



Understanding Data Metrics for PROS–The What, Where, When & How

Everything you never wanted to know
about **Outcome tracking**

Robert Franco, MA, Senior Vice President for PROS
Nicole Ness, LCSW, Assistant Director

About SPOP/Service Program for Older People



- o Founded in 1972 to provide mental health services to age 55-plus
- o **MENTAL HEALTH CLINIC** serves over 600 clients annually
- o **OUTREACH** through satellite sites and home visits to disabled seniors
- o **SPECIALIZED SUBSTANCE USE** counseling for dual diagnosis clients
- o **FREE BEREAVEMENT SUPPORT** for adults of all ages
- o **TRAINING & EDUCATION** in the field
- o **INFORMATION & REFERRAL** services for adults and caregivers
- o **NEW YORK STATE'S ONLY PROS PROGRAM EXCLUSIVELY FOR OLDER ADULTS**
- o **PROS** was launched October 1, 2013 as the successor to a long-standing CDTP program.

Why do we need to do Outcome Tracking??

- o Managed Medicaid wants results... you want your program to stay viable.
- o CAIRS tracks some information but is not detailed enough or focused on your program.
- o You want to track data that will promote the strengths of your program.
- o You want to make sure that participants are getting the services they need... and you want to maximize your program income at the same time.

What should we track and how do we do it?

- o Everything!!
 - o But, you need to start with those things that are most important to you.
- o You need to develop (or borrow) a tracking tool that works for you and your program.
- o We track...
 - o Outcomes – including avoiding or delaying ER visits and hospitalizations.
 - o Monthly services provided (IR, ORS, CT) and Units of service (CRS).
 - o Daily projected income for the month.
 - o Timely completion of documentation.
 - o Content of documentation.
 - o Group Observation.

SPOP Monthly Outcome Tracking Form

- o Staff and participants complete the Monthly Outcome Tracking form at the same time they do the monthly progress note.
- o The Monthly tracking form collects information to be put into CAIRS as well as changes in all life role domains.
- o The first time the monthly tracking form is completed it takes about 30 minutes.
- o Follow up forms pre-populate and only take about 10 minutes to update.

Monthly Outcome Tracking Form Results

- o Data from the Monthly tracking form is downloaded into a spreadsheet.
- o Change can be tracked per person, per domain, or per field using the spreadsheet.
- o Outcomes are easily identified to be shared with participants, staff, OMH, and Managed Care.
- o As participants see the achievements of their peers, they become inspired and motivated.
- o Lets look at a PDF of the Monthly Outcome Tracking Form....

Name	Domain	Accomplishment	Year 1	Year 2
Jo	Graduated	Established 2x week phone contact with sons, visited son in Peru for 3 weeks for wedding [after saving the money] and is currently working 28 hours/wk. Graduated to Clinic.	X	
Carol	Graduated	Moved back to Long Island to live with her son, daughter-in-law and grandchildren, as they have purchased a home together.		X
Reggie	Graduated	Moved from unsatisfactory housing in a CR/SRO to an Adult Home in Rockland where he is doing well, plays tennis a few times per week, sees his family regularly and is happy.		X
Rory	Graduated	Participant has successfully achieved his goal of increasing the amount people in his support group.		x
Lori	Productivity	Informal employment as a HHA		X
Lori	Productivity	Serving on the Board of her church		X
Ana	Productivity	Volunteer work: animal hospital and Central Park clean up		X
Marcie	Productivity	Part time work: voter registration		X
Marcie	Productivity	Volunteer work: AA sponsor		X
Marty	Productivity	Volunteer work: at Senior Center	X	X
Mo	Productivity	Informal employment as a teacher and translator		X
Harry	Productivity	Volunteer work: at Synagogue		X
Harry	Productivity	Part time work: Host of a public access TV show	X	X

Name	Domain	Accomplishment	Year 1	Year 2
Tina	Housing	Completed HRA and moved into Apartment Treatment	X	X
Tina	Housing	Moved out of Apartment Treatment to live with family [son]		X
Rose	Housing	Moved to [independent?] apartment in the Bronx		X
Liz	Housing	Moved into Family Care Adult Home after losing her housing.		X
Liz	Housing	Completed HRA and interviewed for OMH sponsored housing: waiting		X
Amy	Housing	Moved into renovated apartment in same SRO.	X	
Dick	Housing	Moved to Supported Apartment in the Bronx		X
Aggie	Learning	Learning computer		X
Jane	Learning	Learning computer		X
Will	Learning	Taking a GED class		X
Harry	Learning	Art workshop		X

Name	Domain	Accomplishment	Year 1	Year 2
Lori	Social	Going out on weekends with a friend		X
Daisy	Social	Established regular phone contact with friends		X
Jane	Social	Attending Goddard Riverside Senior Center regularly		X
Gene	Social	Established regular contact with sister in China via email		X
Mary	Social	Attending Goddard Riverside Senior Center regularly		X
Anne	Social	Established regular contact with daughter and other family via email. Daughter to visit soon.		X
Nessa	Social	Going out on weekends with Lori		X
Liz	Social	Reestablished contact with grandchildren after over a year of no contact		X
Mo	Social	Established regular phone contact with son living in Israel		X
Amy	Social	Attending Goddard Riverside Senior Center regularly		X

Tracking the Prevention of ER visits and Hospitalizations.

- o SPOP, as an agency, is piloting a project to track when interventions result in the prevention of ER visits and hospitalizations: psychiatric or medical.
- o Successful interventions include connecting a participant to their PCP or Urgent Care instead of an ER.
- o Other interventions include referral to respite, mobile crisis, crisis intervention and relapse prevention.
- o Keyword searches are used to identify potential cases of successful prevention. A utilization review staff member then chairs a meeting with program directors to identify when a ER or hospitalization was avoided or delayed.

SPOP PROS Monthly Tracking of Services Provided

- o This is a spreadsheet which identifies what services [CT, IR, ORS] an individual has on their IRP and if they are Medicaid, Medicare or Private Pay.
- o The Spreadsheet is used to track if/when the participant receives the service.
- o The spreadsheet is printed by caseload and distributed to staff to ensure participants receive the services they need.
- o Lets look at the [Monthly Tracking of Services Spreadsheet](#).

Income Tracking

- Projected billing/income is tracked daily by cross referencing the Summary Record of Services and Monthly tracking of services and inputting the results into a spreadsheet.
- The spreadsheet includes monthly tracking from the inception of SPOP PROS as well as an annual view for comparison.
- Lets look at the [Income Tracking Spreadsheet](#).

Document Tracking

- o Timeliness of all Assessments, IRPs Reviews and Amendments.
- o Monthly notes.
- o Quality of Assessments and IRPs ensuring that Medical Necessity is established and that they are strength based.
- o Group observations – who and when.
- o Lets look at the [Document Tracking Spreadsheets](#).

Let's Keep in Touch!

Bob Franco – rfranco@spop.org 212-787-7120 x140

Nicole Ness – nness@spop.org x105

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