©2015 George S. Braucht, LPC & CPCS; brauchtworks.com; Page 1 of 7

- I. Three Key Research-based Indicators of Progress
  - A. Valid initial Outcome Rating Scale (ORS): Duncan, 2014
    - 1. 35+ = Invalid initial score; Why come to see you?
    - 2. ORS average with 500,000+ administrations = 18-20
    - 3. Goal: Less than 1/3<sup>rd</sup> over the Clinical Cutoff; Adult = 25, Adolescent = 28 & Child = 32
  - B. Reliable change index (RCI\*)": Recovery 6+ point increase from the initial ORS
  - C. Clinically significant change index (CSCI\*): Sustained Recovery 6+ point increase <u>and</u> cross the Clinical Cutoff
    \*Jacobson & Truax, (1991) & Jacobson et al, (1999)
- II. Data Integrity and Performance Support
  - A. 30% or more of Intake ORSs over the Cutoff
    - 1. Client/peer or therapist does not understand the ORS
    - 2. Role play introducing the ORS during performance support
  - B. ORSs between 35-40
    - 1. Rarely a good score; even mandated clients/peers don't score this high
    - 2. Role play introducing the ORS during performance support, discussing overall and sub-scale scores when they don't match the client/peer's description of her/his recent experience
  - C. ORS Saw-tooth Graphs
    - 1. Being used as an emotional thermometer to reflect current feelings instead of past week's experiences
    - 2. Role play connecting the client/peer's reason for service to the marks on one or more ORS subscales during performance support.



©2015 George S. Braucht, LPC & CPCS; brauchtworks.com; Page 2 of 7

### III. Appreciative PCOMS Performance Support Considerations

- A. What does the client/peer say s/he wants (goals, method, theory of change/mind)?
- B. What do the ORSs reflect about progress?
- C. Is the client/peer engaged? RRSs/SRSs/GSRSs?
- D. What have you done differently?
- E. What can be done differently now?
- F. What other resources can be rallied?
- G. Is it time to fail successfully (planned transfer/referral)?

#### IV. Four Step Performance Development

- A. Start by looking at all graphs or lists of client/peer ORS scores. Job one is ensuring valid use of the measures & data integrity.
- B. Spend the most time on at-risk clients/peers: shape discussion and brainstorms options; look for over-utilization
- C. Review individual and caseload stats & discuss ways to improve; Encourage action
- D. Mentor via skill building, teaching, & ongoing reflection about performance
- V. Appreciative PCOMS Performance Support Components
  - A. Self-assessment, reflection and journaling that informs your professional development plan: PCOMS Report, Appreciative Inquiry (AI) questions:

©2015 George S. Braucht, LPC & CPCS; brauchtworks.com; Page 3 of 7

- 1. What's right with you today
- 2. What could be better (improvement opportunities) &
- 3. What keeps you hopeful (celebrate successes)
- B. Peer support and e-Meetings: PCOMS Report & AI questions
- C. Quality improvement visits: PCOMS Report, observations, proficiency feedback, AI questions

#### VI. Start today!

- A. Use the PCOMS Performance Support Report: brauchtworks.com/toolkit
- B. Engage in peer performance support
- C. Monthly Appreciative PCOMS Performance Support E-Meeting:

Send an email to: george@brauchtworks.com

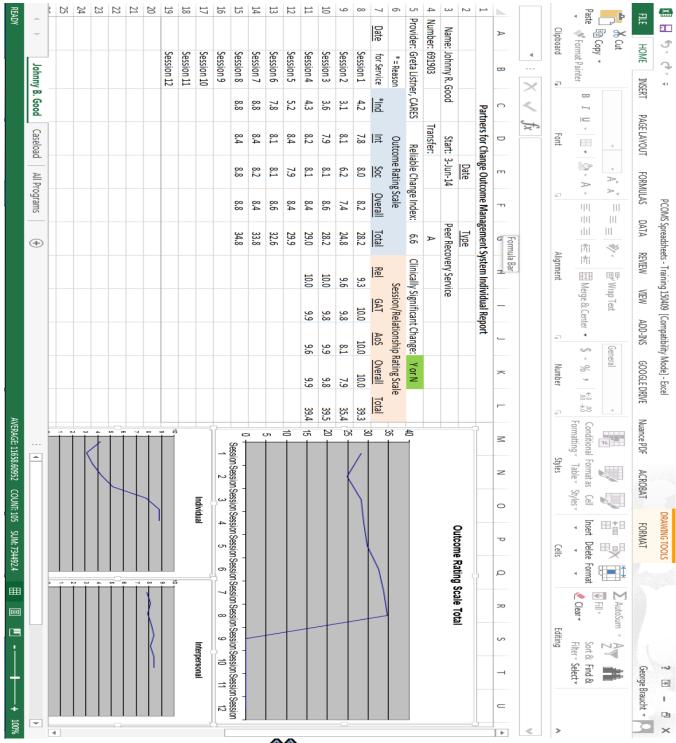
#### VII. References

- Duncan, B. L. (2014, 2<sup>nd</sup> ed.). *On becoming a better therapist: Evidence-based practice one client at a time*. Washington, DC: American Psychological Association.
- Hubble, M. A., Duncan, B. L.,, & Miller, S.D. (1999). *The heart and soul of change: What works in therapy*. Washington, DC: American Psychological Association.
- Jacobson, N. S., Roberts, L. J., Berns, S. B., McGlinchey, J. B. (1999). Methods for defining and determining the clinical significance of treatment effects: Description, application and alternatives. *Journal of Consulting and Clinical Psychology*, 67, 300-307.
- Jacobson, N. S., & Truax, P. (1991). Clinical significance: A statistical approach to defining meaningful change in psychotherapy research. *Journal of Consulting and Clinical Psychology*, *59*, 12-19.



©2015 George S. Braucht, LPC & CPCS; brauchtworks.com; Page 4 of 7

# VIII. The PCOMS Performance Support Spreadsheet: <a href="mailto:brauchtworks.com/toolkit">brauchtworks.com/toolkit</a> A. Individual Tab



Brauchtworks Consulting brauchtworks.com

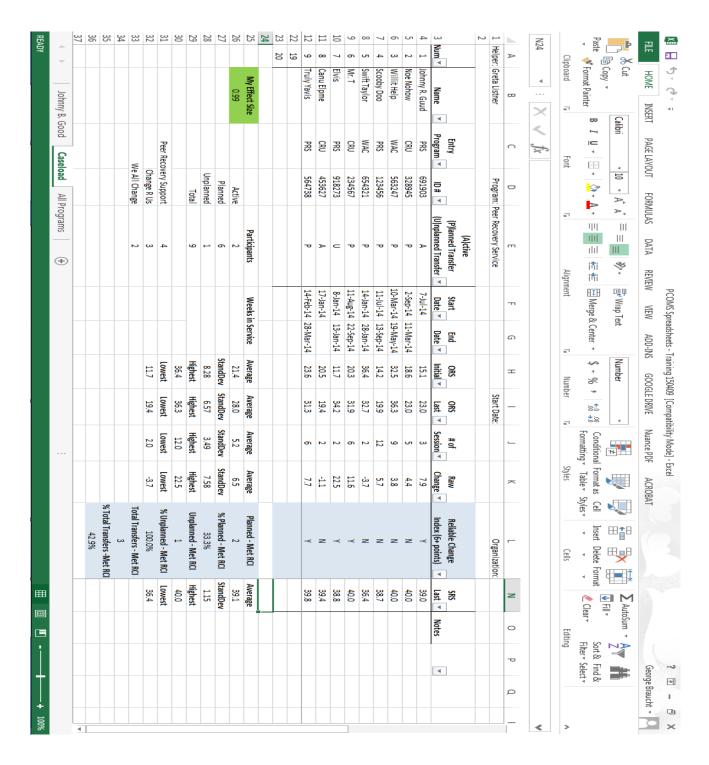


Applying Science to Practice Email: george@brauchtworks.com

©2015 George S. Braucht, LPC & CPCS; brauchtworks.com; Page 5 of 7

#### VIII. The PCOMS Performance Support Spreadsheet: brauchtworks.com/toolkit

#### B. Caseload Tab

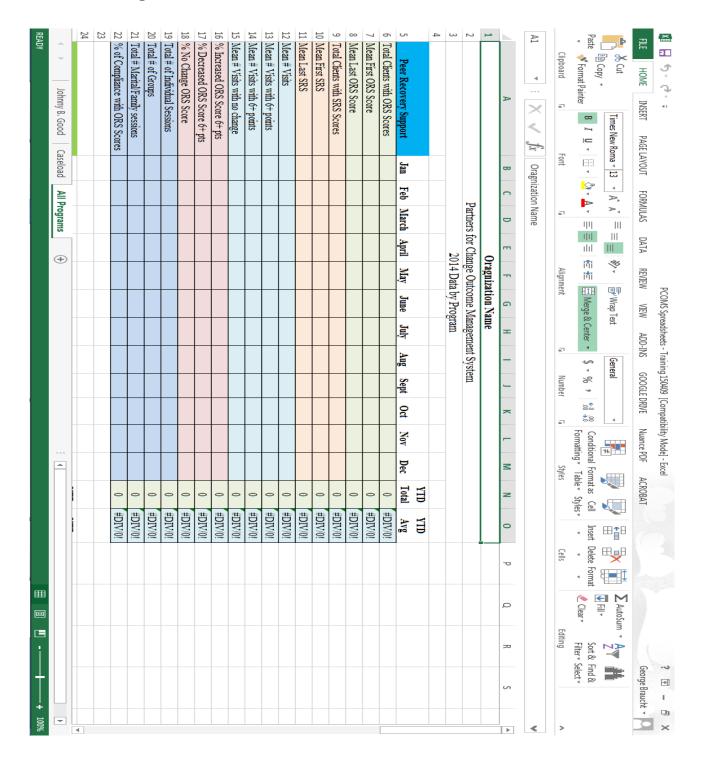




©2015 George S. Braucht, LPC & CPCS; brauchtworks.com; Page 6 of 7

VIII. The PCOMS Performance Support Spreadsheet: brauchtworks.com/toolkit

C. Programs Tab





©2015 George S. Braucht, LPC & CPCS; brauchtworks.com; Page 7 of 7

- IX. Better Outcomes Now (BON): betteroutcomesnow.com
  - A. A web-based application of the Partners for Change Outcome Management System (PCOMS) as listed in SAMHSA's Registry Evidence-Based Program and Practice at <a href="http://legacy.nreppadmin.net/ViewIntervention.aspx?id=250">http://legacy.nreppadmin.net/ViewIntervention.aspx?id=250</a>.
  - B. PCOMS is a proven quality improvement strategy supported by five randomized controlled trials demonstrating improved outcomes and efficiency, including the reduction of dropouts.
  - C. PCOMS data are recognized by administrators and payers alike as reliable and valid metrics of provider and agency performance, and importantly, the participants' quantitative view of service effectiveness.
  - D. BON enables unlimited data analyses and reporting in single page views for consumers, providers, administrators, and funders.
  - E. The cost of BON is all up front no hidden costs or behind the scenes haggling to get the best price. Annual subscriptions are based on the number of providers or users with three subscription types.
    - 1. Try BON free for 30 days to play with the system and see if it fits your needs.
    - 2. Student and/or research subscriptions are designed specifically for graduate programs or for those conducting research projects. The cost is \$99 per.
    - 3. A regular subscription's annual cost is:
      - a. \$179 per user for 50 or less providers;
      - b. \$159 per user for 51 to 100 providers;
      - c. \$129 per user for 101 to 150 providers;
      - d. \$109 per user for 151 to 250 providers; or
      - e. \$99 per user for 251 and above.
  - F. To order a free trial, call 772.204.2511.
  - G. PCOMS Operationalizes Client Privilege: 6:01

 $\frac{https://www.youtube.com/watch?v=MvAVrR8JeDo\&list=PL44TWg4q0EHcsz}{V8R9i0NWep2woajnZ\_q\&index=1\&t=2s}$ 

