIEW**

A review of Ontario services addressing substance use available to youth (age 12-24).

Objectives:

- Describe the landscape of services addressing substance use available to Ontario youth
- Identify gaps and opportunities for collaboration and enhancement to better meet the needs of Ontario youth
- **Currently surveying** youth and service providers

www.yssr.org

SUMMARY

- Lots of new tools and protocols coming forward to improve our information on service utilization, cost, client satisfaction, and outcome
- New screening and assessment tools to improve client engagement and treatment planning
- All coming forward via the Advisory Committee for recommendations vis-à-vis provincial dissemination and sustainability