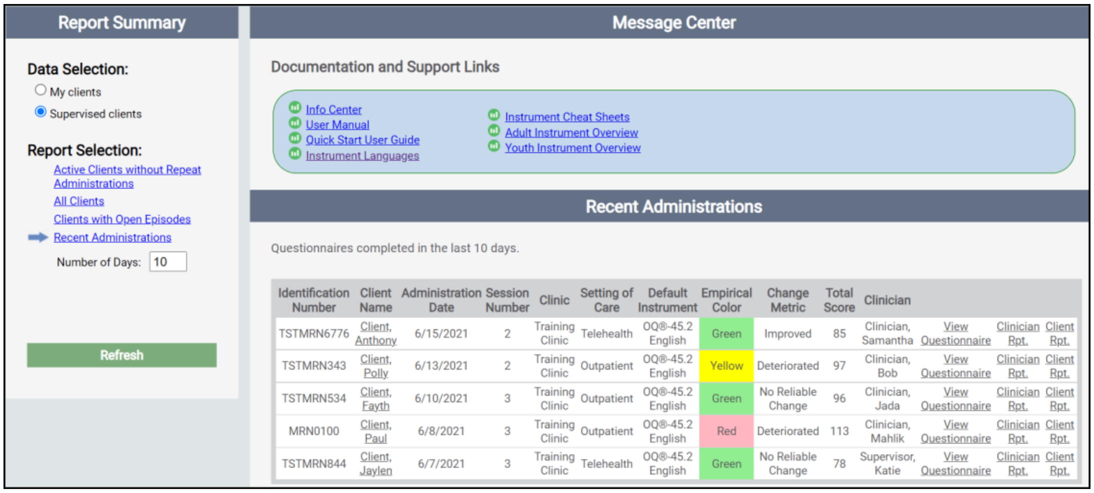
## Why include outcome monitoring in supervision?

- To guide providers to *obtain* and *use* client feedback in treatment.
- To identify patterns across caseloads to facilitate supervisees' growth and development.
- Remember: even experienced providers have difficulty identifying when treatment is working or not working!
- Discussions are guided by client-reported progress rather than provider's perceptions.
- Easily identify "at-risk" cases needing to be discussed during supervision so no client "falls through the cracks."
- Easier to see big picture and track patterns within caseloads and clinics.
- Collaborative interpretation of feedback promotes better communication with clients and treatment team.

**Utilizing Feedback informed supervision** provides supervisors with tools to assist their staff in using quantitative evidence, as well as their clinical judgement, to identify at-risk clients and prioritize clinical discussion during supervision. The OQ®-Analyst allows you to review the big picture to identify trends, strengths, and weaknesses so there can be growth.

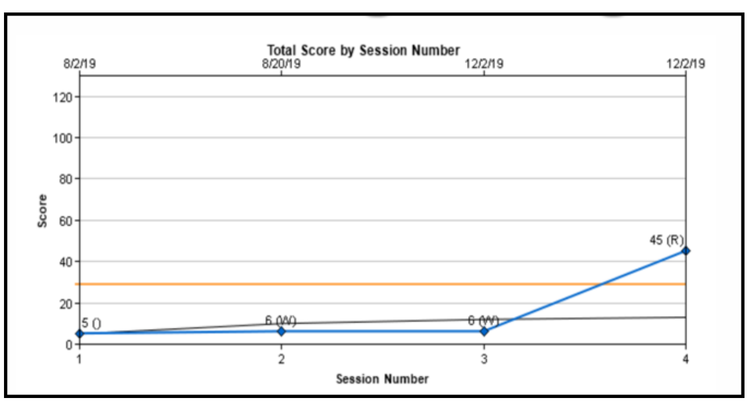
**Supervisor Home Page –** The OQ®-Analyst Home Page helps supervisors to manage their clients and those of their supervisees. Several convenient reports are available to provide an overview (i.e., recent administrations) allowing you to scan for alerts to quickly identify at-risk clients. You can easily access a client's most recent clinician report by clicking on the available hyperlinks directly from your home page. The home page reports are a good starting point for identifying and prioritizing clients that need to be reviewed in supervision.




**Clinician Reports** track the client's progress over the course of treatment and provide relevant feedback that is vital to collaborative supervision. OQ® feedback for clients showing to be on-track for treatment success offers validation to continue treatment as planned. Feedback becomes even more valuable when a client shows to be off-track or not progressing as expected.

### *When an increasing score is a good thing*

We like it when our clients OQ® scores go down, suggesting their level of distress is improving. However, sometimes a low score may be indicative of client denial, lack of problem recognition, or trauma. Using their clinical judgement, a provider should share these concerns with their client, which may result in the score going up. In this instance, such an increase represents a more realistic appraisal rather than deterioration.



**Staff Retention and Skills Cultivation**

- Continuous education.
- Reinforce successes and emphasize partial gains!
- Brainstorm challenges.
- Tailored staff training and strengths coaching.
- Literature clearly indicates staff usually better at some cases than others.

**Appropriate Use of OQ®**

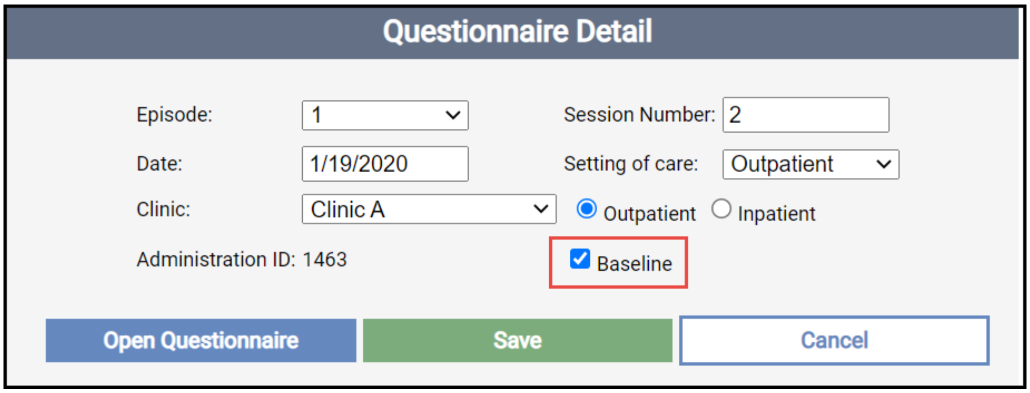
- Collaboratively with your team, supervisees, and clients.
- With expectations informed by evidence!

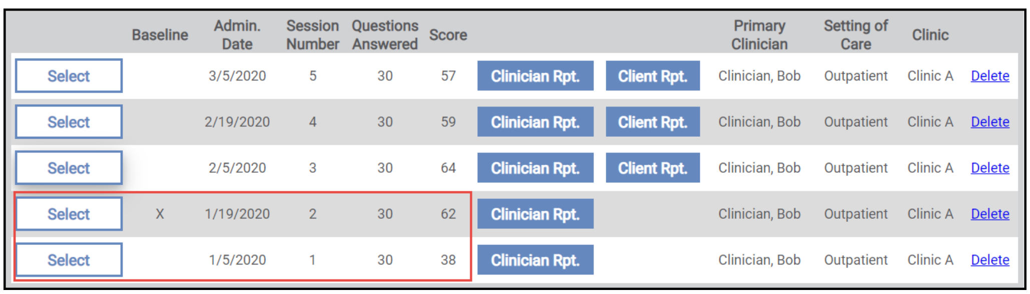
**Please do NOT use OQ®**

- As a *diagnostic* tool – it is a progress/outcome measure.
- In *isolation* to make treatment decisions, esp. with counterintuitive results.
- As sole measure of effectiveness of services rendered.
- As a "club" against providers or clients.

### *When an increasing score is a good thing…*
### *Reassigning the Baseline: Fresh Start Option*

The OQ®-Analyst will automatically assign the first valid session as the baseline session; however, you may decide to select a subsequent session as your preferred baseline. This function is valuable when a provider feels the initial score is not an accurate representation of their client's level of distress. Changing the baseline recalibrates the algorithm used to determine alerts and feedback messages. A true baseline is critical for accurate aggregate reporting!

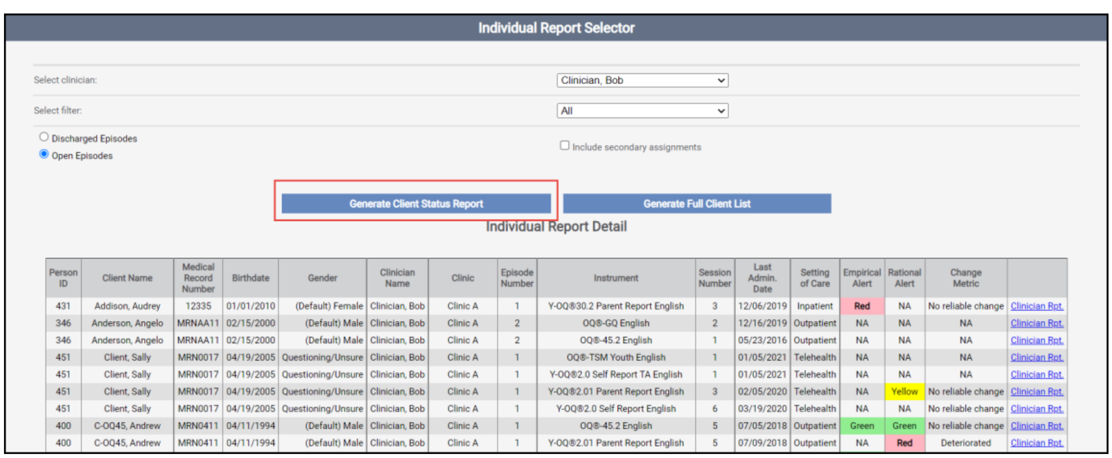


| | Baseline | Admin. Date | Session Number | Questions Answered | Score | | | Primary Clinician | Setting of Care | Clinic | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Select | | 3/5/2020 | 5 | 30 | 57 | Clinician Rpt. | Client Rpt. | Clinician, Bob | Outpatient | Clinic A | Delete |
| Select | | 2/19/2020 | 4 | 30 | 59 | Clinician Rpt. | Client Rpt. | Clinician, Bob | Outpatient | Clinic A | Delete |
| Select | | 2/5/2020 | 3 | 30 | 64 | Clinician Rpt. | Client Rpt. | Clinician, Bob | Outpatient | Clinic A | Delete |
| Select | X | 1/19/2020 | 2 | 30 | 62 | Clinician Rpt. | | Clinician, Bob | Outpatient | Clinic A | Delete |
| Select | | 1/5/2020 | 1 | 30 | 38 | Clinician Rpt. | | Clinician, Bob | Outpatient | Clinic A | Delete |

### *Reporting Tools for Supervision*

There are several key reports that are especially helpful when providing supervision. The **Individual Reporting** sub-tab provides a dashboard for generating a client status report for both open and discharged clients *per supervisee*. This report allows you to quickly see all of the most recent administrations for a provider's active caseload including the alert status, change metric, and open each client's most recent clinician report from one dashboard facilitating supervision.




| Person ID | Client Name | Medical Record Number | Birthdate | Gender | Clinician Name | Clinic | Episode Number | Instrument | Session Number | Last Admin. Date | Setting of Care | Empirical Alert | Rational Alert | Change Metric | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 431 | Addison, Audrey | 12335 | 01/01/2010 | (Default) Female | Clinician, Bob | Clinic A | 1 | Y-OQ®30.2 Parent Report English | 3 | 12/06/2019 | Inpatient | Red | NA | No reliable change | Clinician Rpt. |
| 346 | Anderson, Angelo | MRNAA11 | 02/15/2000 | (Default) Male | Clinician, Bob | Clinic A | 2 | OQ®-GQ English | 2 | 12/16/2019 | Outpatient | NA | NA | NA | Clinician Rpt. |
| 346 | Anderson, Angelo | MRNAA11 | 02/15/2000 | (Default) Male | Clinician, Bob | Clinic A | 2 | OQ®-45.2 English | 1 | 05/23/2016 | Outpatient | NA | NA | NA | Clinician Rpt. |
| 451 | Client, Sally | MRN0017 | 04/19/2005 | Questioning/Unsure | Clinician, Bob | Clinic A | 1 | OQ®-TSM Youth English | 1 | 01/05/2021 | Telehealth | NA | NA | NA | Clinician Rpt. |
| 451 | Client, Sally | MRN0017 | 04/19/2005 | Questioning/Unsure | Clinician, Bob | Clinic A | 1 | Y-OQ®2.0 Self Report TA English | 1 | 01/05/2021 | Telehealth | NA | NA | NA | Clinician Rpt. |
| 451 | Client, Sally | MRN0017 | 04/19/2005 | Questioning/Unsure | Clinician, Bob | Clinic A | 1 | Y-OQ®2.01 Parent Report English | 3 | 02/05/2020 | Telehealth | NA | Yellow | No reliable change | Clinician Rpt. |
| 451 | Client, Sally | MRN0017 | 04/19/2005 | Questioning/Unsure | Clinician, Bob | Clinic A | 1 | Y-OQ®2.0 Self Report English | 6 | 03/19/2020 | Telehealth | NA | NA | No reliable change | Clinician Rpt. |
| 400 | C-OQ45, Andrew | MRN0411 | 04/11/1994 | (Default) Male | Clinician, Bob | Clinic A | 1 | OQ®-45.2 English | 5 | 07/05/2018 | Outpatient | Green | Green | No reliable change | Clinician Rpt. |
| 400 | C-OQ45, Andrew | MRN0411 | 04/11/1994 | (Default) Male | Clinician, Bob | Clinic A | 1 | Y-OQ®2.01 Parent Report English | 5 | 07/09/2018 | Outpatient | NA | Red | Deteriorated | Clinician Rpt. |

The *Questionnaire Detail* and *Questionnaire Summaries* reports on the **Detail Reporting** sub-tab allow you to download every administration completed during a designated time period to a spreadsheet format, which can then be sorted and/or filtered as needed for easy data analytics. The *Questionnaire Detail* report includes the responses to each question, allowing you to drilldown to specific key items on the questionnaire to identify trends within a provider's caseload or the clinic as a whole. Additionally, both of these reports include if/when clinician reports are being viewed, as well as the individual viewing them. *Remember, it is important to not only obtain but utilize client feedback to guide treatment!*


**Note:** For supervisors with Administrative or System Admin access, two additional reporting tabs are available: Performance Based Measurement and Aggregate Reporting.

The **Performance Based Measurement** report provides a basic, high-level overview of which instruments are being administered (by clinic, if available) and the percentage of clinician reports being reviewed within a specified time period.

The **Aggregate Report** allows you to aggregate your data by the following categories: All, County, Clinic, Supervisor, Clinician, Diagnosis, Gender, Setting of Care, and Discharge Type.

*By selecting Clinician as your category and viewing open episodes, this report will generate a snapshot in time of your supervisees' caseloads for review.* Keep in mind, this data will change the next time a client completes a questionnaire! Alternatively, selecting discharged episodes provides true outcome data. It is recommended these reports not be used as the sole measure to evaluate provider performance.

## You make a difference!

**Provider engagement is highly correlated with attitude of supervisor.**

Provider anxiety is normal in the early stages: collaborative discussion, planning, and regular progress reviews can help alleviate concerns.

**For more information, please contact your customer care representative or [support@oqmeasure.com](mailto:support@oqmeasure.com).**