

# Mental Health Outcomes Management System (mHOMS) Quarterly Outcomes Report

July 2016—September 2016

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*Adult/Older Adult Behavioral Health Services*

## Overview

County-contracted and County-operated behavioral health programs for adults and older adults collect outcome measures on a regular basis for clients who have a Behavioral Health Assessment (BHA). Specifically, outcomes assessments are entered into the Mental Health Outcomes Measurement System (mHOMS) for clients in Assertive Community Treatment (ACT), Behavioral Health Court (BHC), Case Management (CM), Outpatient (OP), Prevention (PREV) Service, and TAY Residential program (RES). Assessments are typically conducted every six months.

The following outcomes are collected in mHOMS:

- **The Illness Management and Recovery (IMR) Scale:** The IMR includes 15 clinician-rated items and addresses a different aspect of illness management and recovery. Scores can also be reported as three subscales, which combine individual items to represent illness recovery, management, and substance abuse dimensions of treatment outcomes.
- **The Recovery Markers Questionnaire (RMQ):** The RMQ is a 26-item questionnaire that assesses elements of recovery from the client's perspective. It was developed to provide the mental health field with a multifaceted measure that collects information on personal recovery.
- **The Substance Abuse Treatment Scale - Revised (SATS-R):** The SATS-R is a single item assessment of a client's motivation to change his/her substance use behavior. The assessment is an 8-point scale based on the four stages of treatment: engagement, persuasion, active treatment, and relapse prevention. Clinicians are required to complete a SATS-R when a client has an active substance related treatment plan goal in his/her client plan.
- **Milestone of Recovery Scale (MORS):** The MORS captures clinician-reported recovery using a single-item recovery indicator. Clinicians are asked to categorize clients into one of the eight stages of recovery (rated 1 through 8, respectively) based on a client's level of risk, their level of engagement within the mental health system, and the quality of their social support network.

Quarterly data is analyzed to create County-wide reports on process outcomes and outcomes objectives. Process outcomes provide information about completion rates within the given quarter for both IMR and RMQ measures. Outcomes objectives include analysis of improvements in IMR, RMQ, SATS-R and MORS scores completed during the given quarter. This report provides information from the 1st quarter of Fiscal Year 2016-2017, spanning July 1 through September 30, 2016.

## Key Findings

- Completion rates for intake and follow-up IMR and RMQ outcomes assessments were calculated for new and existing clients to determine the proportion of assessments that were entered into mHOMS within appropriate time frames. Follow-up IMR and RMQ assessments for existing clients were not completed as consistently as intake assessments for new clients.
- New clients had lower average IMR, RMQ, SATS-R and MORS scores at intake, compared to existing clients' previous assessment. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than existing clients who have been receiving services for several months or years.
- Both new and existing clients had significantly better Overall IMR and IMR Management scores between the current assessment and previous assessment. This indicates that new and existing clients made progress towards their recovery during the current quarter.

- Approximately two-thirds (68.1%) of existing clients (n=47) identified as experiencing impairments to functioning due to substance use, as indicated by an IMR Substance Use subscale score of 1 or 2 on their previous assessment, showed improvements in substance use recovery within the current quarter.
- Almost half of new clients (45.0%) were more engaged in their substance use treatment at the follow-up assessment, as indicated by SATS-R ratings.
- SATS-R ratings remained consistent for half (51.5%) of existing clients between the current and previous assessment.
- Most new clients (65.6%) showed improvements in MORS ratings at the follow-up assessment, which suggests that these clients made progress towards their recovery after enrollment in services.

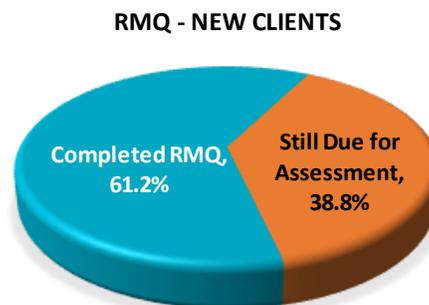
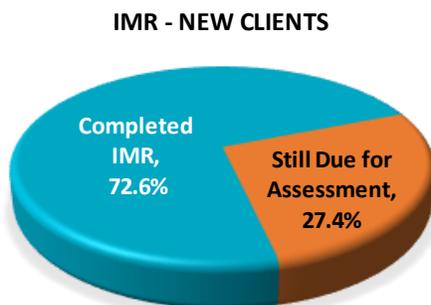
## Process Outcomes

### Measures being entered at appropriate timeframes

In order to better assess mental health outcomes, San Diego County Behavioral Health Services (SDCBHS) has implemented a system of measuring recovery from both clinician and client perspectives. mHOMS measures should be completed for all eligible clients at intake, with re-assessment every six months. Complete data from as many clients as possible will allow for accurate examinations of system and program-level outcomes.

Staff are expected to enter clinician and client measures into mHOMS within 30 days of intake for new clients, and can complete measures 30 days prior and 60 days after the due date for existing clients who are within a follow-up assessment period. Existing clients are **due** for an assessment if they do not have a completed outcomes assessment in mHOMS within the previous six months. Assessments are considered **completed** when successfully entered into the mHOMS system during the appropriate assessment period.

### Intake Assessments completed during the Current Quarter for New Clients

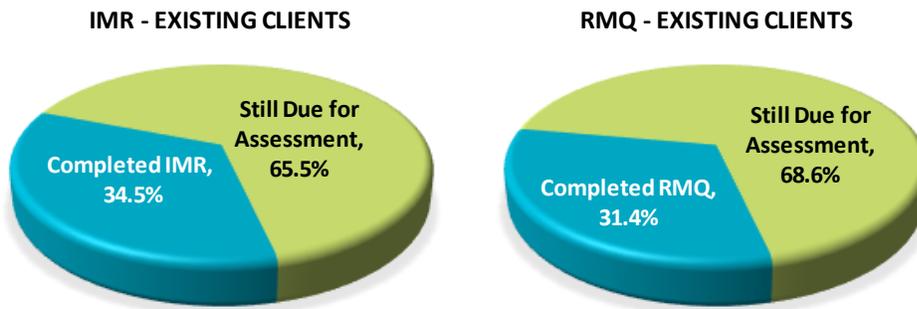


**Within the current quarter:**

- 353 new clients received services.
- Most new clients had an IMR (72.6%) or RMQ (61.2%) assessment entered into mHOMS at intake.
- One quarter (25.8%) of new clients did not have an outcomes assessment (either IMR or RMQ) completed in mHOMS.

**NOTE:** New client is defined as having an open assignment and receipt of services during the current quarter at subunits (n=63) that complete outcomes assessments in mHOMS. Clients with an open assignment have not been discharged or closed in Cerner Community Behavioral Health (CCBH) during the current quarter. Assessment completion is evaluated up to 30 days after the quarter.

## Follow-up Assessments completed during the Current Quarter for Existing Clients



- Within the current quarter:**
- 7,320 existing clients were due for an assessment.
  - IMR assessments were entered into mHOMS for 34.5% of existing clients.
  - The follow-up RMQ assessment was completed for more than one-third of all existing clients (31.4%).

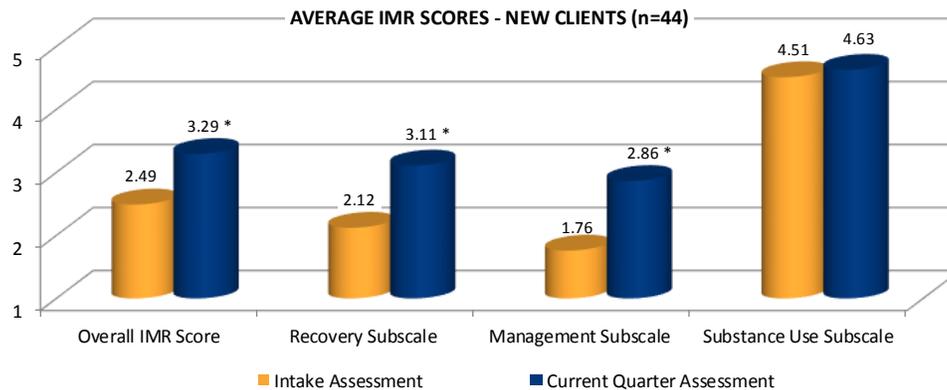
**NOTE:** Existing client is defined as having an open assignment and at least one completed outcome assessment in mHOMS. Clients with an open assignment have not been discharged or closed in CCBH during the current quarter.

## Outcomes Objectives

### Illness Management and Recovery Scale

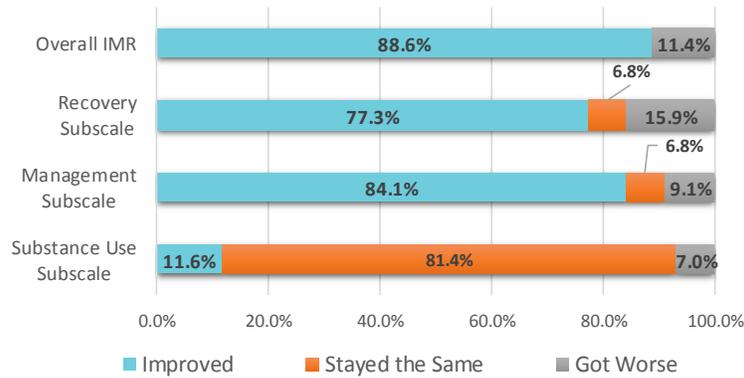
The IMR, which measures clinicians' perceptions of their clients' recovery, is typically conducted at intake with re-assessment every six months. IMR scores range from 1 to 5, with 5 representing the highest level of recovery. Scores can be reported as both an Overall Score, and by using three subscales, which combine individual items to represent illness recovery, management, and substance abuse dimensions of treatment outcomes.

"NEW" clients (n=44) are those individuals who had a follow-up assessment within the current quarter and their previous assessment was an intake assessment.

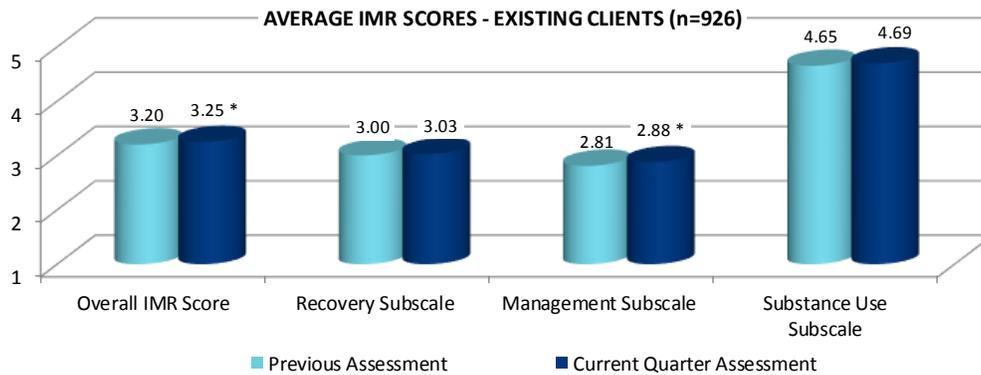


\* Indicates statistical significance

**IMR IMPROVEMENT - NEW CLIENTS (n=44)**



“EXISTING” clients (n=926) are those individuals who had a follow-up IMR assessment completed within the current quarter and a prior IMR assessment completed within the past four to eight months (Previous Assessment).



\* Indicates statistical significance

**IMR IMPROVEMENT - EXISTING CLIENTS (n=926)**



**IMR Results for New and Existing Clients:**

The above charts include IMR data for clients who had a follow-up assessment completed within the current quarter and an intake or previous assessment completed within the past four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their

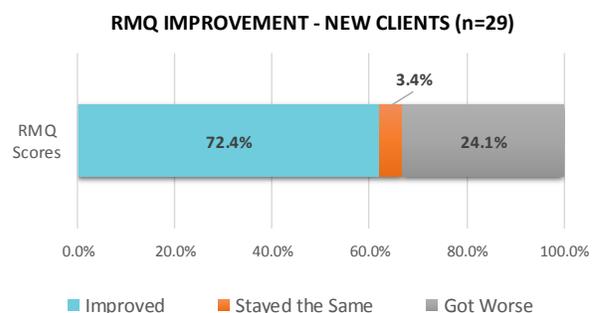
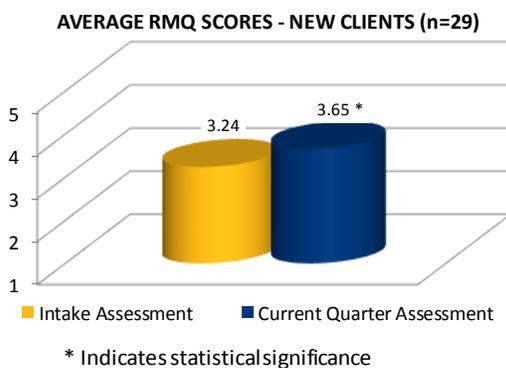
previous assessment. Since trends and changes in outcomes may differ for new clients and existing clients who are already engaged in services, results for new and existing clients are reported in separate charts.

- New clients had lower Overall IMR and IMR subscale scores at intake, compared to existing clients' previous assessment. This trend is expected, as clients new to services may be in crisis or experiencing greater symptom distress than existing clients who have been receiving services for several months or years.
- Most new clients (88.6%) had improvements in Overall IMR scores at the follow-up assessment, compared to intake.
- New clients had greater improvements in IMR Management subscale scores than IMR Recovery subscale scores at the follow-up assessment.
- Both new and existing clients had significantly better Overall IMR scores and IMR Management subscale scores between the current assessment and previous assessment. New clients also had significantly better IMR Recovery subscale scores at the follow-up assessment compared to intake.
- IMR Substance Use subscale scores did not change for the majority of new (81.4%) or existing (80.9%) clients with paired assessments; however, average Substance Use subscale scores were relatively high, indicating that few clients were impacted by alcohol or drug use.
- Between 44.3% and 51.2% of existing clients with paired assessments had improved Overall IMR, Recovery, and/or Management subscale scores at the follow-up assessment, compared to their previous assessment.
- Almost two thirds (68.1%) of existing clients (n=47) identified as experiencing impairments to functioning due to substance use (i.e. had an IMR Substance Use subscale score of 1 or 2 on their previous assessment) showed improvements in substance use recovery within the current quarter. Some clients identified as experiencing substance use concerns (21.3%) maintained their previous level of impairment.

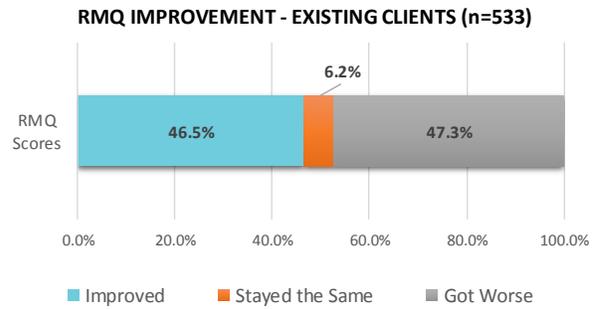
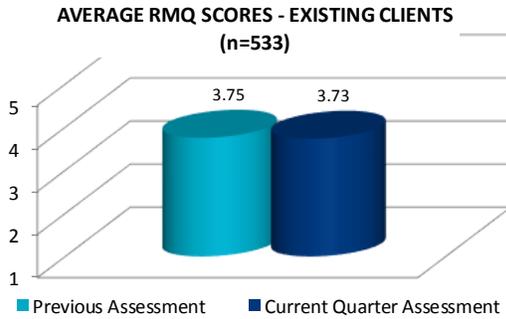
## Recovery Markers Questionnaire (RMQ)

The RMQ is a self-report measure of the client's own state, and his or her preferences, needs and desires, and perceptions of their recovery. The RMQ includes 26 Likert Scale items, with a 5-point agreement response scale ranging from "strongly agree" to "strongly disagree," regarding the recovery process and intermediate outcomes. The total mean score can also be calculated to measure performance.

"NEW" clients (n=29) are those individuals who had a follow-up RMQ assessment within the current quarter, and their previous assessment was an intake assessment.



"EXISTING" clients (n=533) include individuals served who had a follow-up RMQ assessment completed within the current quarter, and a prior assessment completed within the past four to eight months (Previous Assessment).



### RMQ Results for New and Existing Clients:

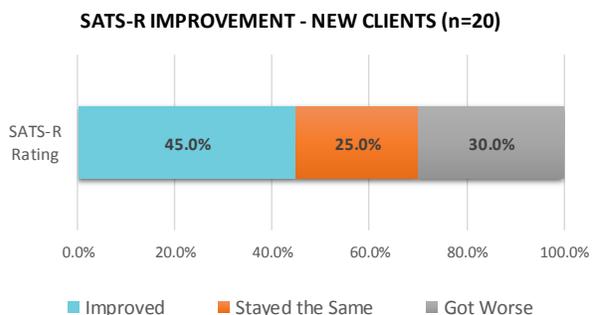
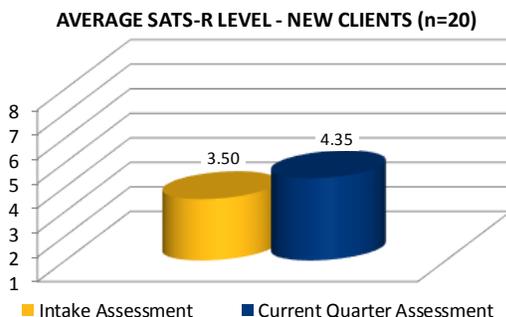
The above charts include RMQ data for clients who had a follow-up assessment completed within the current quarter and an intake or previous assessment completed within the past four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes many differ for new clients and existing clients who are already engaged in services, results for new and existing clients are reported in separate charts.

- New clients had lower RMQ scores at intake, compared to existing clients’ previous assessment. This trend is expected, as existing clients who have been receiving services for several months or years would have more opportunities to make progress towards their recovery than a client who is new to services.
- The majority (72.4%) of new clients had improvements in RMQ scores at the follow-up assessment, compared to intake.
- New clients had significantly better RMQ scores between the current assessment and intake assessment.
- Similar proportions of existing clients reported that their recovery declined (47.3%) or had gotten better (46.5%) during the current quarter, when compared to their previous RMQ assessment.
- There was no statistically significant change in RMQ scores for existing clients between the previous assessment and the current assessment.

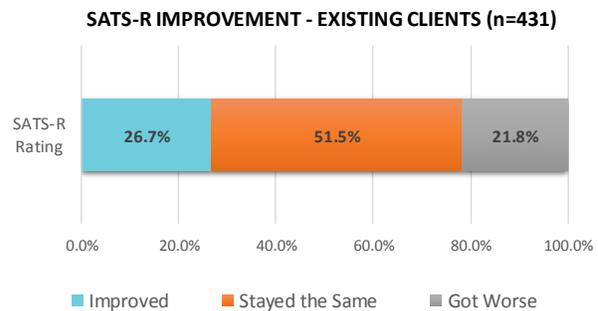
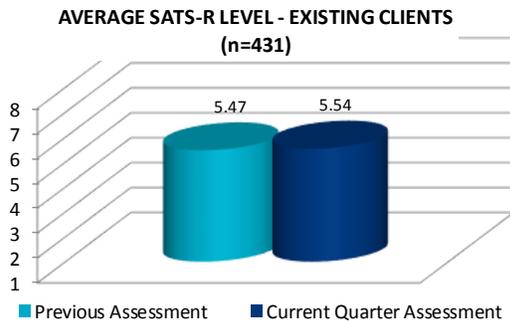
### Substance Abuse Treatment Scale - Revised (SATS-R)

The SATS-R is used by clinicians to assess a person’s motivation to change their substance use behavior. It should not be used for diagnosis purposes. A clinician is required to complete a SATS-R when a client has an active substance-related treatment plan goal in his/her client plan. The SATS-R should be completed at initial development of the substance use goal; clients should be re-assessed every six months as long as the client continues to have a substance related goal in his/her client plan. SATS-R ratings range from 1 to 8; lower scores indicate that the client is less involved or engaged in substance use treatment.

“NEW” clients (n=20) are those individuals who had a substance-related goal in his/her client plan at intake and a follow-up SATS-R assessment within the current quarter.



“EXISTING” clients (n=431) include individuals served who had a substance use goal, had a follow-up SATS-R assessment completed within the current quarter, and a prior SATS-R assessment completed within the past four to eight months (Previous Assessment).



### SATS-R Results for New and Existing Clients:

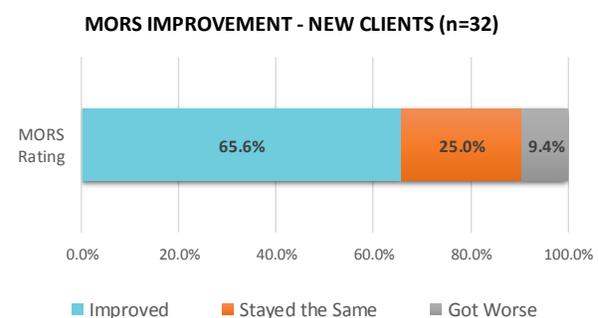
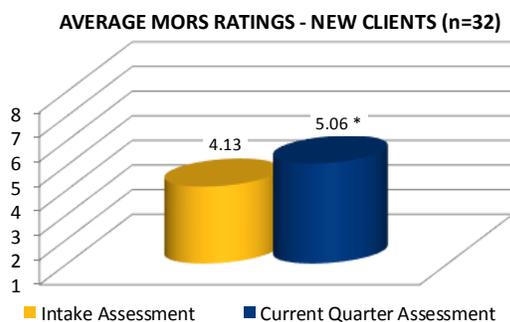
The above charts include SATS-R data for clients who had a follow-up assessment completed within the current quarter and an intake or previous assessment completed within the past four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for new clients and existing clients who are already engaged in services, results for new and existing clients are reported in separate charts.

- New clients had lower SATS-R ratings at intake, compared to existing clients’ previous assessment. This trend is expected, as existing clients who have been receiving services for several months or years would have more opportunities for engagement in substance use treatment than a new client.
- Almost half of new clients (45.0%) were more engaged in their substance use treatment at the follow-up assessment, compared to intake.
- SATS-R ratings remained consistent for half (51.5%) of existing clients between the current and previous assessment.
- There were no statistically significant changes in SATS-R ratings from the previous assessment to the current follow-up assessment for either new or existing clients.

### Milestones of Recovery Scale (MORS)

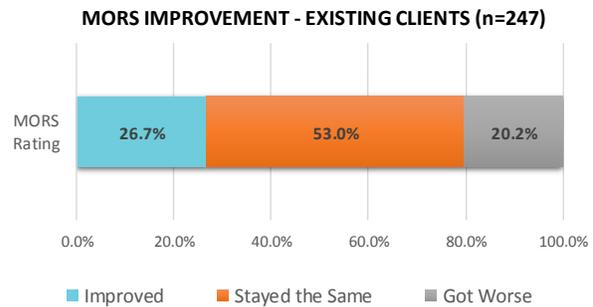
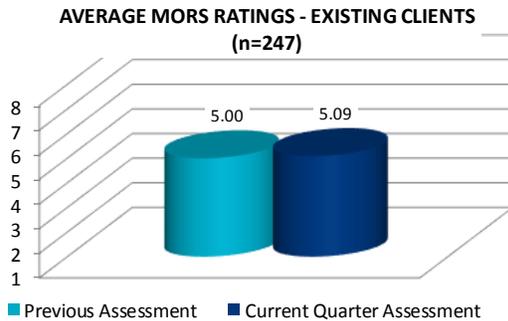
The Milestones of Recovery Scale (MORS) is an assessment of the clinicians’ perceptions of their clients’ current milestone of recovery, and is typically conducted at intake with re-assessment every six months. MORS ratings range from 1 to 8, with higher scores indicating greater progress towards recovery.

“NEW” clients (n=32) are those individuals who had a follow-up MORS assessment within the current quarter, and the previous assessment was an intake assessment.



\* Indicates statistical significance

“EXISTING” clients (n=247) includes individuals served who had a follow-up MORS assessment completed within the current quarter and a prior MORS assessment completed within the past four to eight months (Previous Assessment).



### MORS Results for New and Existing Clients:

The above charts include MORS data for clients who had a follow-up assessment completed within the current quarter and an intake or previous assessment completed within the past four to eight months. The method of comparing two assessments completed at different time points (also known as paired assessments) enables reporting on changes in average scores and the percentage of clients with an improvement in scores from their previous assessment. Since trends and changes in outcomes may differ for new clients and existing clients who are already engaged in services, results for new and existing clients are reported in separate charts.

- New clients had lower MORS ratings at intake, compared to existing clients’ previous assessment. This trend is expected, as existing clients who have been receiving services for several months or years would have more opportunities to make progress towards their recovery than a client who is new to services.
- Most new clients (65.6%) showed improvements in MORS ratings at the follow-up assessment.
- New clients had significantly better MORS ratings from intake to the follow-up assessment, which suggests that these clients made progress towards their recovery after enrollment in services.
- MORS ratings remained consistent for more than half (53.0%) of existing clients between the current and previous assessment.
- There was no statistically significant change in MORS ratings for existing clients between the previous assessment and the current assessment.