

# Outcome Measures in Residential Treatment Facilities for Children and Adolescents

## Presentation Outline

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Several years ago the accreditation body called the Joint Commission identified a need among accredited agencies to have objective quantitative information about their performances. JACHO wanted that information so that they can demonstrate accountability to external funders and regulatory bodies. In other words, organizations were being asked to use data to prove that the services they were providing had a positive impact on their client's lives. The Joint Commission named the initiative ORYX. The ORYX at my agency, the Jewish Board of Family and Children's Services, involves the administration of a detailed client questionnaire called "Treatment Outcome Package" or "TOP".

The TOP instrument measures several areas in the client's lives; feelings, behaviors, relationships, temper, communication, depression, anxiety etc. The instrument is administered at admission and three months later and six months thereafter. Program staff faxes complete questionnaires to the third party vendor called Access Measurement Systems (AMS). AMS staff then process the results and faxes it back to the programs with individual client profiles as well as overall changes in client's profiles. To date, over 200 TOP's have been administered in seven Jewish Board residential treatment facilities. The individual clinical results are used in case conferences for treatment planning. Aggregate clinical results are tabulated for the Jewish Board as a whole. The Joint Commission has currently received aggregate information in the areas of client conduct, behavior, insecurity, attachment, violence, aggression and patient perception of clinical processes, satisfaction. Our aggregate results are compared with other similar agencies.

My presentation will discuss the process of choice of vendor, implementation, training, ongoing struggles in changing the culture within the clinical staff and preliminary results of our aggregate data will be shared with the audience.

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