

PRESENTER: Cameo Stanick

INTRO:

- Simply giving providers progress data on their clients produces an effect size for clinically significant change.^{1,2}
- Hathaway-Sycamores Child and Family Services (HSCFS) is one of the largest nonprofit community mental health and child welfare agencies in Los Angeles County serving thousands of youth and families.

METHODS:

- All participants were given two implementation science measures:
Perceptions of Adopting an IT Innovation Readiness for Organizational Change.
- Two pilots took place

	Pilot 1	Pilot 2
Participants	8 Clinicians 4 Management	25 Clinicians 6 Management
Platform	Excel Sheet	Power BI Dashboard
Frequency of Report	Weekly (manual)	Daily (manual upload)

RESULTS

Attitudes were more positive at the beginning of the **second pilot** than beginning of the **first pilot**.



Despite these positive attitudes, utilization of the tool utilization decreased in the second phase.

DISCUSSION

- Success: gaining management support, performance improvements during initial pilot, and continual support and flexibility of implementation.
- The next step is agency wide implementation. Will incorporate lessons learned from both pilots: training supervisors first, have follow ups with participants after training, and de-implement current tools.

Sustainability is an iterative process that requires continual adaption and a multifaceted approach.



Full Abstract

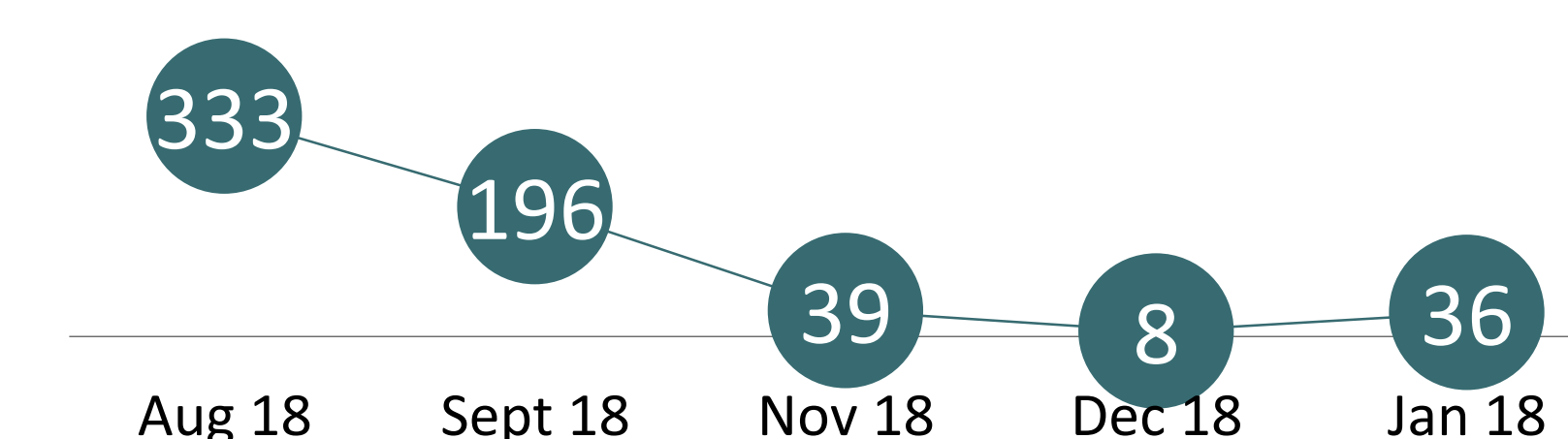
Putting it at their Fingertips: Mechanisms for Increasing Adoption of a Technology-Based Performance Management Tool in a Community Mental Health Organization

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DISCUSSION (continued)

- Supervisors decreased in utilization during the second pilot (views per month):



- Staff made performance improvements during the first pilot (timeliness of progress notes):
 - All of the pilot staff **improved** and one staff **successfully exceeded** the organizational target. (Pre-pilot: 14.2 days and Post-pilot: 5.97 days)
- Based on feedback from pilots the benefits have been:
 - Time saved in running reports
 - Targeted supervision → more time devoted to clinical and less to administrative requirements
 - "It reduces my anxiety because I know where I am at."* –Clinician

Lessons learned:

- Pilot 1:
 - Need to train supervisors & leaders first
 - Define role expectations
 - Improve technology
- Pilot 2:
 - De-implementation of current tools
 - Access to live dashboards in training
 - Check-in early with users to promote adoption

References:

- Carlier IVE, Meuldijk D, Van Vliet IM, Van Fenema E, Van der Wee NJA, Zitman FG. Routine outcome monitoring and feedback on physical or mental health status: Evidence and theory. *J Eval Clin Pract.* 2012;18:104-110.
- Bickman L, Kelley SD, Breda C, de Andrade AR, Riemer M. Effects of routine feedback to clinicians on mental health outcomes of youth: Results of a randomized trial. *Psychiatric Services.* 2011;62:1423-1429.