

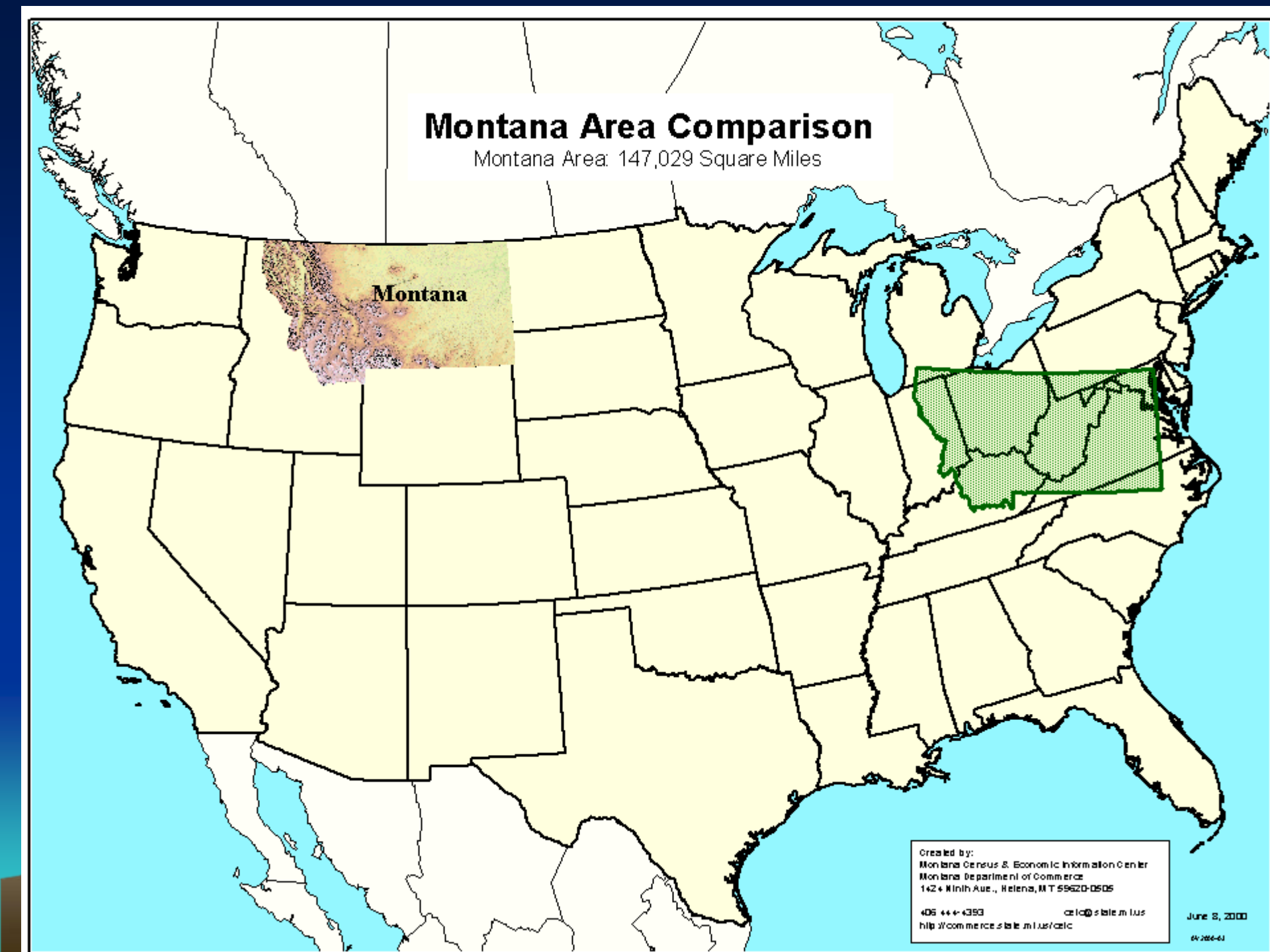
Linking Outcomes to Services: Using Montana's Recovery Markers for Program Development and System Change

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Addictive and Mental Disorders Division
Department of Public Health and Human Services
State of Montana
February 12, 2008



Montana Area Comparison

Montana Area: 147,029 Square Miles



Montana

Created by:
Montana Census & Economic Information Center
Montana Department of Commerce
1424 Ninth Ave., Helena, MT 59620-0505

406 444-4393 celc@state.mt.us
http://commerce.state.mt.us/celc

June 8, 2000

04/2000-01

The importance of outcomes

“MH programs need to be...collecting meaningful outcome data to present at the next legislature. Without those data, good or bad, it is my view that the programs are unlikely to be continued.”

-State Senator Greg Lind, SD 49



Recovery Markers

- Launched July 1, 2008
- Started with adult case management clients



Addictive & Mental Disorders Division (AMDD)

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Mental Health [Services](#) System

TESS [Eligibility](#) System

State [Certificate](#) Download

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dphstech@state.mt.us

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Search DPHHS

Search

Admin Login

Staff ID:

Password:

Mental Health Services

Client Descriptive Information

Client Eligibility Information

Mental Health Reporting Data

Client Recovery Markers

Medicare Information

Services Information

Pharmacy Information

Performance Information

File Maintenance

MHS Documents

Log Out

Recovery Markers

Client Selection

Select Client

Select Report

SSN: 123456789 Last Name: FREUD First Name: SIGMUND Middle:

DOB: 1978-06-10 Age: 29 Race: White or Caucasian City: Lolo

Rec No: 100914 Staff ID: Hwong, Alison Eval Date: 2007 08 20 Program: Case Management

Employment Status

02 Part time competitive employment

Housing

07 Personal care home

Level of Symptom Interference

05 Very Low

Substance Use

Level of Use

Stage of Change

Alcohol	01 Severe dependence	02 Contemplation
Cannabis	02 Dependence	03 Preparation
Cocaine	03 Abuse	01 Pre-contemplation
Hallucinogens	00 Not applicable	00 Not applicable
Inhalants	00 Not applicable	00 Not applicable
Methamphetamines	05 Use without impairment	05 Maintenance
Opiates	00 Not applicable	00 Not applicable
Over-the-counter	04 Abstinence	04 Action
PCP	00 Not applicable	00 Not applicable
Sedative/hypnotics/anxiolytics	00 Not applicable	00 Not applicable
Stimulants	00 Not applicable	00 Not applicable

Update Record

Save as New

Delete

Reload Record

Print Page

Load Record #

Menu

Mental Health Services

[Client Information](#)[Pharmacy Information](#)[Recovery Markers](#)[Medicare Information](#)[Performance Data](#)[Staff Table](#)

Select Service Records

SSN: Last Name: First Name: Middle: DOB: Age: Race: City: Sex: Source: [Service List](#)[Review Record](#)[Claim Detail](#)

Rec	SSN	Procedure	Code	Mod.	Cat.	Provider	City	Last Date	Started	Charged	Paid
1	123456789	Individual Psychotherapy (45 - 50 Min.)	90806		null	8867013	Lolo	9999-01-01	2009-01-08	.00	.00
2	123456789	Family Psychotherapy With Patient	90847		null	8867013	Lolo	9999-01-01	2009-01-08	.00	.00
3	123456789	Targeted Case Management - Adult	T1016	HA	95	8819005	Deer Lodge	9999-01-01	2007-07-01	.00	.00

Staff ID: C94099

Provider: 1000000

Tax ID: 1000000

[Select Service](#)[Clear](#)[Back](#)[Menu](#)**Service Record Saved**

Mental Health Services

Pharmacy Information

Services Information

Recovery Markers

Medicare Information

Performance Data

Staff Table

Pharmacy Query

SSN: 123456789 Last Name: FREUD First Name: SIGMUND Middle:

DOB: 1978-6-10 Age: 29 Race: White/Caucasian

City: LOLO Sex: M Source: ACS

Prescription List Review Prescription Record

Rec	SSN	TCN	Phar Name	Prescribed	Tax ID	Prov	Plan	Class	Days	Generic Name	Code	Ingrd Amt	Manufacturer
1		07344200011954220	Metoclopramide 10 Mg Tablet	2007-11-06			150	F	30	Metoclopramide Hcl	21020	9.86	Pliva, Inc
2		07347200011540120	Propoxyphene Hcl 65 Mg Cap	2007-11-13			150	F	7	Propoxyphene Hcl	16481	11.32	Teva Usa
3		07363200010337760	Lorazepam 2 Mg Tablet	2007-11-29			150	F	30	Lorazepam	14162	15.52	Watson Labs
4		07347200011542360	Nadolol 40 Mg Tablet	2007-11-29			150	F	30	Nadolol	20652	25.73	Mylan
5		07346200011050070	Lanoxin 250 Mcg Tablet	2007-11-29			150	F	30	Digoxin	00133	11.17	Glaxosmithkline
6		07348200011160170	Hydrocodone/Apap 7.5/500 Tb	2007-12-14			150	F	30	Hydrocodone Bit/Acetaminophen	70339	15.65	Mallinkrt Pharm
7		07354200012345290	Ketorolac 10 Mg Tablet	2007-12-20			150	F	5	Ketorolac Tromethamine	32531	13.55	Teva Usa
8		07355200011077030	Cyclobenzaprine 10 Mg Table	2007-12-21			150	F	13	Cyclobenzaprine Hcl	18020	5.21	Watson Labs
9		07360200011322320	Doxycycline 100 Mg Tablet	2007-12-26			150	F	14	Doxycycline Hyclate	40360	3.60	West-Ward, Inc.
10		07360200011328570	Nystatin 100,000 Units/MI S	2007-12-26			150	F	14	Nystatin	42440	58.40	Morton Grove Ph
11		08002200012785870	Seroquel 100 Mg Tablet	2008-01-02			150	F	14	Quetiapine Fumarate	67662	24.20	Astrazeneca

Lookup Service

Clear

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Client Record Found

[Client Information](#)[Pharmacy Information](#)[Services Information](#)[Recovery Markers](#)[Medicare Information](#)[Staff Table](#)

Review Performance Record

SSN: 123456789

Last Name: FREUD

First Name: SIGMUND

Middle:

DOB: 1978-06-10

Age: 29

Race: White/Caucasian

City: LOLO

Sex: M

Source:

Description [Diagnosis](#) [Functioning](#) [Status](#) [Service Agencies](#)

SSN: 123456789

Client ID: 1234567

DOB: 1978 06 10

Sex: M

Pres Prob: Depression or mood disorder

Admis Date: 2007 03 08

Legal Stat: Involuntary - Civil

Race 1: White/Caucasian

Ethnicity: No

MH Hist: Montana State Hospital

Disch Date: 9999 01 01

Legal Cust: Department of Family Services

Race 2: Select Race

Veteran: No

Dual Diag: Yes

Criminal Charges: 0

Eval Update: 2007 03 08

Referral: Non-psychiatric physician

Race 3: Select Race

Identifiable:

Diag DD: No

Juvenile Charges: 0

TCM Date: 2007 03 08

Elig Det: SSI not due to mental illness

Tribe Aff:

ED Label: No

Prob/Parole: No

Action: Information Update

Case No: 0

ESPTD: No

Provider: Western Montana MHC

Date: 2007-11-22

[Update Record](#)[Clear](#)[Menu](#)

Performance Record Found

Client Information

Pharmacy Information

Services Information

Recovery Markers

Medicare Information

Staff Table

Review Performance Record

SSN: 123456789

Last Name: FREUD

First Name: SIGMUND

Middle:

DOB: 1978-06-10

Age: 29

Race: White/Caucasian

City: LOLO

Sex: M

Source:

Description Diagnosis Functioning Status Service Agencies

Prin Diag 1: 296.55 Bipolar I Disorder, Most Recent Episode Depressed, In Partial Remission

Prin Diag 2: 304.20 Cocaine Dependence

Diag 1 Axis1-1:

Diag 2 Axis1-1:

Diag 1 Axis1-2:

Diag 2 Axis1-2:

Diag 1 Axis1-3:

Update Record

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Sex: M

Source: [Description](#) | [Diagnosis](#) | [Functioning](#) | [Status](#) | [Service Agencies](#)

	At Admission	Most Recent	At Discharge
Functioning Level	80	75	
Years of Education	12	12	
Client Group	Adult, SDMI	Adult, SDMI	
Residential Living Arrangement	Single room occupancy, transient/hotel	Single room occupancy, transient/hotel	Unspecified
Homelessness	No	No	

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First Name: SIGMUND

Middle:

DOB: 1978-06-10

Age: 29

Race: White/Caucasian

City: LOLO

Sex: M

Source:

Description	Diagnosis	Functioning	Status	Service Agencies
-------------	-----------	-------------	--------	------------------

Prior County: Cascade

Employment Adm: Part time competitive employment

Case Mgr Adm: 12345

Medical Exam: Yes

Annual Income: 2000

Current County: Cascade

Employment Cur: Unemployed but desiring and able to work

Case Mgr Cur: 12345

Dental Exam: Yes

Dependents: 0

Disch Status:

Education Adm: No formal educational activity

School: 0

Vision Exam: Yes

Disch Referral:

Education Cur: No formal educational activity

Medical Prob.: No

New Gen Meds: No

[Update Record](#)[Clear](#)[Menu](#)

Performance Record Found

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Staff Table

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Last Name: FREUD

First Name: SIGMUND

Middle:

DOB: 1978-06-10

Age: 29

Race: White/Caucasian

City: LOLO

Sex: M

Source:

Description Diagnosis Functioning Status Service Agencies

Agency 1: Mental Health Center
Agency 2: Alcohol or drug services
Agency 3: Vocational Rehabilitation
Agency 4: None
Agency 5: None

Update Record

Clear

Menu

Performance Record Found

What's the problem?



Translation

Programmer:

“The traceroute shows great response times between your workstation and our web server, except for the segment between 206.127.67.41 and 206.127.65.150. Here there is a huge response latency of up to 251 milliseconds.”



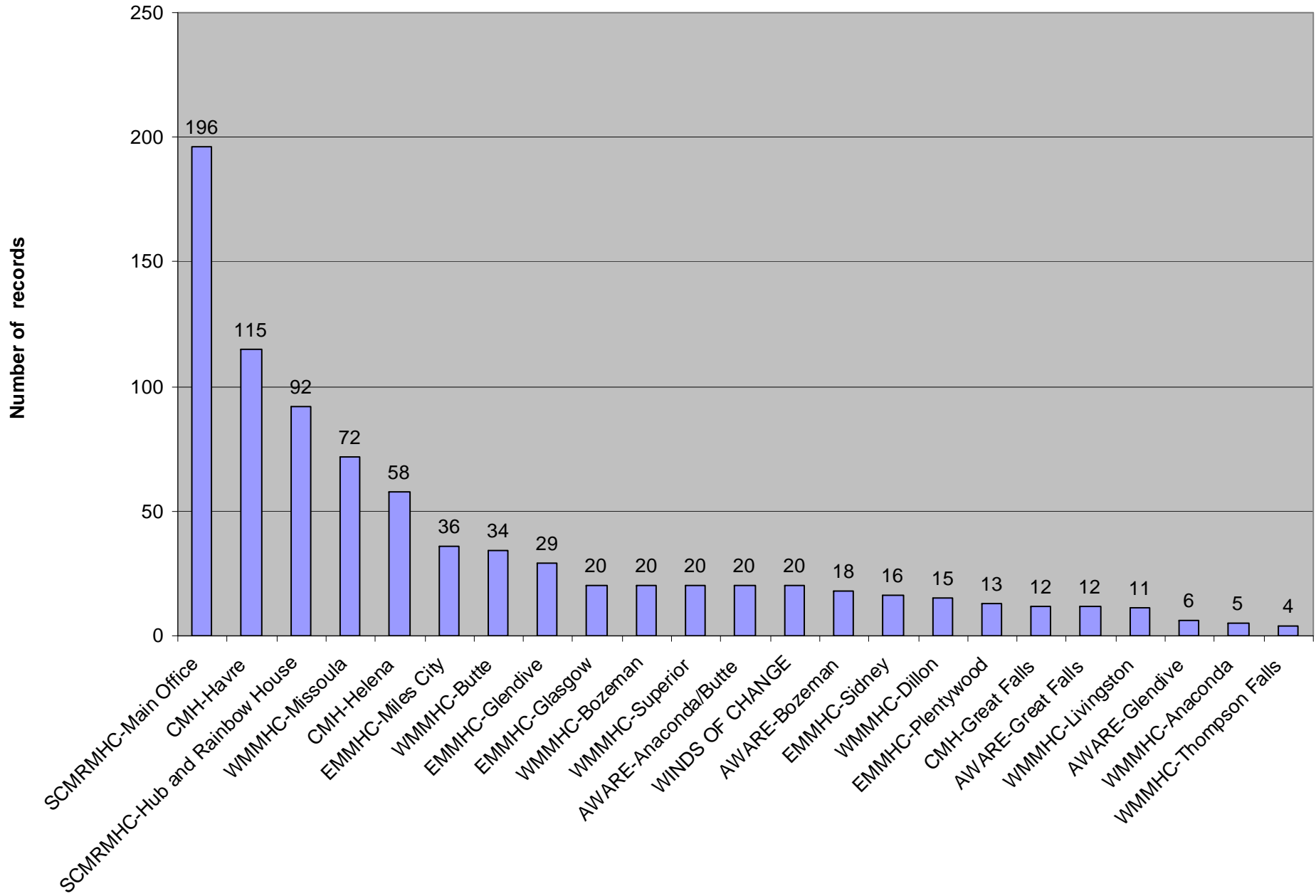
“It’s broken.”

Concerns from the field

- Art vs. Science
- This will take too much time
- This is not comprehensive enough
- Maintenance level: “flatlining”
- This will never be useful to us



Number of unduplicated Recovery Markers records submitted by center as of 2/1/2008



What made a difference?

- In-person trainings
- Follow-up calls and emails
- Bi-weekly updates
- Positive reinforcement

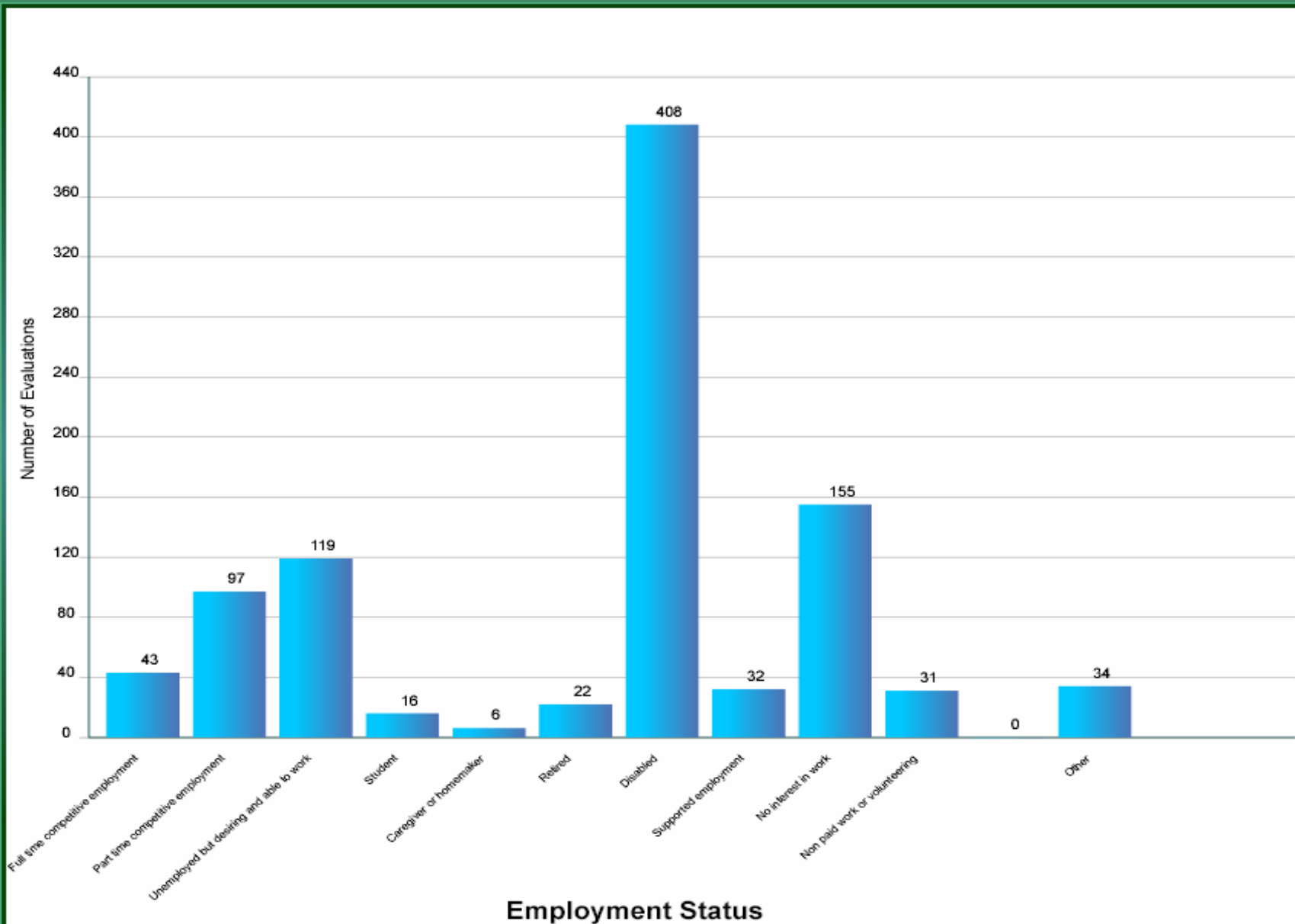


Recovery Markers help us understand....

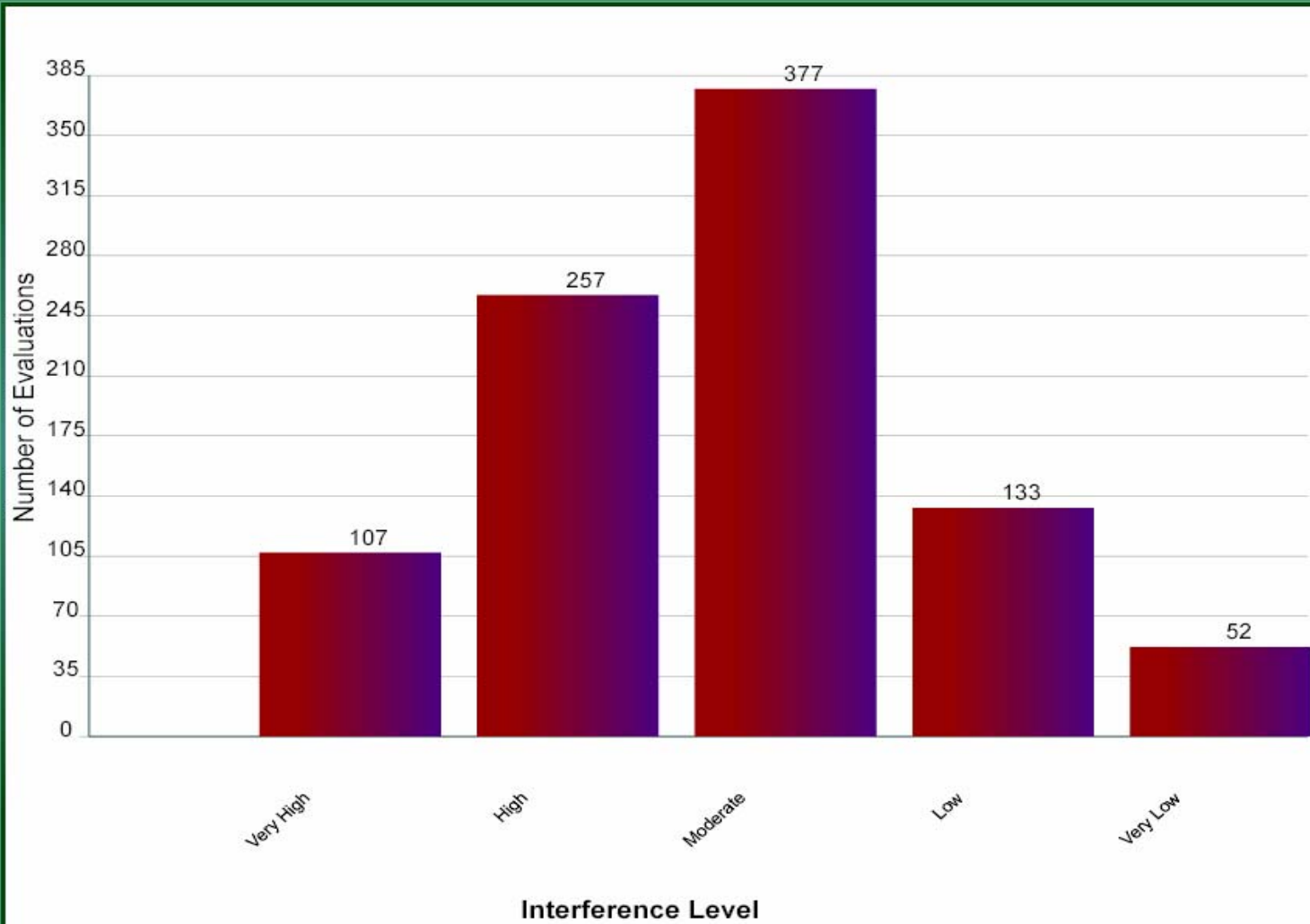
- The current situation of the consumer



Recovery Markers



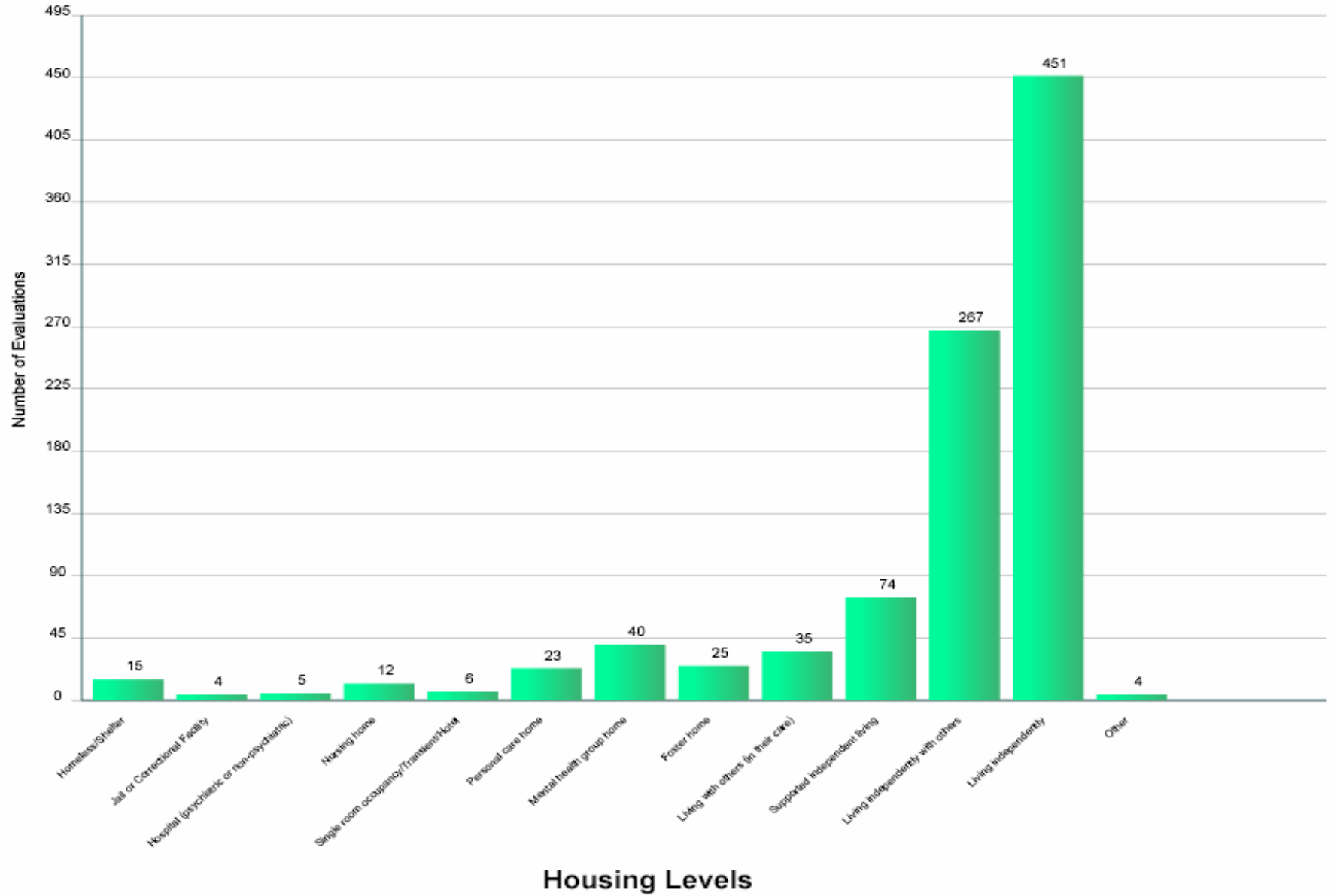
Recovery Markers



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Return

Recovery Markers



Northern Montana Mental Health Center

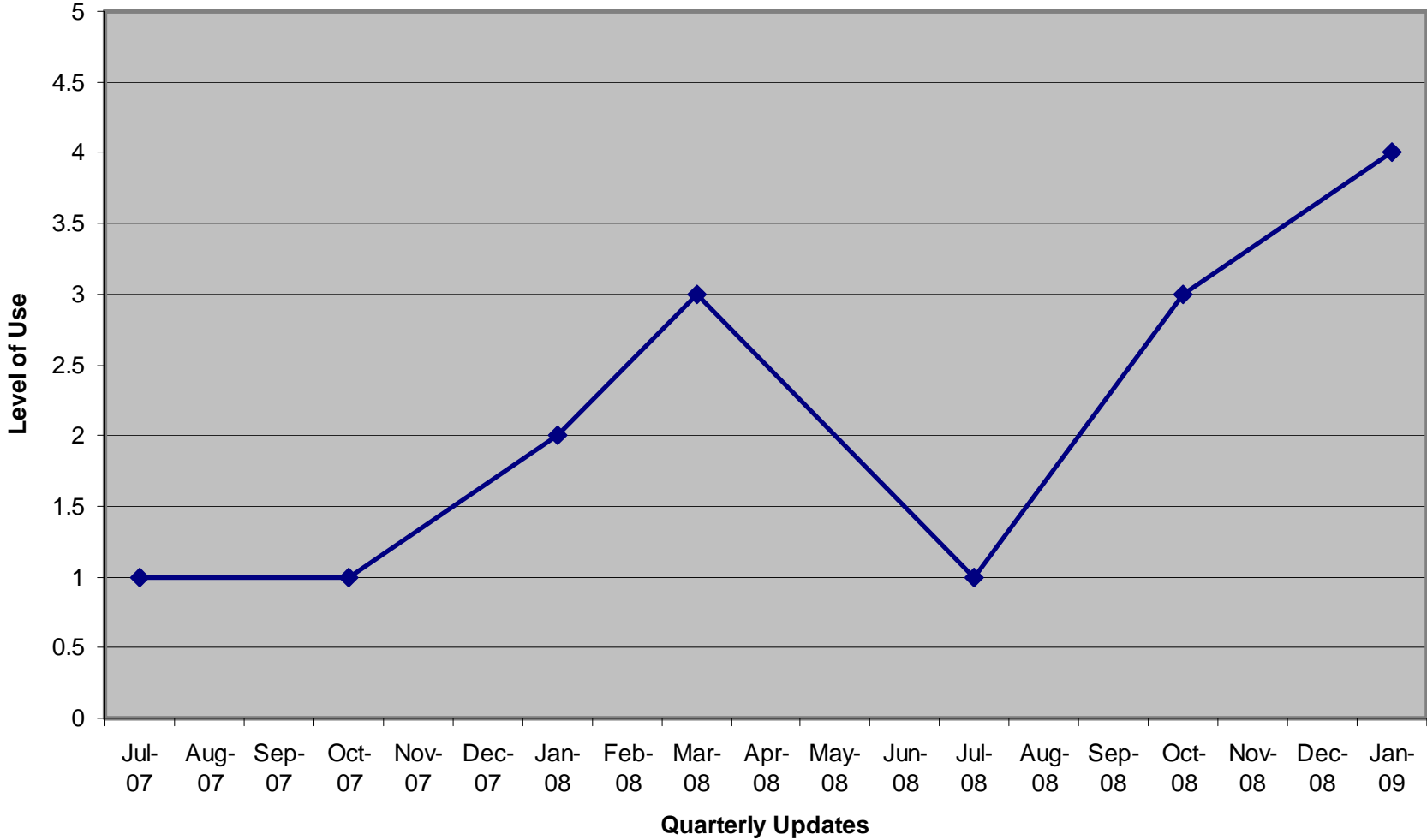
Client Name: Joe Montana

Clinician Name: Anna Freud

Individual Client Report, 07/01/2007 to 01/01/2009

Recovery Marker 5: Substance Use- Level of Use *ALCOHOL*

0=NA; 1=Severe Dependence; 2=Dependence; 3=Abuse; 4=Use without Impairment; 5=Abstinence

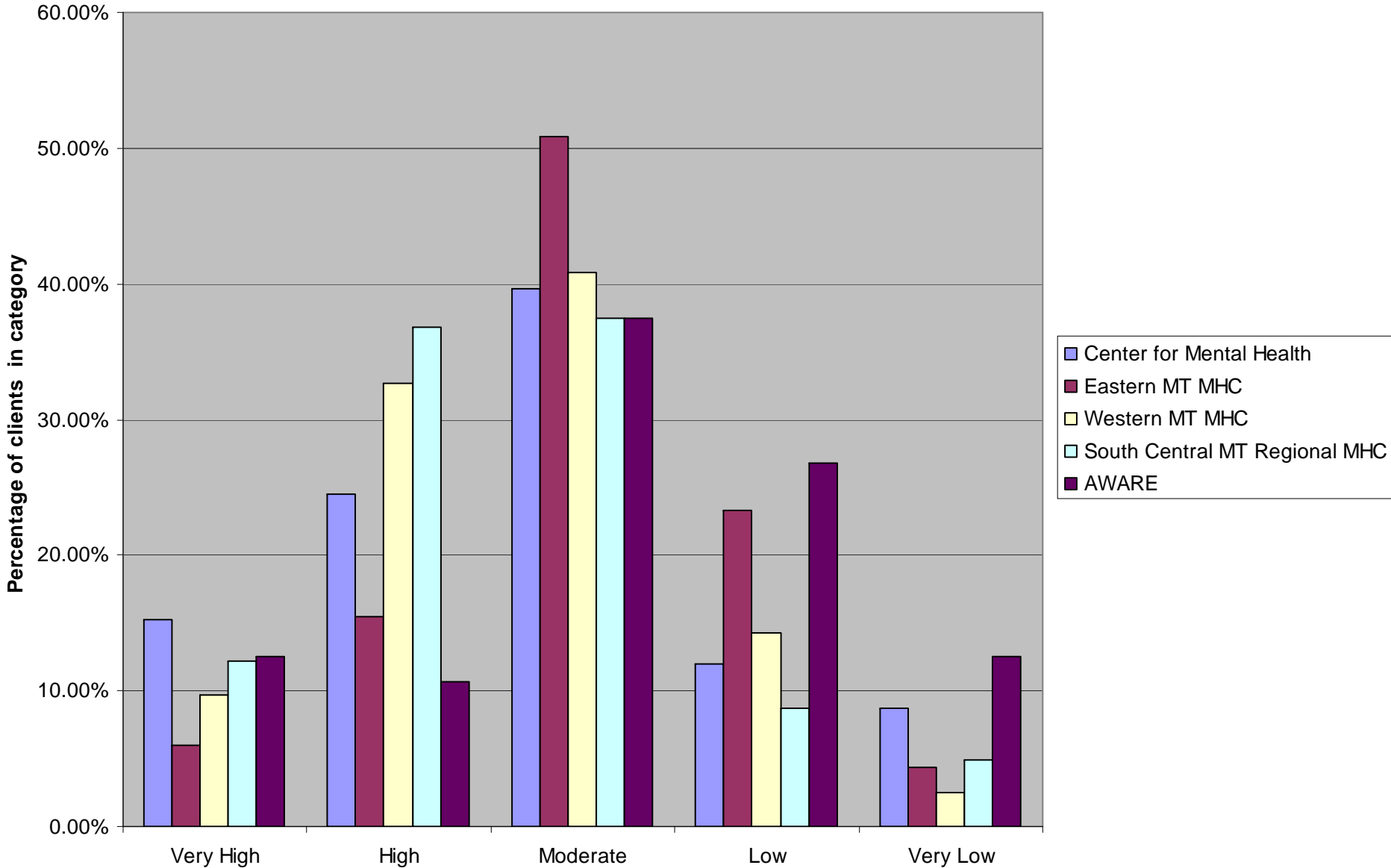


Recovery Markers help us understand....

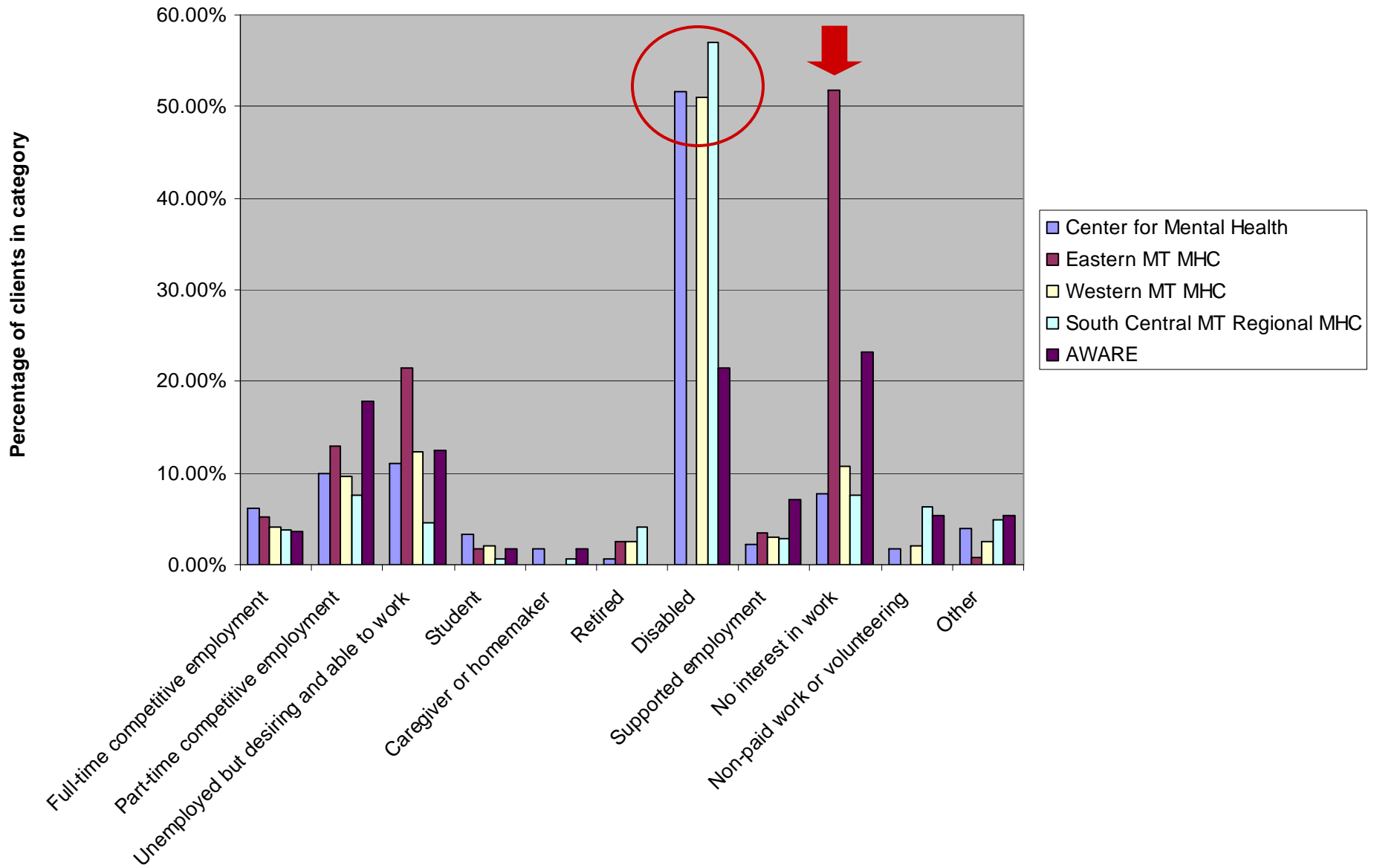
- The current situation at the mental health centers



Who has the sickest clients?
Comparisons of 5 mental health centers
according to Recovery Marker 3: Level of Symptom Interference (by percentage)
as of 2/5/2008



**Comparison of 5 mental health centers
according to Recovery Marker 1: Employment status (by percentage)
as of 2/5/2008**

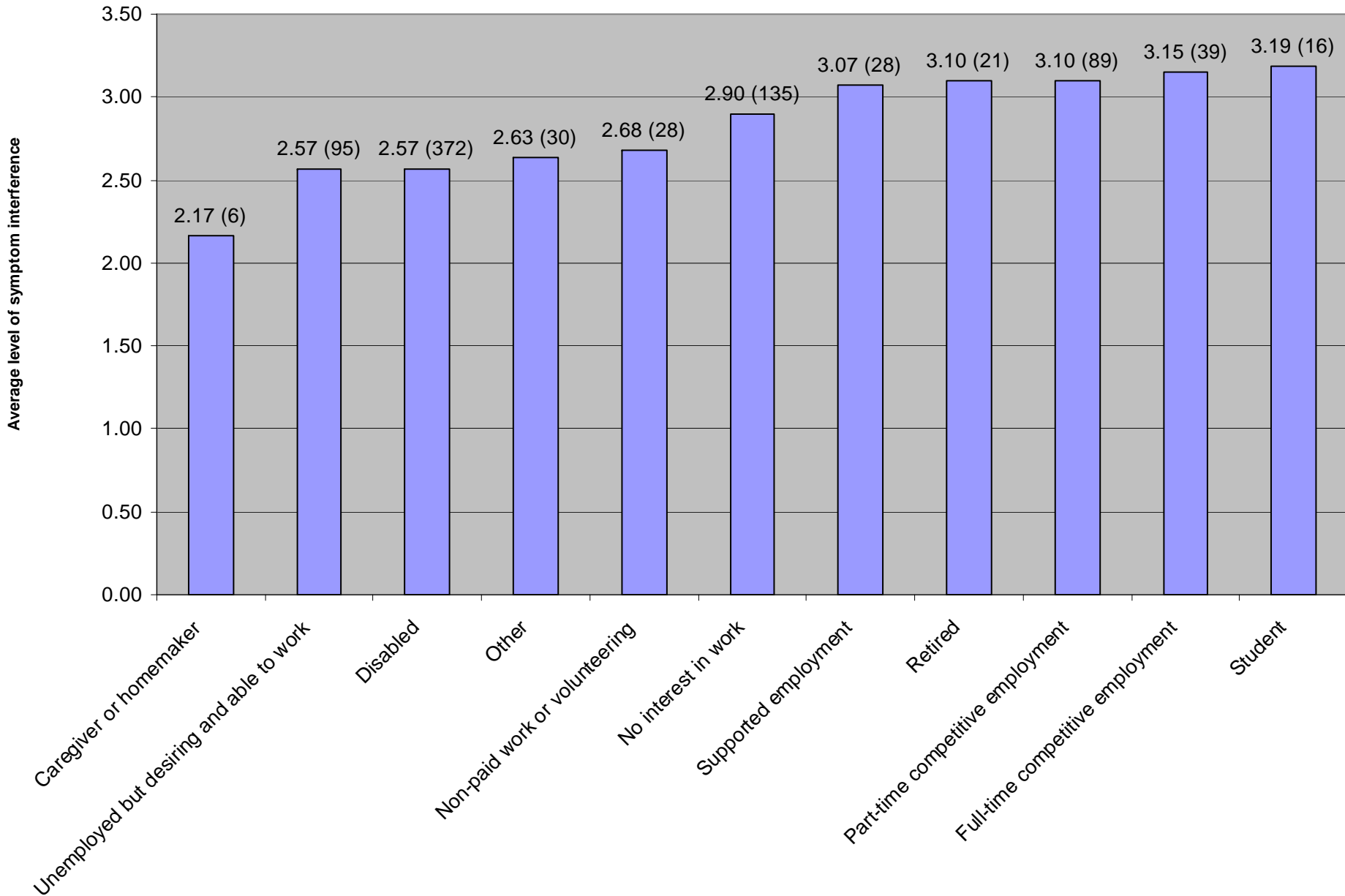


Recovery Markers help us understand....

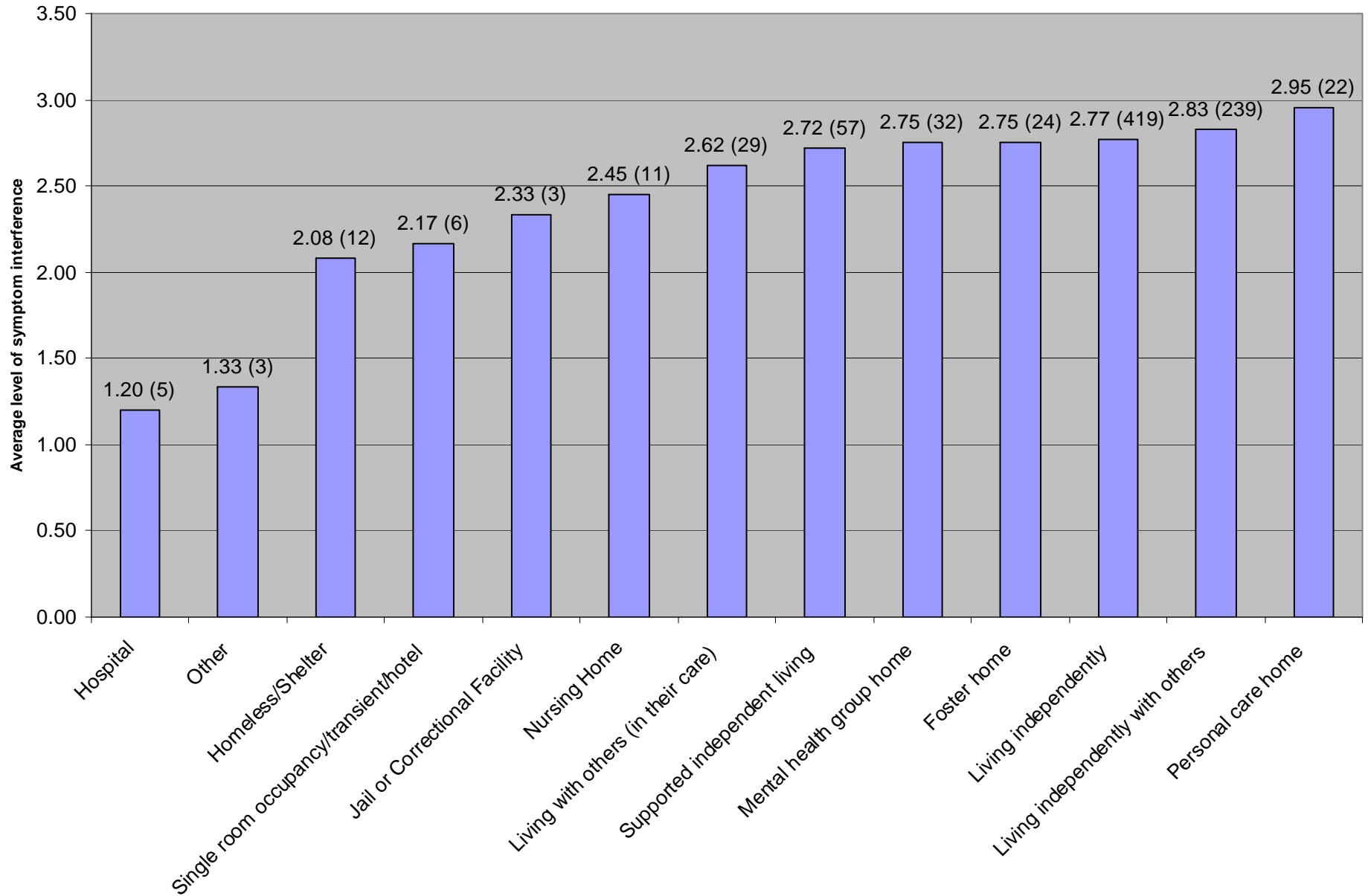
- What we can do better



Average level of symptom interference according to employment status (number of clients)
[1=Very High; 2=High; 3=Moderate; 4=Low; 5=Very Low]



Average level of symptom interference according to housing (number of clients)
[1=Very High; 2=High; 3=Moderate; 4=Low; 5=Very Low]



Expected future issues

- Training for new case managers
- Refining the “Other” category
- Keeping up the momentum of DATA as a priority, not a burden
- Unexpected future issues

