

MEASURING QUALITY IN SERVICES IMPLEMENTATION: WHAT MATTERS MOST?

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Clinicians/Providers



"Are we doing a good job of treating children?"

- No gold standard of clinical effectiveness within child mental health
- Need access to multi-source clinical reporting (youth, family, clinician, school)
- Also need service use data, such as levels of care
- Make the objective improvement, not evaluation

Health Services Researchers/Evaluators



"Does population health status improve?"

- Large gaps between quality "yard sticks" used by policy makers, funders, clinicians and families
- Terms "evidence-based" and "evidence-informed" used, but yet to be defined for children's mental health
- Our "evidence" should be answering what is important to the key stakeholders
- Data collection must be clearly owned and funded
- No one-size-fits-all type of "evidence" to suit all needs (judges, parents, legislators, insurers)
- Both qualitative (case-based) information and quantitative (program level) outcomes needed to measure effectiveness, a key component of quality

State policies/Agency mandates



"How many kids are getting services?"

- Access barriers for existing data
- Resource constraints re: programmers, analysts to build quality measurement
- Lack of trust, transparency

Legal Advocates



"Are legal rights to care being upheld?"

- Are youth and families staying together?
- Being served in their homes and communities?
- Experiencing a reduction in symptoms; an increase in stability?
- Functioning successfully at home, in school, in their community?
- Feeling empowered to drive their own care?
- Reaching their goals?



Insurers/Purchasers

"Are we getting what we paid for?"

- Different measurement orientations (i.e. population vs. individual outcomes)
- Different mandates (fiscal oversight vs. advocacy)
- Reports not designed to capture clinical quality



Category	Percentage
Government	29.9%
Employers	46.1%
Self-employed persons	5.1%
Other health insurance payers	0.4%
Other payments	0.2%

Federal Regulations/Health Policy



"Is this the right place to put resources?"

- EPSDT guidelines
- Harlem Children's Zone
- Collective Efficacy
- CQI, Continuity of Intent



Youth/Families





"Is this helping my child?"

- Are we being listened to? Is the plan ours?
- Is my child safer than before?
- Is he feeling better, thinking better?
- Is there progress at school (work)?
- Is s/he making friends?
- Can we have fun as a family?
- Is she building on her strengths, skills?



CHI Children's Health Initiative