Psychiatry Outcome Measurement: Ambulatory

The Problem

Outcome metrics are essential to evaluate and improve effectiveness. In contrast to many health care outcome measures, those in psychiatry frequently rely on patient self-rating scales. Such scales require patients to expend greater effort than biological measures, making response or completion rate a key variable. The targeted IOM dimension is ultimately to improve the effectiveness of care.

Aim/Goal

To pilot a process for administering the Basis 24 rating scale to ambulatory psychiatry patients and assess these patients' willingness to participate.

The Team

- Rohn Friedman, Pam Peck, Gjergj Lazri & Stephenie Loux, Department of Psychiatry
- Irene Jordan, Ambulatory Education and Systems Team
- Steve Berry & Staff, Dept. of Research and Academic Computing

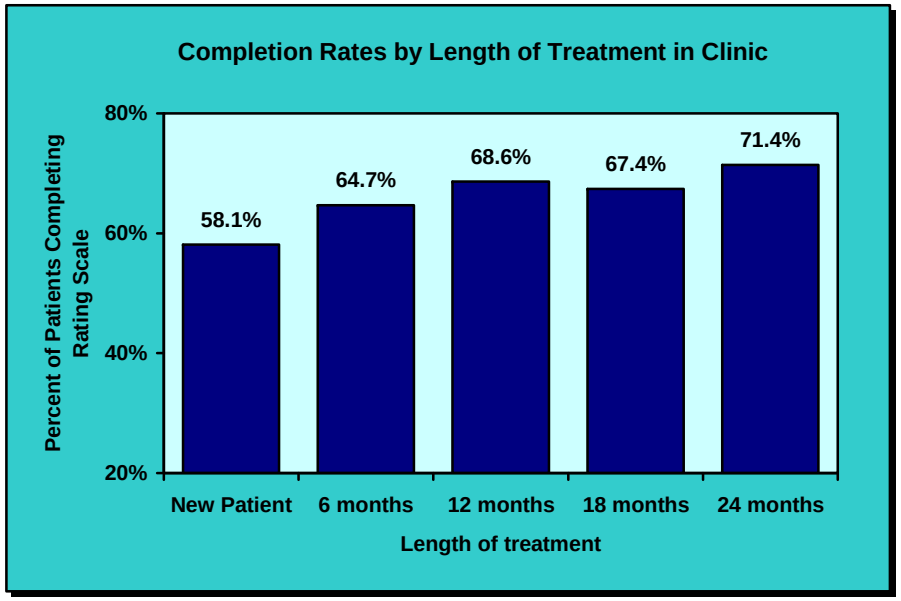
The Interventions

Implementation included

- Developing a process for printing, distributing, and collecting rating scales
- Training front desk staff on the process of administering the rating scale
- Educating clinicians on the process for reviewing the completed rating scale with the patient during the visit and noting any discrepancies between the patient's clinical presentation and scale responses.

The Results/Progress to Date

Overall, 65% of patients eligible to fill out a rating scale completed the scale while less than 3% declined to complete the scale. As shown in the graph, completion rates varied by the length of time as a patient, with the newest patients being less likely to complete the scale than the longest tenured patients.



Lessons Learned

- Strong support from management and clinicians is essential
- Many patients welcomed the opportunity to participate with the majority who completed the scale doing so the first time it was offered.

Next Steps/What Should Happen Next

The next phase of this project will include:

- Addressing possible diminishing completion rates when patients are asked to complete the scale for the second time
- Developing a plan to analyze changes in scale scores
- Design a template for presenting results to clinicians.

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For More Information Contact

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