COLLECTION OF OUTCOMES FOR CHILDREN AND FAMILIES RECEIVING BHRS

In an effort to further Community Care’s vision of improving the quality of services for members through a stakeholder partnership focused on outcomes, BHRS providers will collect information from children and families in their care using assessments on Community Care’s Secure Web Portal.

Benefits of online collection of outcomes include:
- Empowering families through participation in care
- Immediate access to results including outcomes graphed over time
- Visuals of progress in treatment that are easily understood by families and clinicians
- Surveys can be completed directly online or data entered
- Ability to print de-identified results
- Efficient, secure, and reliable data management

Beginning April 1, 2014, providers serving children and families in BHRS are expected to collect the Child Outcomes Survey from caregivers monthly using Community Care’s Secure Web Portal.

The Child Outcomes Survey was developed by child service providers and families and has been approved for use by OMHSAS. It is a brief measure that takes just minutes to complete. The Child Outcomes Survey measures child and family functioning as well as therapeutic alliance. Results from the survey are graphed and can be shared with families to promote discussion and identify domains needing additional improvement in treatment planning. Research shows that collecting and sharing information in this way leads to better treatment outcomes. Information on the survey, including reliability and validity can be found on the Community Care website, http://www.ccbh.com/aboutus/news/releases/ChildOutcomesSurvey.php

Additional optional surveys are planned for the Secure Web Portal. You may find these additional surveys beneficial in monitoring outcomes for children in service. You will be informed of new surveys as they are made available.

Registration for the portal is required before you can access surveys. Your supervisor can help you to get registered. For additional information and training on the use of Community Care’s Secure Web Portal for the Child Outcomes Survey in BHRS, please refer to the link to a Web Ex training at,

http://ccbh.webex.com/ccbh/lsr.php?RCID=a4b71e0aa99f4f24364df1096b6cf38

Monitoring outcomes is an important part of providing high quality care. If you have any questions about the Child Outcomes Survey or Community Care’s Secure Web Portal, please contact your Provider Relations Representative at 1-888-251-2224.