



# **FLORIDA'S PERFORMANCE ENVIRONMENT**

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# **SUBSTANCE ABUSE GENERAL APPROPRIATIONS ACT MEASURES**

- **Data collection**
- **Standardized performance management data**
- **Use for planning and decision-making**
- **Compatibility with NOMS**



# NOMS - Domains

Federal Requirement

- Abstinance From Alcohol and Other Drugs,
- Employment/Education,
- Crime and Criminal Justice,
- Access/Service Capacity, Retention,
- Social Support/Social Connectedness,
- Cost Effectiveness,
- Use of Evidence-Based Practices.
- These NOMs are related to youth aged
- Appropriate for 12 to 17 and to adults aged 18 and older.



# RELATIONSHIP of SAGAAM TO NOMS

- Both promote:
  - *Accountability*
  - *Accurate data'*
  - *Using data for planning*
  - *Using data for performance improvement*
  - *Proper allocation of funding*



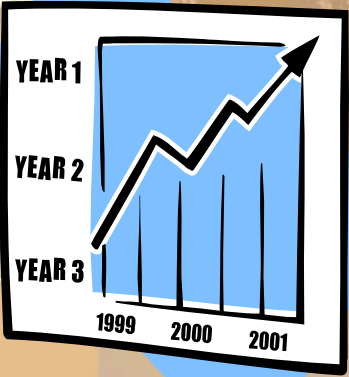
# QUARTERLY PERFORMANCE ANALYSES

State of Florida

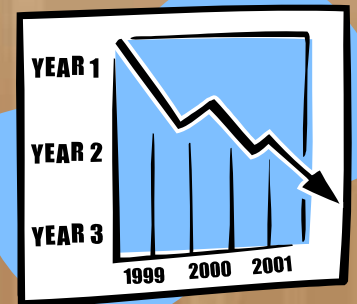
**Building system capacity for  
performance management**

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# HOW WE USE DATA AT STATE AND REGIONAL LEVELS



- Transparency
- Planning
- Reallocation of funding
- Identifying gaps in services
- Identifying emerging issues
- Informing stakeholders & legislators





# Operation PAR, Inc.

**PROVIDER PERFORMANCE MANAGEMENT  
SYSTEMS**

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# TOP DOWN – BOTTOM UP

Operation PAR

- If the Boss is for it *(supports it, reads the reports, calls attention to improvements, wants a plan of action for deficiencies ---*  
IT USUALLY HAPPENS
- Agenda Item: regular mandatory Mtgs: Senior staff, management meetings & Performance Improvement Council ; Clinical Care Committee *(all levels of staff appointed by the CEO)*
- Outcomes report aggregately to BOARD which comparison to state standards

# TAKING IT ONE STEP FURTHER

Operation PAR

- **Outcomes Office—how it works**
  - Operates in addition to standard data entry & reporting offices of PAR
  - Major mission is to improve outcomes for clients & families
  - Two – sets of data: *1) the data the state & feds require; 2) the additional data that clinicians identified as imperative to accessing successful outcomes*

**Major Focus - Staff Excitement about outcomes**

# YET ANOTHER STEP FORWARD

Operation PAR

- **Monthly training/meetings** (year long mandatory Clinical Supervision training done by the COO is an example & our quarterly trainings that always have an outcomes game or presentation)
- **Awards to outcome *“winners”* & *“innovators”*** – ex:– *OP use of contingency management to get families attending treatment*
- **Monthly newsletter that feature outcomes & improvements**



# QI - OUTCOMES DATA

## Can result in improved care

Operation PAR

- Client satisfaction
- Analysis of Outcome data can force innovation & creativity in addressing all the domains of clients & their families – *when outside the expected outcomes – programs must do CAPS – Corrective Action Plans*
- Trending can allow all to see if we are improving or slipping backwards



# PAR's Belief System

## Only the use of approved EBP Curriculum & Therapies

To improve outcomes – *use evidence based methods (that have shown to be more effective than treatment as usual) in structured practices provided by trained & certified staff*

**Clinical Care Committee  
Approved Standardized Curricula  
Revised: 10/27/05**

Curriculum Topic	Curriculum	Cost	Skill Level Required to Provide Curriculum	Time Need to Train Staff to Use Curriculum	How Strict is Adherence to Protocols	Adult Population		Adolescent Population	
						Male	Female	Male	Female
<b>Adult Substance Abuse Tx - IOP</b>	Matrix Model – Intensive outpatient alcohol and drug treatment <a href="http://www.hazelden.org">www.hazelden.org</a>	\$750 Permitted to copy	BA or CAP experienced counselors recommended	8-16 hours with follow up to assure fidelity	Strict	Yes	Yes	No	No
<b>Alcohol Abuse: Parent, close family member, close adult family friend</b>	“Kids Power”	No Cost for Manual  \$1.50 for student manual	Bachelor’s	1 day	N/A	No	No	Yes Child in grades K-5	Yes Child in grades K-5
<b>Alcohol Education</b>	“Living in Balance” A Research-Based Program Developed by Danya International, Inc.	PAR Owns chapters 1 thru 33  Copying is permissible	Bachelor or a BT with 1Yr experience or AA degree in counseling related field	Minimal 2-3 hours	Strict	Yes	Yes	Not Evaluated	Not Evaluated
<b>Alcohol Education</b>	“MET/CBT – 5 sessions” “MET/CBT – 7 sessions”  Motivational Enhancement Therapy/ Cognitive Behavioral Therapy 5 Sessions & 7 Sessions Inventory #BKD384 & #BKD385  <a href="http://store.health.org/catalog/SC_Itemlist.aspx">http://store.health.org/catalog/SC_Itemlist.aspx</a>	Free	BA/higher, CAP, Min 1 yr clin exp, Previous clin exp with behavioral interventions	1.5 to 2 days face to face training	Adherence to goals of the sessions while using the individual client’s experiences as examples is important.	Yes	Yes	Yes	Yes
<b>Alcohol Education</b>	“Understanding Alcohol: Investigations into Biology and Behavior” <a href="http://science.education.nih.gov/customers.nsf/MSAlcohol?OpenForm">http://science.education.nih.gov/customers.nsf/MSAlcohol?OpenForm</a>	Free	Middle school teachers	Minimal—on web	Strict	No	No	Yes	Yes

**Example of Server listing PI/Clinical Care Committee approved curriculum**



# THE STATE'S JOB

**JOB—STATEWIDE APPLICATION OF  
PERFORMANCE MANAGEMENT SYSTEM**

**The Florida Learning System**

**State of Florida**

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# Fidelity & Belief in the Models of Learning Systems

- Set up systems for training, certification, clinical supervision
- All Stakeholders (*state, provider CEOs, etc.*) must be directly involved in initial culture changes
- Must eventually determine who can change & who can not – this is the painful part – especially with long term providers

# Thought for the Day – or the Century

- *“Logically, desired changes in important consumer outcomes in human services can only be achieved by changing the behavior of practitioners.”*



Dr. Dean Fixen - FMHI – University of South Florida  
Implementation Expert