

## Introduction

### Importance of Progress and Outcome Measurement

- The CPA highlights the importance of systematically evaluating treatment to provide effective evidence-based care in clinical practice.<sup>1,2</sup> However, in 2018, fewer than 12% of psychological practices implement progress and outcome monitoring in psychotherapy practices.<sup>1</sup>
- Providing feedback with treatment monitoring information throughout therapy has been linked to positive patient outcomes such as increased treatment efficiency, reduced negative consequences, and improved quality of care.<sup>1</sup>

### Goal

- This work highlights the challenges and benefits of program evaluation and how treatment monitoring informs therapy at Broadview Psychology.
- We discuss the logistical barriers encountered while systematically collecting information from clients in private practice and share the solutions and adjustments we have implemented to address these challenges.

## Methods

### Purpose of Collecting Client Data

**Treatment:**  
Data collected to inform treatment planning and determine treatment effectiveness for individuals.

**Program Evaluation:**  
Aggregate data used to determine program effectiveness and inform improvements to our treatments.

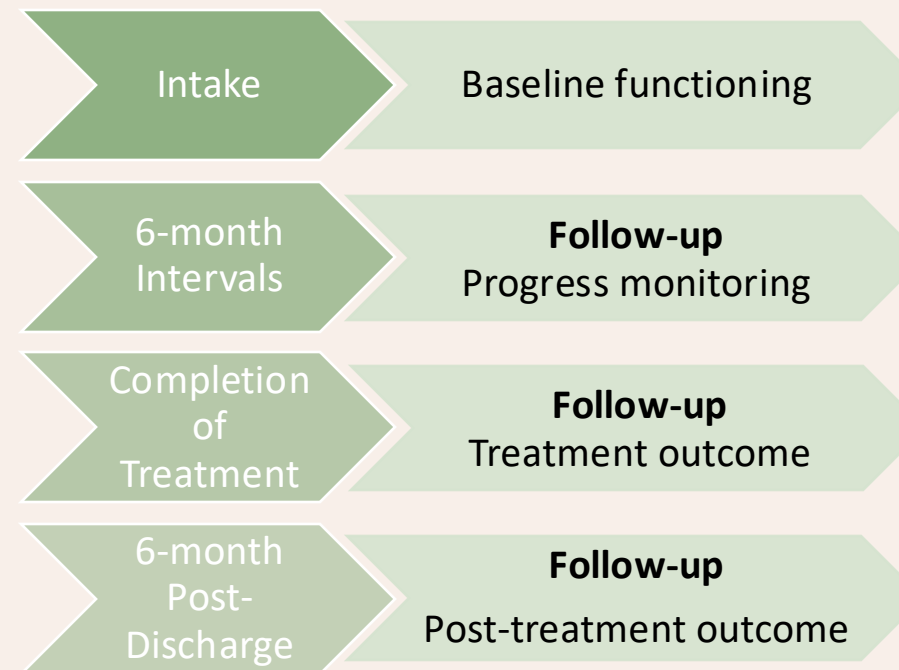
**Research:**  
Data collected for potential research that examines the effectiveness of treatment in private practice settings.

### Constructs for Evaluation

<b>Children</b>	mental health symptoms; mindfulness; impulsivity
<b>Adolescents &amp; Adults</b>	mental health symptoms; mindfulness; psychological flexibility; quality of life; therapeutic alliance
<b>Parents</b>	parent-rating of youth mental health symptoms; perceived parental competency; psychological flexibility; parental mental health symptoms
<b>Group Interventions</b>	body image; social skills; quality of life, goals assessment

### Data Collection Process

- Clients receive an email at the following time points with a request to complete various clinical measures, administered through *SurveyMonkey*.



Scan the following QR code for a comprehensive list of the clinical measures administered:



### Low Completion Rates

- Completion rates at follow-up were the same after offering a \$25 monthly gift card draw for adult clients.
- Completion rates were **6x higher** for adult clients when clinicians provided a verbal reminder in session or asked clients to complete the measures before or after the session.

### Missing Data or Partially Completed Surveys

- Survey time completion for adult *intake* measures (no incentive) on average **decreased from 43 to 18** minutes when using brief or shortened versions of measures and led to a **10% increase** in completion.

### Delayed Reporting

- Systematically tracking intake, trajectory and completion of treatment allows for timely collection of data and use in treatment planning.

### Premature Ending of Treatment

- Accounting for outliers or special circumstances (reasons for disengagement), when analyzing data provides more accurate, applicable results.

## Conclusion

### Practical Implications

- By sharing the information presented in this poster, along with Broadview Psychology's procedures and methods for incorporating program evaluation into clinical practice, we aim to encourage a discussion among fellow clinicians about how they can implement progress and outcome monitoring in their own practices.

### Limitations

- Reporting is based on a single clinic's efforts to conduct progress and outcome measurement. Future work needs to assess the efforts of multiple clinics to generate enhanced suggestions or resolutions.

### References

- Canadian Psychological Association. (2018). Outcomes and progress monitoring in psychotherapy. A Report of the Canadian Psychological Association, Prepared by the Task Force on Outcomes and Progress Monitoring in Psychotherapy.
- Dozois, D. J., Mikail, S. F., Alden, L. E., Bieling, P. J., Bourgon, G., Clark, D. A., ... & Johnston, C. (2014). The CPA Presidential Task Force on Evidence-Based Practice of Psychological Treatments. *Canadian Psychology/Psychologie Canadienne*, 55(3), 153.

## Results

### Factors Impacting Program Evaluation

Barrier	Underlying Cause	Solution
Low Completion Rates	<i>Client willingness to complete follow-up measures</i>	<ul style="list-style-type: none"> <li>Survey Incentives</li> <li>Clinician involvement in collecting data</li> </ul>
Incomplete Surveys	<i>Lengthy, time-consuming measures</i>	<ul style="list-style-type: none"> <li>Using brief or shortened versions of measures</li> </ul>
Delayed reporting	<i>Not providing enough time for completion</i>	<ul style="list-style-type: none"> <li>Tracking completion and when to send</li> </ul>
Premature ending of treatment	<i>Interrupted or incomplete data sets</i>	<ul style="list-style-type: none"> <li>Track reason for ending; adjustments in analysis</li> </ul>

Note: Data provided for adult clients (largest sample).