Using Your OMS Data
October 2017
(Local Behavioral Health Authorities)

Behavioral Health Administration

University of Maryland Baltimore Systems Evaluation Center
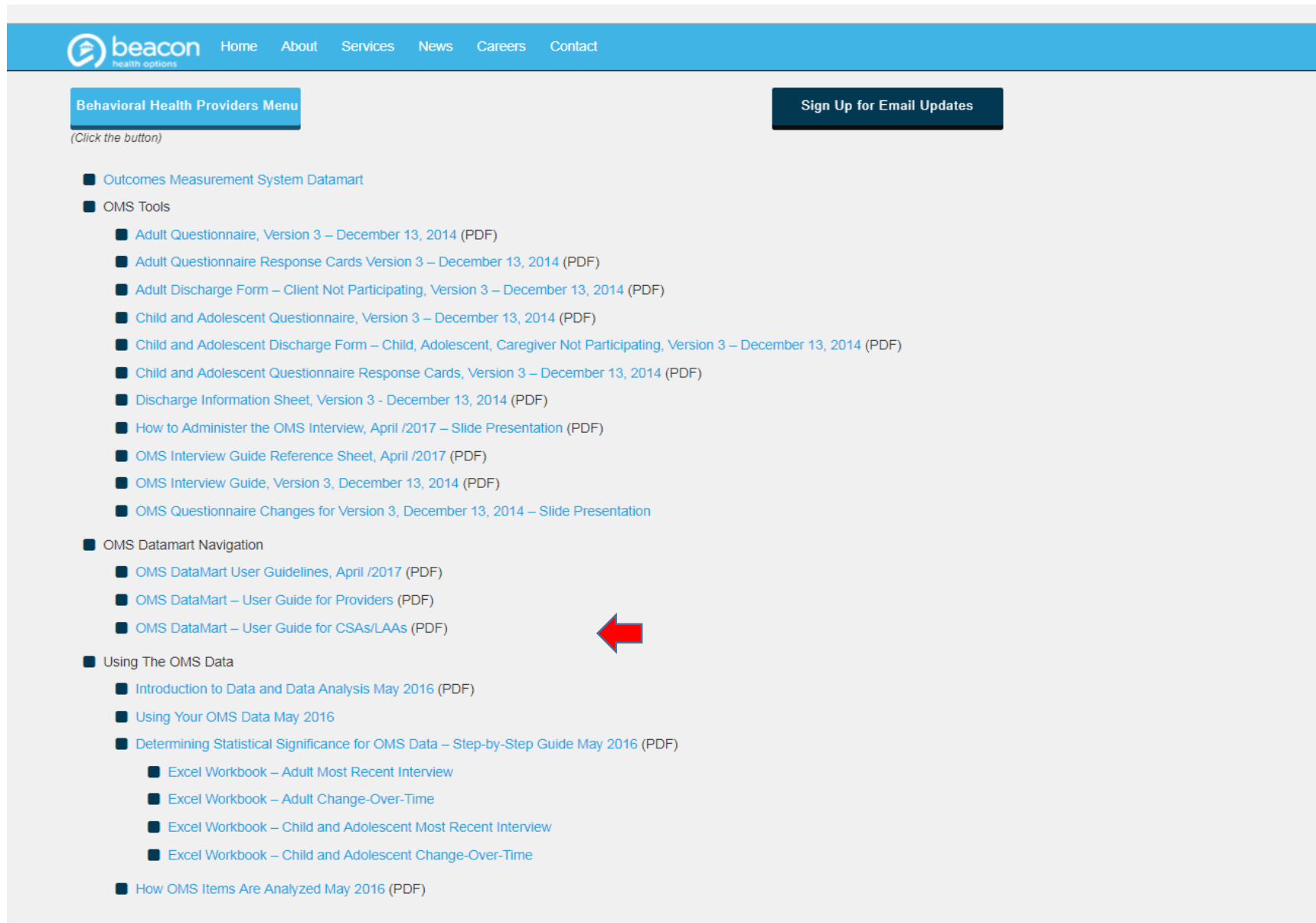
In order to use your OMS data, you first must be able to access it…..

Datamart Versions: Access to Each

- Public OMS Datamart version-Available to general public (three access methods):
    - BHA Home Page (Select Outcomes Measurement System)
    - Beacon Behavioral Health Provider OMS Menu: http://maryland.beaconhealthoptions.com/provider/prv_oms.html (Select Outcomes Measurement System Datamart)
    - Directly: http://maryland.beaconhealthoptions.com/services/OMS_Welcome.html

- "Connected" OMS Datamart version (two access methods)
    - ProviderConnect Logon with ProviderConnect access to Reports
        - Access based on Medical Assistance (MA) provider number
        - Only one type of service (MH or SRD) associated with each OMS provider number
            - Therefore, no choice for "Type of Service"
    - Special Intelligence Connect Logon ID for LBHAs
    - Access Instructions available on Beacon Behavioral Health Provider OMS Menu

OMS Resources on Beacon Website

Instructions for LBHA Access to Connected Model of the OMS Datamart
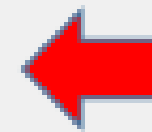
Goals of Today's Webinar

- Identify potential uses for OMS data
- Assist users to identify the OMS data elements that meet their needs
- Outline OMS data elements relevant to common performance standards
- Suggest questions to aid in interpreting OMS data results
- Discuss approaches to presenting and distributing OMS data
- Provide a practical demonstration

Potential Uses of OMS Data

- Comparison (e.g., benchmarking)
- Responses to request for specific data and/or presentations to boards, funders, advocates, administrators, grant applications, etc.
- Provision of data for required accreditation activities
- Quality improvement activities and program evaluation

Potential Uses - Benchmarking

- Benchmarking is a commonly used term to mean checking something against a standard

- Benchmarking can be used to identify strengths or areas for improvement, stimulate conversation about the reasons for differences, set goals, etc.

- Using various data filters, OMS Datamart enables an almost endless number of potential benchmarking options, such as:
  - Within-program comparisons (e.g., males vs. females, fiscal year to fiscal year etc.)
  - Program-to-program comparisons within an agency (location to location)
  - Program/Agency comparisons to county/jurisdiction
  - Program/Agency comparisons to state
  - County/jurisdiction comparisons to state
  - Any combination of the above and more as relevant to the information needed

Potential Uses - Responding to Requests for Information

- System stakeholders may request outcome data on clients served

- Requests may come from board members, community stakeholders, governmental entities, or funders

- OMS data may enable system administrators and providers to respond to such requests efficiently and effectively

Potential Uses – Responding to Requests for Information: Examples

- The county may request homelessness data to inform decision making about the availability of housing vouchers

- An accreditation body or Board of Directors may ask an agency, in its quality management activities, to examine outcomes of services

- A grant application focused on smoking cessation may be strengthened by including the current smoking rates for program clients

- Annual Local Plans and Reports required by the State include sections in which jurisdictions are asked to present and analyze OMS data (e.g., school performance, legal system involvement)

Potential Uses - Accreditation

- Many accreditation entities may require programs to measure outcomes in a systematic way and incorporate findings into administrative and quality improvement activities.

- The OMS data might assist in fulfilling some of these potential requirements.

Potential Uses - Quality Improvement Activities and Program Evaluation

- "Quality Improvement" is a formal approach to assessing performance with the goal of improving outcomes
- OMS data can be used as a tool in these efforts
- OMS data can be used in very simple, straightforward ways, such as:
  - Tracking key items of interest and bringing them to staff meetings for discussion and brainstorming
  - Reviewing an OMS item across several different agencies or programs to identify strengths and weaknesses
  - Examining outcomes for particular subsets of populations (e.g., comparing males to females on substance use items) and using the data to inform clinical practices or administrative procedures

Potential Uses - Quality Improvement Activities and Program Evaluation (continued)

- OMS data can also be used in somewhat more sophisticated ways, such as program evaluation
- "Program evaluation" is designed to assess the impact of a new intervention, policy, procedure, or training initiative
  - This is most useful when interventions reach a large proportion of the OMS respondents within a program or jurisdiction
  - Data is used to look at pre- and post-intervention time periods
- Examples include:
  - Comparing smoking rates before and after a county-wide or agency-wide smoking cessation program is implemented
  - Measuring depressive symptoms and satisfaction with recovery before and after a clinic receives training in cognitive behavioral therapy techniques

Summary – Potential Uses of OMS Data

- OMS data can be useful for examining and tracking program outcomes

- OMS data can be useful for a wide variety of administrative needs

- Using OMS data does not have to be time-consuming or difficult:
  - For example, every two months print out one OMS Datamart graph, bring it to a Board meeting, have a discussion

- But, if you want to use OMS data for more sophisticated activities, examples would be:
  - Conducting a program evaluation
  - Tracking trends over time to advocate for additional funding, apply for grants, etc.

Where to begin?

BEGIN HERE

- **What do I want to know?**
  - If possible, it is easiest to start off small (1-2 questions). For example:
    - How do our recovery scores compare to the state?
    - What percentage of clients who are homeless in my county obtain housing while receiving services?

- **How do I figure out what OMS Datamart elements can help me answer the question(s)?**
  - Analysis and Filter options can help refine your search
  - This presentation includes a "Roadmap" of common performance measurement areas and their associated OMS Datamart domains and items
  - Then go into the Datamart and get the data!

OMS Datamart Elements – Analysis and Filter Options

- Service Type:
  - All, Mental Health, Substance Use, Both [Public Model]
  - Based on Medicaid ID for Providers [Connected Model]
- Child/Adolescent or Adult
- Type of Analysis
  - Most recent interview (snapshot of a point-in-time)
  - Initial interview compared to the most recent interview (change-over-time)
- Time Frames - Fiscal Years, Calendar Years
- Datamart Filters
  - Jurisdiction
  - Age
  - Gender
  - Race
  - Length-of-time in treatment

OMS Datamart Elements – Datamart Domains

- Living Situation

- Psychiatric Symptoms

- Substance Use

- Recovery and Functioning

- Legal Involvement

- School (Child and Adolescent)

- Employment (Adolescent and Adult)

- General Health, including cigarette, tobacco use

Performance Measurement Roadmap

- The next few slides include a "road map" of common performance measures and their associated OMS Datamart domains and items.

- Some items may fall into more than one performance measurement area.

Performance Measurement: Community Integration/Tenure

OMS Datamart Domain = *Living Situation*

OMS Items:

- Where are you living now?

- Have you been homeless at all in the past six months?

- In general, how satisfied are you with where you currently live? (Adult)

Performance Measurement: Reduction of Symptoms

OMS Datamart Domain = *Psychiatric Symptoms*

OMS Items:

- Adult: BASIS-24® (overall score and six subscale scores)
  - Overall
  - Depression/Functioning
  - Relationships
  - Self-Harm
  - Emotional Lability
  - Psychosis
  - Substance Abuse

- Child/Adolescent: Youth Symptom Severity Index© (overall score and two subscale scores)
  - Overall
  - Emotional
  - Behavioral

Performance Measurement: Substance Use Avoidance/Reduction (Adult)

OMS Datamart Domain = *Substance Use*

OMS Items: BASIS 24© Substance Abuse Scale Items:

- During the past month, how often…
  - Did you have an urge to drink alcohol or take street drugs?
  - Did anyone talk to you about your drinking or drug use?
  - Did you try to hide your drinking or drug use?
  - Did you have problems from your drinking or drug use?

Performance Measurement: Substance Use Avoidance/Reduction (Children/Adolescents, ages 11 to 17)

OMS Datamart Domain = *Substance Use*

OMS Items: CRAFFT Substance Use Screening Test
- Questions asked of everyone:
  - Have you ridden in a car driven by someone (including yourself) who was high/using alcohol or drugs?
  - *Drink any alcohol (more than a few sips)?*
  - *Smoke any marijuana or hashish?*
  - *Use anything else to get high?*
- Five additional questions are asked of those who answered "yes" to any of the three use questions

Performance Measurement: Quality of Life/Relationships

OMS Datamart Domain = *Recovery and Functioning or Functioning*

OMS Items:

Recovery/Resilience

- Maryland Assessment of Recovery Scale-5 score (Adult and Child/Adolescent ages 14-17)
- Satisfaction with Recovery (Adult)

Functioning

- Federal Uniform Reporting System (URS) functioning scale score (All Ages)

Performance Measurement: Quality of Life/Relationships (continued)

OMS Datamart Domain = *Psychiatric Symptoms (Adult)*

OMS Items:

Relationships

- BASIS-24® Relationships Subscale Score

OMS Datamart Domains = *Living Situation, Employment (Adult)*

OMS Items:

Quality of Life

- In general, how satisfied are you with where you currently live?
- In general, how satisfied (are/were) you with this job?

Performance Measurement: Quality of Life/Relationships (continued)

OMS Datamart Domain = *General Health*

OMS Item:

- Would you say in general your health is...? (All Ages)
  - Excellent
  - Very good
  - Good
  - Fair
  - Poor

Performance Measurement:
Reduced Involvement with Criminal Justice

OMS Datamart Domain = *Legal*

OMS Items:

Adult

- In the past six months, have you been arrested?
- In the past six months, have you been in either jail or prison?

- Child/Adolescent (ages 11 to 17)
  - In the past six months, have you been arrested?

Performance Measurement: Tobacco Use

OMS Datamart Domain = *General Health*

OMS Items (Adult and Child/Adolescent ages 11 to 17):
- Do you smoke cigarettes?
  - How many cigarettes do you smoke per day?

- In the past month, have you used any of these tobacco products?
  - Cigars
  - Smokeless tobacco
  - Electronic cigarettes
  - Pipes
  - Other tobacco products

Performance Measurement: General Health Status

OMS Datamart Domain = *General Health*

OMS Items:

- Would you say in general your health is...? (All Ages)
  - Excellent
  - Very good
  - Good
  - Fair
  - Poor
- Body Mass Index Category (BMI; Adult) – Underweight, Normal, Overweight, Obese

Performance Measurement: Employment

OMS Datamart Domain = *Employment*

OMS Items (Adult and Child/Adolescent ages 14-17):

- Are you currently employed?
- Are you currently employed or have you been employed in the past six months?
- Employment-specific questions (Adult)
  - How many hours a week (do/did) you usually work?
  - In general, how satisfied (are/were) you with this job?

Performance Measurement: School Performance (Child/Adolescent)

OMS Datamart Domain = *School*

OMS Items:

- Do you attend school when it is in session?
- In the past six months, have you had problems with school attendance?
- In the past six months, were you suspended from school?
- In the past six months, were you expelled from school?

Got OMS Data...Now What?

- (Try to) Figure Out What the Data Means (Interpreting)

- Share the Results (Presenting/Distributing)

- Identify Next Steps

Interpreting Data

- Try to develop a few plausible explanations

- Reviewing the results and having discussion with others is often helpful, particularly if they may have different perspectives (i.e., a wide variety of stakeholders)

- You don't have to come up with one single reason for the data – it is likely that there are many contributing factors

Interpreting Data – Suggested Approach

- We will provide a few questions that may be useful to ask yourself when trying to understand the data

- There may be alternative or additional questions that you may develop yourself and find useful

- As you brainstorm about possible explanations for the data, it does not matter which explanation fits with which questions – the main point is to brainstorm about "why"

- These questions may also be useful in writing OMS analysis sections for Annual Local Plans and Reports or other documentation

Interpreting Data – Questions to Ask

- **Are these the expected results? Why or why not?**
  - Examples: Are employment results similar to other programs within the county? Is recovery satisfaction consistent with comments made by clients receiving services from the program?

- **Were the data affected by policies, procedures, or characteristics at the community, county or state level?**
  - Examples: Did county guidelines regarding suspensions/expulsions change? Is there a new tax on tobacco?

- **Were the data affected by contextual or program factors?**
  - Examples: Did the program start a new outreach initiative to individuals who are homeless? Did the program decide to refer more clients to a nearby employment program?

- **Were the data affected by characteristics of individual staff members or the clients served?**
  - Examples: Were new staff recently hired who have experience in both substance use and mental health treatment? Is there a new social services agency nearby which is referring more adults with children to the clinic?

Interpreting Data – Questions to Ask
(Part 2 – Applicable to QA/Program Evaluation)

- **Did the data change after the intervention? If so, how?**

- **If there is a change, is it meaningful?**
  - Statistical differences can be determined using the Excel Workbooks available on the Datamart and ASO website
  - Determining "meaning" depends on the interpretation of the data, any targets that were set, etc.
  - Your local expertise regarding your community, providers, and clients is a <u>critical part</u> of determining if any changes are meaningful or not.

- **Was implementation of the intervention a factor?**
  - What were some of the challenges encountered and how might they have affected the results? *(for example: did clients attend most of the smoking cessation sessions or was inclement weather a factor for many?)*

Presenting/Distributing Data

- This might occur as part of interpreting the data as well as part of disseminating the results

- Key considerations:
    - Who is the audience?
    - How will the information be distributed?
    - What is the best visual representation of the data?

Who is the audience?

- Formality of the Setting
  - Informal (sitting at desk, playing around looking for patterns)
  - Semi-formal (staff meeting, not for external distribution)
  - Formal (community stakeholders, board members, Annual Reports)

- Knowledge – how familiar are stakeholders with the program or issues?
  - There may be a need for context/background

How will information be distributed?

- Quick printout from OMS Datamart/Excel chart
- Newsletter (electronic, print)
- Power Points
- Marketing Brochure
- Handout
- Report
- Other

Visual Representation of the Data

- Considerations:
  - Type of data
  - Audience – how knowledgeable are they regarding the system, service provision, and/or data in general?
- Various methods:
  - Datamart printouts - quick and easy
    - Single screen or side-by-side
    - Includes graph and/or table
    - Includes necessary parameters (time, location, etc.)
  - Pie graph – most useful when showing percentages of a whole
  - Bar graph – helpful when comparing data between groups
  - Line graph – helps to show differences over time

Identify Next Steps

- Nothing *(this really is okay, sometimes you just need the data and then you are done)*

- Continue to monitor

- Change something

- Get more information to help interpret the results or determine if any next steps are needed

- Other

Recap

- **Potential uses of OMS data** – benchmarking, requests, accreditation, quality assurance and program evaluation
- **Where to begin** – identify key questions, identify OMS data elements
  - OMS Analysis and Filter options
  - OMS Domains
  - "Roadmap" of common performance measurement areas to OMS data
- **Interpretation** – suggested questions to aid in interpretation
- **Presenting and distributing data** – who is the audience, how will it be distributed, visual representation
- **Identify next steps** – nothing, monitor, change, gather more info., other

DEMONSTRATION

Use of OMS Data: Benchmarking

- How does Montgomery County compare to the state in terms of employment among OMS clients?

Where to begin: key questions

- How does Montgomery County compare to the state in terms of employment among OMS clients?

    - How do they compare in terms of being currently or employed within the past six months? (point-in-time)
    - How do they compare in terms of clients obtaining employment while receiving services? (change-over-time or "outcomes")

Where to begin: OMS Datamart Analysis Options

- Analysis and Filter Options
  - Service Type: ALL (anyone who received mental health and/or substance use services)

  - Child/Adolescent or Adult: ADULT

  - Type of Analysis: Most recent interview (point-in-time) AND initial interview compared to most recent interview (change-over-time) *[note: you can't choose both at the same time, will have to choose one, then the other]*

  - Time Frames: Calendar Year 2016

Where to begin: OMS Datamart Filters

- Jurisdictions: MONTGOMERY COUNTY AND STATEWIDE

- Ages: ALL

- Genders: ALL

- Races: ALL

- Time in Treatment: ALL

Where to Begin: Data Collection from OMS Domains and Items

- Domain: EMPLOYMENT

- Item: Are you currently employed or have you been employed in the past six months?

Data Collection: Suggested Approach (quickest)

- Go to Datamart http://maryland.beaconhealthoptions.com/services/OMS_Welcome.html

- Step 1: Collect the "most recent interview only" data for the two jurisdictions

- Step 2: Collect the "initial interview compared to most recent interview" data for the two jurisdictions

Data Collection: Step 1

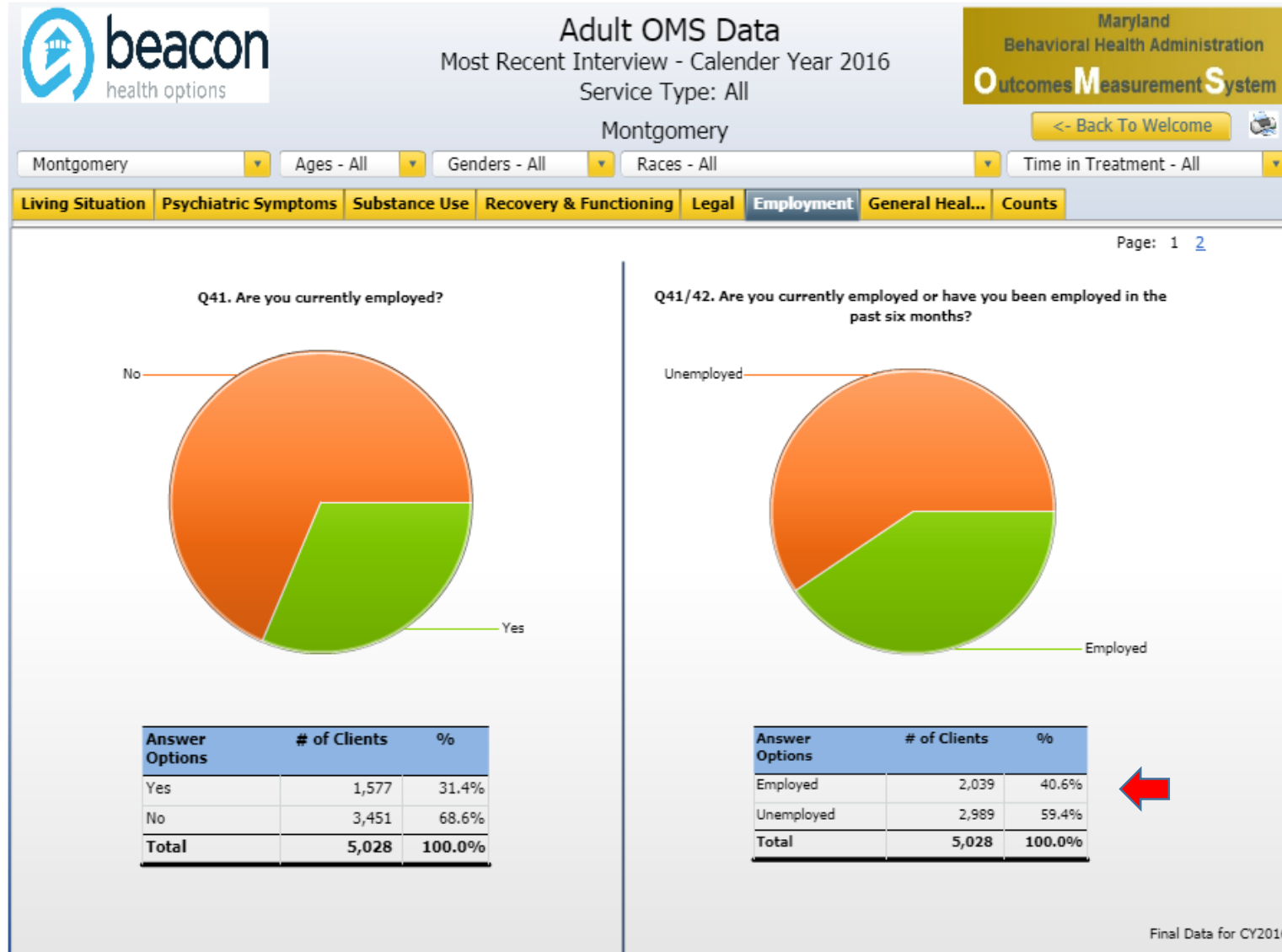- Most Recent Interview Data
  - Analysis Options = All, Adult, Most Recent Interview Only, CY16
  - Filter Options = Desired county and "All" for ages, genders, races, time in treatment
  - Choose Employment domain
  - Find "currently employed or employed in past six months" item
  - Print screen
  - Switch Filter Option to "Statewide", leave others as is
  - Print screen
- Then click on "Back to Welcome"

Data Collection: Step 2

- Initial Interview Compared to Most Recent Interview Data
  - Analysis Options = All, Adult, Initial Interview Compared to Most Recent, CY16
  - Filter Options = Statewide and "All" for ages, genders, races, time in treatment
  - Choose Employment domain
  - Find "currently employed or employed in past six months" item
  - Print screen

OMS Datamart Print Screen Example

* used snipping tool to create this slide

Print Screen-side by side-most recent interview
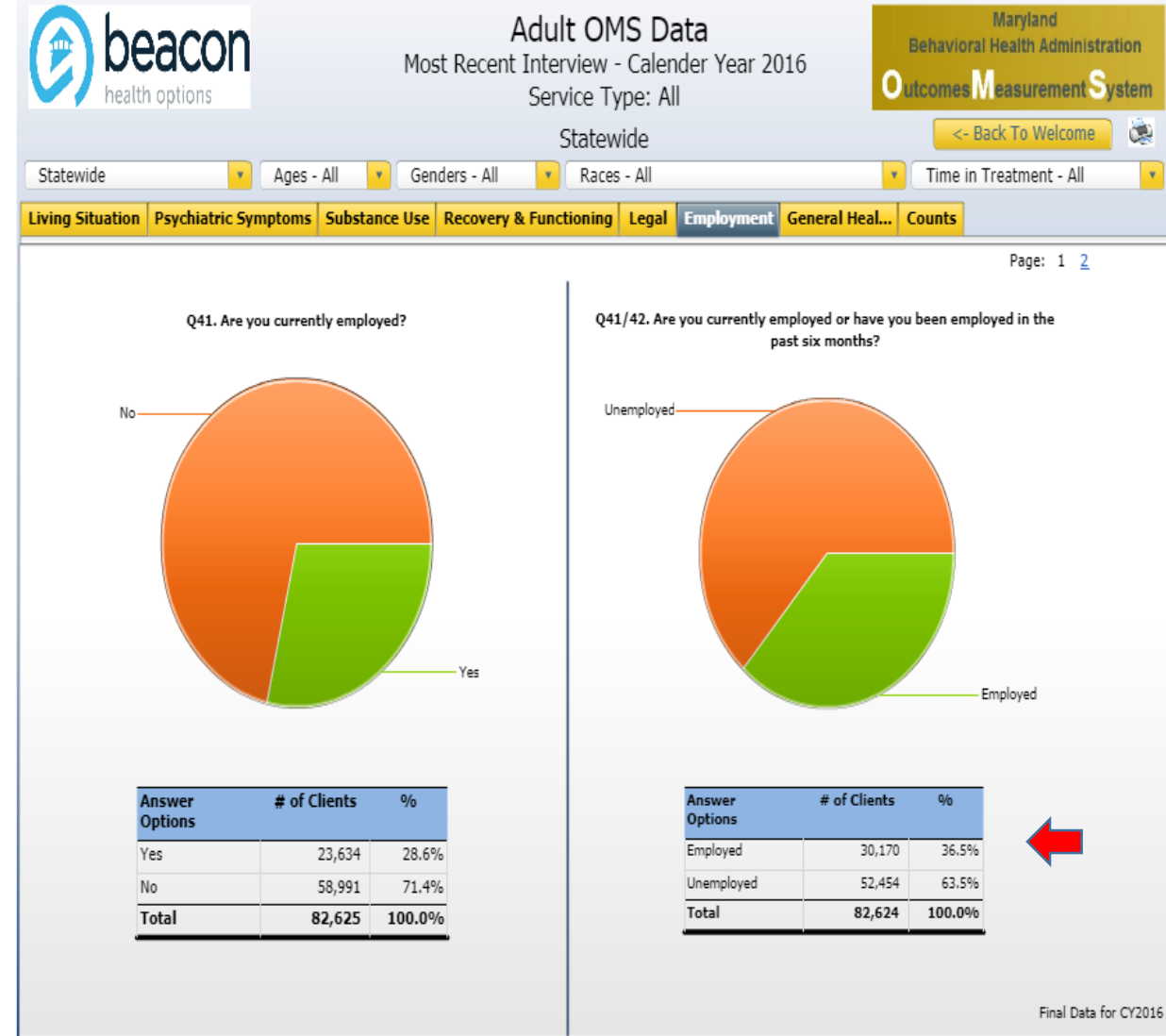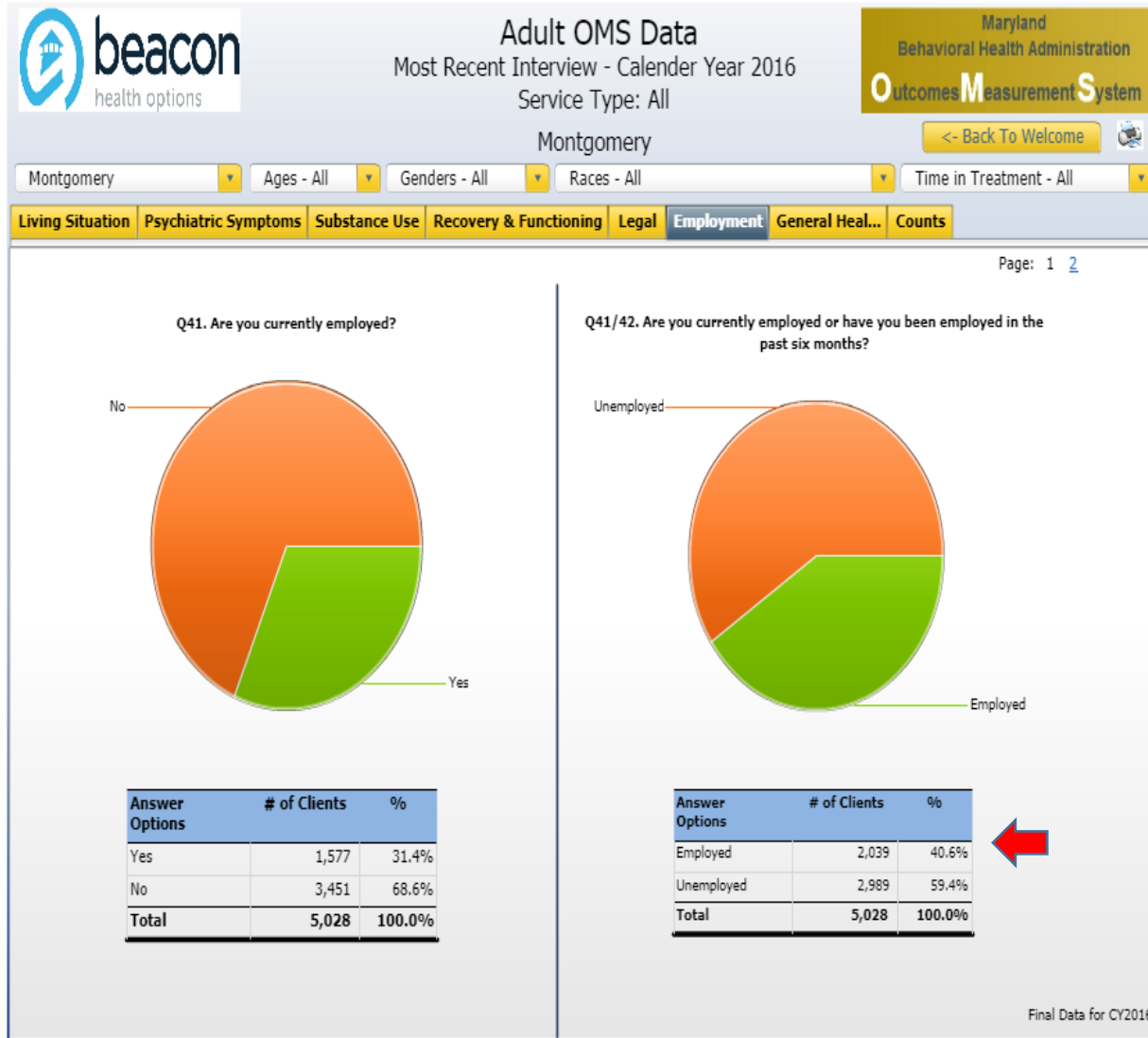
Print Screen-side by side-initial compared to most recent interview
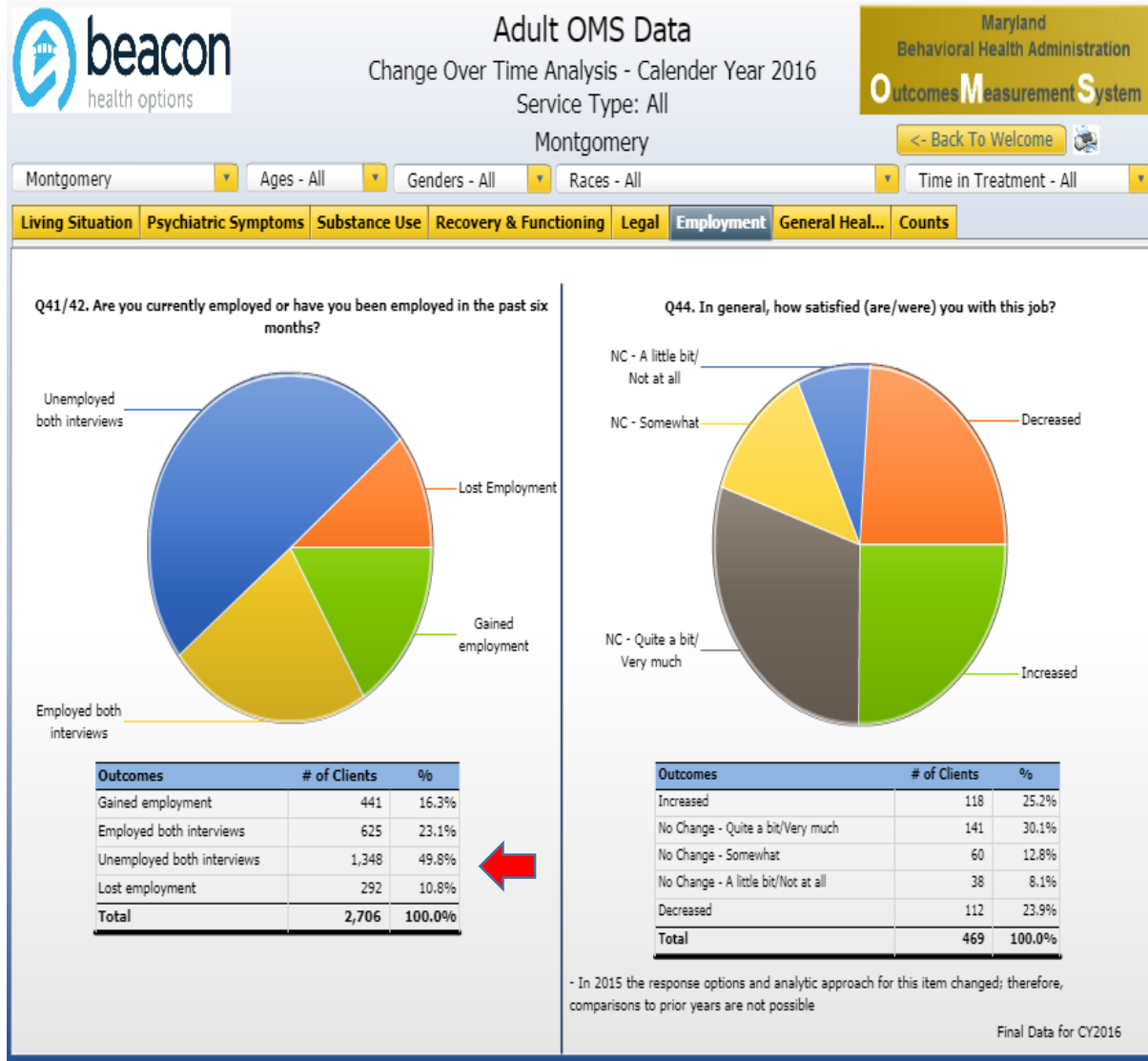
Summary of results

- Based on the most recent OMS interview, Montgomery County had a higher percentage of clients employed (currently or past six months) than was seen statewide (40.6% vs. 36.5%).
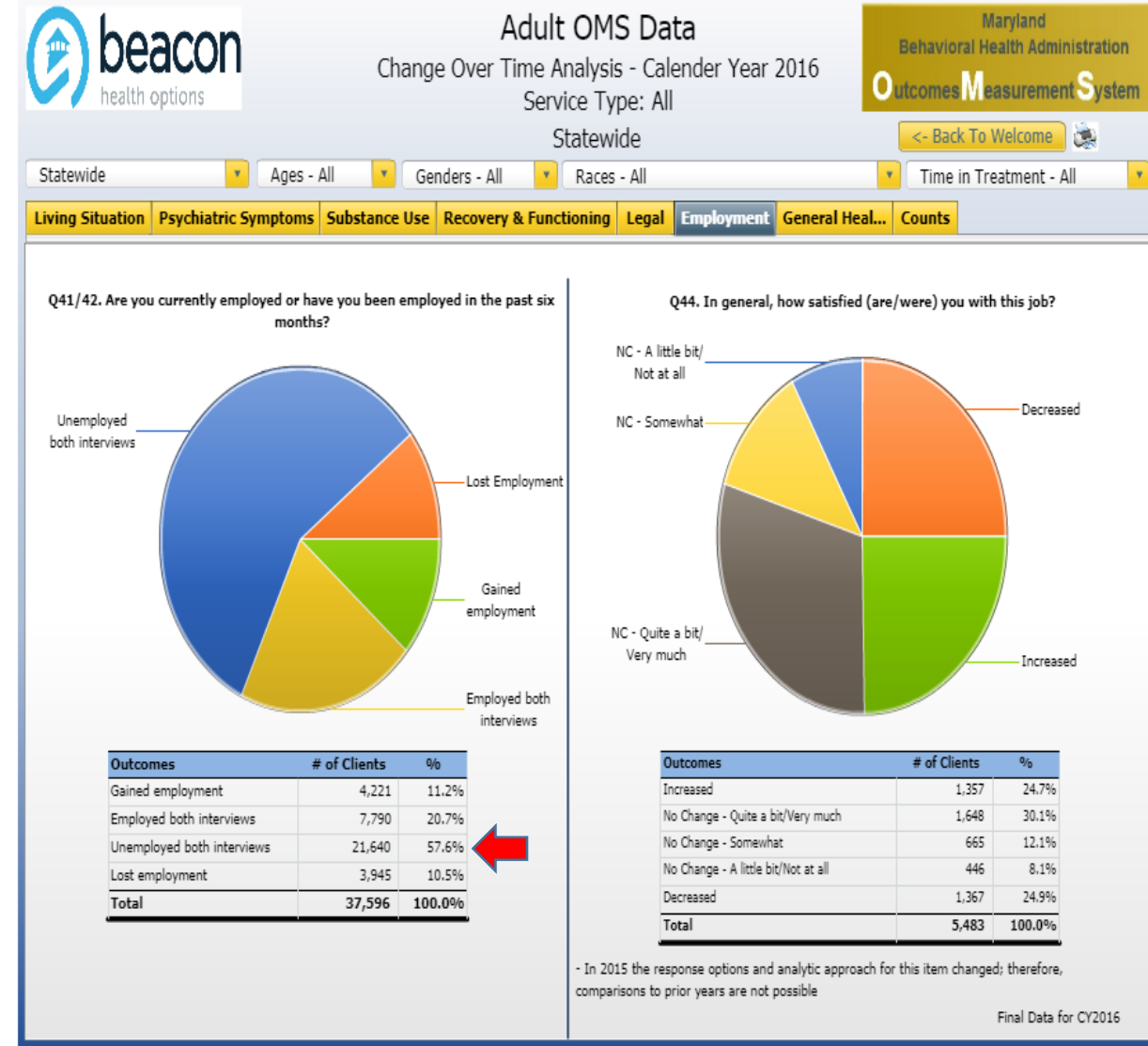
- When comparing the initial interview to the most recent interview:
    - A larger proportion of Montgomery County clients either gained employment or were employed at both interviews when compared to clients statewide.
    - Montgomery County had a smaller proportion of clients who were unemployed at both interviews compared to clients statewide.
    - The percentage of clients in Montgomery County who lost employment is virtually identical to the percentage of clients who lost employment across the state.

Interpretation – Expected Results?
(possible explanations to illustrate the type of factors that may influence data)

- Montgomery County would take into consideration:
  - Previous OMS employment data
  - Other county-level employment data
  - Other benchmarking efforts with the state or other jurisdictions
  - Anecdotal information (observations, reports from providers, clients, family members)
  - Any other relevant information

Interpretation – Policies/Community Characteristics?
(possible explanations to illustrate the type of factors that may influence data)

- **Were the data affected by policies, procedures, or characteristics at the community, county or state level?**
  - <u>Policies/procedures</u> – Hypothetical examples might be stated priorities from county leadership regarding employment as a key outcome, processes in place to enable smooth referrals to employment programs (including one Evidence-Based Program that has served as a national model), benefits counseling made available, training for behavioral health providers in assisting clients gain and maintain employment
  - <u>Community/County characteristics</u> – Hypothetical examples might be availability of Supported Employment programs, other local job/employment programs, less competition for entry-level jobs, seasonal work (DC area/tourism), major employers in the area, public transportation

Interpretation – Contextual or Individual Factors?
(possible explanations to illustrate the type of factors that may influence data)

- Were the data affected by contextual or program factors?
  - County level considerations could be stable staffing across programs, one large/stellar program driving the county's statistics (or perhaps creating some friendly competition between programs)

- Were the data affected by characteristics of individual staff members or the clients served?
  - County level considerations could be strong leadership in the Local Behavioral Health Authority, county administrators who embrace a recovery orientation and actively refer clients to employment programs, multilingual clients may have more job opportunities in this culturally diverse area

Interpretation - Summary

- Expectations – formed by prior OMS or other employment data, other benchmarking efforts, anecdotal information, other relevant information

- Policies/Community Characteristics – stated objectives, programs/resources to support employment, availability of jobs, competing workforce, transportation

- Contextual/Program – characteristics across programs or one program driving the trend

- Staff members/clients – leadership, client characteristics

Presenting and Distributing Data – key considerations *(revisited)*

- May be part of interpreting as well as disseminating

- Who is the audience?
- How will the information be distributed?
- What is the best visual representation of the data?

Presenting and Distributing Data – audience

- Audience – For the demonstration, we'll assume that the audience is county behavioral health providers

- Formality (informal, semi-formal, formal) – If presented at a county-wide provider meeting, it would be a formal setting

- Knowledge level – Providers are very knowledgeable about the system and OMS, no need for a lot of contextual/background information

Presenting and Disseminating Data – method of distribution? *(choices made for demonstration in red)*

- Quick printout from OMS Datamart/Excel chart (did when first examining the data)

- Newsletter (electronic, print)

- Power Points

- Marketing Brochure

- Handout – at Provider Meeting

- Report

- Other (e-mail, to make sure that even those who could not make the meeting get the information and to encourage dissemination/discussion in the programs themselves)

Presenting and Distributing Data – visual representation *(choices made for demonstration in red)*

- Considerations: Type of data and Audience

- Various methods:
  - Datamart printouts - quick and easy
    - Single screen or side-by-side
    - Includes graph and/or table
    - Includes necessary parameters (time, location, etc.)
  - Pie graph – most useful when showing percentages of a whole
  - Bar graph – helpful when comparing data between groups
 - Line graph – helps to show differences over time

Presenting and Disseminating Data – bar graph of current/past 6 months employment

Employed Currently or Past Six Months
Most Recent OMS Interview
Calendar Year 2016
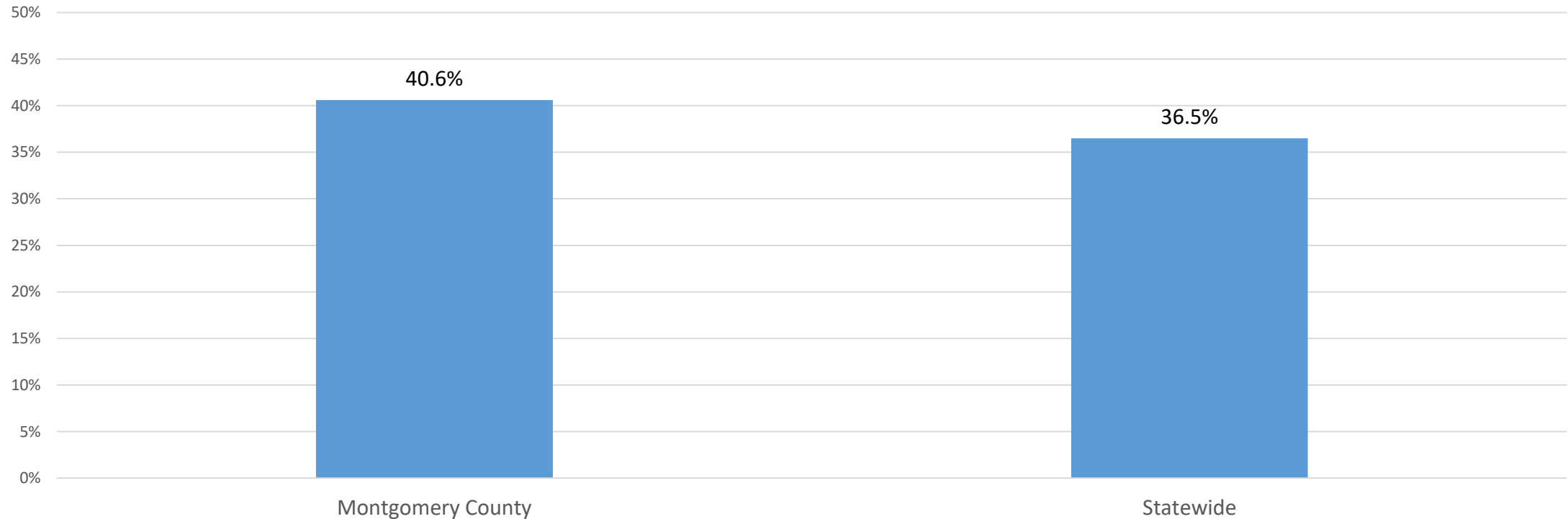
Presenting and Disseminating Data – bar graph of employment outcomes

Employment Outcomes
Initial OMS Interview Compared to Most Recent
Calendar Year 2016
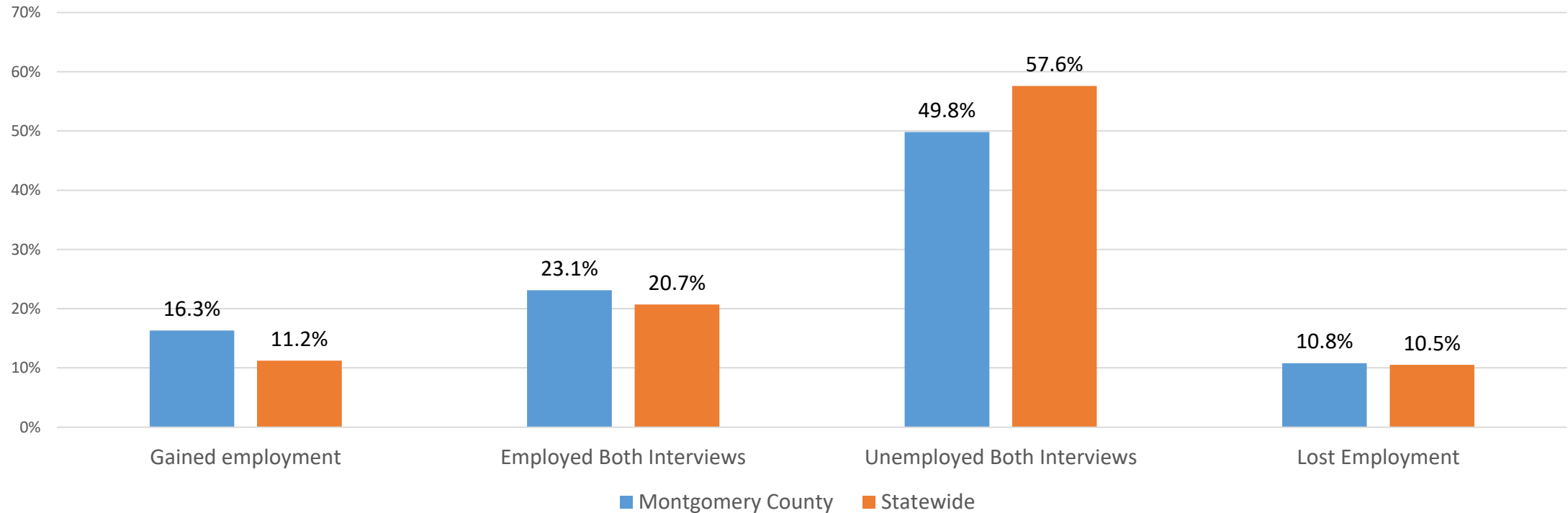
Identify Next Steps *(choices made for demonstration in red)*

- Nothing
- Continue to monitor – but may want to focus on comparing Montgomery County to itself rather than the State given the various factors that may be contributing to the differences
- Change something
- Get more information to help interpret the results or determine if any next steps are needed – look at county/state employment rates outside of the Public Behavioral Health System to see if the observed pattern is consistent
- Other

More Information – Exploring theory about SE programs

- As part of the Data Interpretation step, several factors related to employment programs were mentioned. These included:
  - Stated priorities from county leadership regarding employment as a key outcome
  - Processes in place to enable smooth referrals to employment programs
  - Availability of Supported Employment programs
- Therefore, examining the use of Supported Employment programs in the county relative to the state could help us determine if our theory may help explain the results
- The Annual Local Plans include state and county figures regarding the percentage of clients enrolled in Supported Employment and associated expenditures (Table 3a)

Table 3a from Annual Plans-Montgomery Co.

AGE	Persons Served					Expenditures			
	STATE*		Montgomery Co.			STATE*		Montgomery Co.	
	Number	Per Cent	Number	Per Cent		Number	Per Cent	Number	Per Cent
Early Child									
Child									
Adolescent									
Transitional									
Adult									
Elderly									
TOTAL									
SERVICE TYPE									
Case Management									
Crisis									
Inpatient									
Mobile Treatment									
Outpatient									
Partial Hospitalization									
Psychiatric Rehabilitation									
Residential Rehabilitation									
Residential Treatment									
Respite Care									
Supported Employment	3,630	1.8%	829	4.9%		$8,375,654	0.9%	$2,682,725	3.2%
BMHS Capitation									
Emergency Petition									
Purchase of Care									
PRTF Waiver									
COVERAGE TYPE									
Medicaid									
Medicaid State Funded									
UnInsured									
TOTAL									
DUALLY DIAGNOSED INDIVIDUALS									
All with DD #									

Table 3a. Fiscal Year 2017 State & County Comparisons

More Information – Exploring theory about SE programs (continued)

- Comparing Montgomery County to the State, we can see that:
  - Montgomery Co. provided SE services to 4.9% of their clients, compared to the State at 1.8%
  - Supported Employment accounted for 3.2% of Montgomery County's expenditures vs. 0.9% of the State's expenditures

- These figures support the ideas that the county prioritizes employment, suggest that the county has effective referral procedures, and confirm that SE programs are available

Additional Resources

- The following resources are also available on the Datamart under "Additional Resources" and the Beacon Health Options website:

- <u>Using Your OMS Data</u> – this document includes much of the information included in this webinar, but has a few different examples and more information related to using OMS data for program evaluation.

- <u>Determining Statistical Significance for OMS Data</u> – a step-by-step guide and four excel workbooks enable users to determine if there are statistically significant differences between groups