



MEMORANDUM

TO: SUD Providers

FROM: BPA

DATE: December 11, 2009

RE: Outcomes Survey Project

As stakeholders in the success, continued improvement and ongoing funding of Idaho's Substance Use Disorder Treatment System, we are writing to enlist your support in the Outcomes Survey Project. As of March 2009, we are surveying clients 6 and 12 months post discharge. We would like to have enough survey data to achieve the project goals. And, with enough data to protect confidentiality, we could also share provider-specific outcomes information with you. Although this data will take time to collect and analyze, we do hope to provide this service to you. To achieve this goal we need your assistance to improve survey response rates.

Thank you for responding to requests for client contact information.

New: We will roll out a new discharge and transfer form in the next month to simplify the paperwork process and collect client and collateral contact information.

New: In 2010, we will share survey response rate by provider on a quarterly basis. We anticipate sharing your baseline response rate based on 2009 surveys. Each region will award a provider for the most improvement and/or highest response rate each quarter with a celebration. Your Regional Coordinators will have more information on these response rates and rewards as we continue to develop the program.

New: You are the system's last contact with clients, and we would appreciate your assistance in setting the stage for client participation in the surveys. To support these efforts, we have attached a client information document that explains the survey and what clients can expect. Please share this with clients. We hope that you will encourage clients to participate in the survey.

Outcomes Survey Project Goals

1. Collect data for program managers and stakeholders (including providers, of course).
2. Identify strengths and weaknesses in the treatment program.
3. Intervene in cases with high risk or occurrence of relapse.

Survey Protocols

Survey and client tracking protocols have been developed and enhanced using best practices as documented by Chestnut and the University of California.

- Protocols currently include collecting contact information at time of discharge, periodically calling clients prior to surveys to verify contact data, checking incarceration records for clients who cannot be reached, and conducting 6 and 12 month post discharge surveys.
- The survey includes the GAIN Short Screener and 3 additional National Outcomes Measures regarding employment, living arrangements and arrests.
- Recent protocol improvements include modifying call attempt strategies to focus more on evening and weekends.

The first surveys were conducted March 31, 2008. In the first 7 months of the project, surveys were attempted for 4,011 clients, and conducted on 578 clients for a return rate of 14.41%. Response rate in July was 10%. Through operational improvements, response rate has risen to 28% in the most recent survey cycle.

Safety Assessments

We have conducted safety assessments with 38 clients who expressed mental health or substance abuse risks at the time of survey; 34 were referred to additional resources. One 17 year old male expressed suicidal thoughts and was discovered to be self-injuring. His parents were getting a divorce and he “didn’t want to bother them with his problems.” We were able to access mental health services through the parents’ employer sponsored plan, and ended the intervention call with a verbal safety contract and the adolescent programming our hotline number into his cell phone.

Preliminary Results

The surveyed population to date shows a statistically significant relationship to the treatment population in regards to basic demographics. We do not yet have enough data to determine if the surveyed population significantly represents populations based on severity of illness, disposition at discharge, referral source or treating provider.

- Among the currently surveyed population, data indicates successful maintenance of sobriety: 100% of clients met criteria for use at intake, 17% reported use at discharge from treatment, and 12% reported use at time of follow-up survey.
- Initial results show improvement in employment status over time. Full-time employment increased from 21% at intake, to 27% at discharge, to 32% at 6 month follow-up survey. Part-time employment increased from 12% at intake, to 11% at discharge, to 16% at 6 month follow-up survey.
- We offer clients a \$20 grocery card to participate in the survey; 93 of the 578 clients donated their grocery card back to the treatment system – giving almost \$2,000 back to the system in the first 7 months (It is over \$3,100 now).