

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.^{1,2} However, in 2018, fewer than 12% of psychological practices implement progress and outcome monitoring in psychotherapy practices.¹
- 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.¹

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.

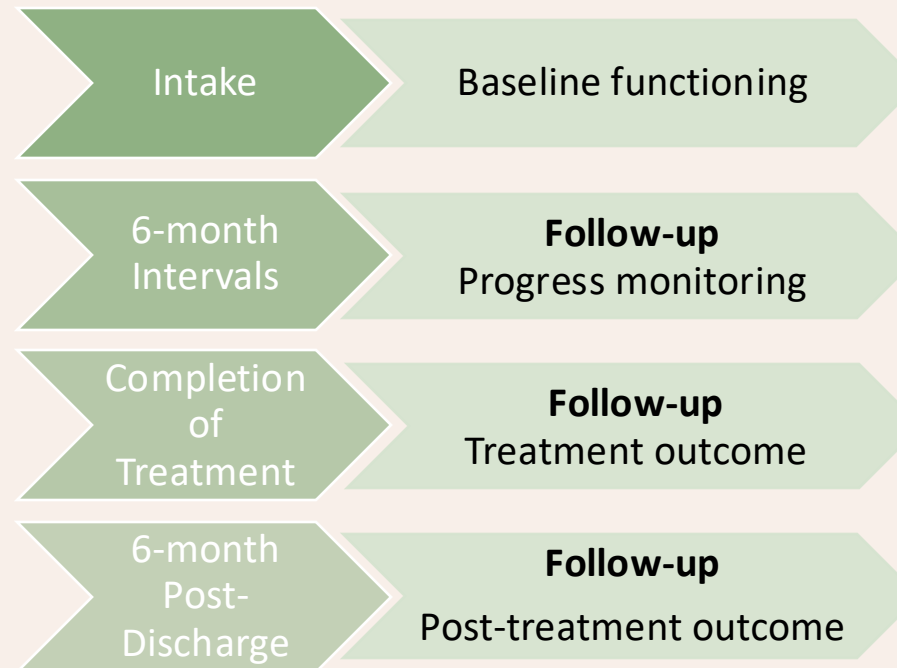
Research:
Data collected for potential research that examines the effectiveness of treatment in private practice settings.

Constructs for Evaluation

Children	mental health symptoms; mindfulness; impulsivity
Adolescents & Adults	mental health symptoms; mindfulness; psychological flexibility; quality of life; therapeutic alliance
Parents	parent-rating of youth mental health symptoms; perceived parental competency; psychological flexibility; parental mental health symptoms
Group Interventions	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"> Survey Incentives Clinician involvement in collecting data
Incomplete Surveys	<i>Lengthy, time-consuming measures</i>	<ul style="list-style-type: none"> Using brief or shortened versions of measures
Delayed reporting	<i>Not providing enough time for completion</i>	<ul style="list-style-type: none"> Tracking completion and when to send
Premature ending of treatment	<i>Interrupted or incomplete data sets</i>	<ul style="list-style-type: none"> Track reason for ending; adjustments in analysis

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