

McLean eBASIS
2012 Conference
Presentation Abstracts



McLean HOSPITAL
HARVARD MEDICAL SCHOOL AFFILIATE

BASIS-24 and PoC: Development and Application

Author: Susan V. Eisen, PhD

Abstract: To assess outcomes of health services, providers need brief, responsive, reliable, and valid measures that can be implemented in clinical settings with minimal cost and burden. This presentation will focus on two such instruments: the Behavior and Symptom Identification Scale (BASIS-32[®]), a self-report measure to assess mental health treatment outcomes and the Perceptions of Care Survey, developed to assess patient perceptions of the quality of care. BASIS-32 was developed over several years from 1979-1984. In 1999 a major overhaul of the instrument was undertaken to improve reliability, validity, and applicability of the BASIS to diverse groups of mental health service recipients. Qualitative and quantitative methods were used to revise the instrument, which was then field tested at 27 treatment sites across the United States. The resulting instrument (BASIS-24) includes 24 items assessing 6 domains: depression/functioning, interpersonal relationships, self-harm, emotional lability, psychosis, and substance abuse. The field test was undertaken primarily in the context of continuous quality improvement and/or performance measurement efforts at participating facilities. A total of 2656 inpatients and 3222 outpatients participated in the field test. Test-retest and internal consistency reliability were acceptable. Tests of construct and discriminant validity supported the instrument's ability to discriminate groups expected to differ in mental health status, and its correlation with other measures of mental health. BASIS-24 has multiple applications including outcomes monitoring at the aggregate and individual levels. Multiple technologies have been implemented to capture and report results. The PoC was developed simultaneously, drawing on related work on measures of patient-centered care and obtaining input directly from mental health care consumers. It includes four domains: information received, interpersonal aspects of care, continuity/coordination and global evaluation. Both of these instruments have been widely used for assessing outcomes of care in clinical practice and for performance measurement purposes.

BASIS-24 Community Norms and Clinical Benchmarks

Authors: Thomas Idiculla, PhD & Tracy Glazier, McLean eBASIS

Abstract: BASIS-24 is a widely used behavioral health assessment tool designed to help assess the outcome of mental health or substance abuse treatment from the client's point of view. However, until now, community-based norms for BASIS-24 have not been available. Thus, providers had no knowledge of how samples of individuals receiving mental health treatment compared to a non-clinical population.

This project will provide normative BASIS-24 information for a community sample representative of the U.S. population, as well as for a clinical sample. This study used two existing samples of data, one community sample and one clinical sample. The community sample contains 1000 participants based on a representative U.S. sample stratified by age, gender, race/ethnicity and education level. The community sample was based on U.S. census population proportions. The clinical sample is from a database of BASIS-24 responses from patients at McLean and other hospitals collected for QI efforts. The results of this study will establish standardized T-scores to facilitate comparison of an individual's mental health status to an appropriate norm group by age, gender, and ethnicity, develop guidelines for clinical use of the norms including "cut" scores that best discriminate the clinical from the non-clinical samples, and show how the BASIS-24 can be used at the individual and aggregate level as a clinical tool, for longitudinal tracking of change and for evaluating clinical meaningfulness of change.

Use of eBASIS at WellSpan Behavioral Health

Author: Allen R. Miller, PhD, MBA

Abstract: WellSpan Behavioral Health has used the Basis-24 for multiple purposes since 2006 and recently implemented use of the Perception of Care (POC) survey. Utilizing the Basis-24's ability to measure level of functioning in our patient population, we have used it to identify problem areas in our patients which has resulted in programmatic changes. We have used the Basis-24 to record performance improvement of the services we provide. Additionally, we have used it to report treatment outcomes. To use the Basis-24 and now the POC for the specified purposes, required us to set-up of a database, conduct a technical review for security purposes, establish procedures for data entry, tracking patients, data analysis and reporting results. By using the POC to replace a previously used survey we have already increased staff and patient satisfaction with the survey itself and we are receiving a larger volume of useful feedback from patients. Overall, the Basis-24 and POC have proven to be very useful tools to meet multiple needs within our rapidly changing environment.

Use of BASIS-24 Outcome Measure at Mayo Clinic

Author: Lindsey A. Jenkins, B.S.

Abstract: This presentation will cover our facilities basic services and what our needs were in respect to outcome measures for our providers. It will cover reasons why the BASIS 24 was chosen and how it was developed to best fit our needs and meet all of our state, Joint Commission and Mayo Clinic requirements. A basic discussion of the data gathered, how it is distributed through quarterly reports and how it is used within our facility will also be provided. Finally, ongoing use of the BASIS 24 and future goals for distribution of the data generated will be discussed.

How Atlantic Behavioral Health Maximized Cost vs Benefit Using McLean POC Data

Author: Cathy Lampron

Abstract: Atlantic Health System's Behavioral Health services use eBASIS for the BASIS-24 and Perceptions of Care survey to maximize their investment in quality improvement. eBASIS analyzes data at site level, unit level, and staff level for each question and for the total score for Atlantic Behavioral Health. The aggregate data is drilled down for use in performance improvement processes. As an organization, Atlantic Health System examines responses in terms of whether they fall into acceptable ranges. For the site level, Atlantic Behavioral Health compares their data to benchmark values produced by eBASIS. McLean's reports make this information accessible through charts as well as summaries that provide feedback on program's strengths, weaknesses, and progress. The control chart provided by eBASIS compares Atlantic Behavioral Health's current data to past data. The comparison chart provided by eBASIS compares Atlantic Behavioral Health's data to data from providers across the nation. A table of favorable Perceptions of Care items identifies specific areas for improvement for each level of care. Custom and standardized fields have also proven beneficial in allowing Atlantic Health System's Behavioral Health services to supply feedback to individual programs and staff and directly address problems. Atlantic Health System values the quarterly reports provided by eBASIS because they allow them to tie outcomes to customer satisfaction. They also allow them to constantly monitor their performance and identify opportunities for improvements to enhance those specific areas of the customer experience.

McLean Hospital's CQI efforts

Author: Gail Tsimprea, PhD

Abstract: During this presentation, a schematic will provide a visual summary of McLean Hospital's Quality and Safety Program. It will also show how quality moves from concept to application amplifying that quality and improvement is not a one time effort and teamwork is essential to this process.

Patient Care Experience, McLean Hospital

Author: Susan Krueger, LICSW

Abstract: McLean Hospital is committed to providing a full range of high quality, cost effective mental health services to our patients, their families and the larger community. McLean's Care Experience Committee is dedicated to listening to the perspectives of patients, families, referrers and community- based clinicians and provides leadership and advocacy of integrating this feedback into our healthcare system.

The Perceptions of Care is a valuable tool and the data a valuable resource in this process.

The Joint Commission Psychiatric Core Measures (HBIPS)

Authors: Thomas Idiculla, PhD and Jason Berkowitz, McLean eBASIS

Abstract: The Hospital Based Inpatient Psychiatric Services (HBIPS) Measures are seven process measures used by The Joint Commission as their Psychiatric Core Indicators. The HBIPS measures have been in full use since 2008 by over 300 hospitals nationwide. eBASIS and McLean Hospital have been participating in the collection and reporting of HBIPS since it was first piloted in 2007. eBASIS currently processes the data for McLean Hospital and 15 other facilities across the country. This presentation will provide a basic overview of the history, rationale, and nature of the HBIPS measures as well as the data entry and reporting services provided by eBASIS

The CMS New Core Measure Requirements of Psychiatric Hospitals and Units

Author: Stacey J. Drubner, JD, LICSW, MPH

Abstract: This presentation will provide an overview of the CMS HBIPS program, as outlined in Final Rule on Quality Reporting Requirements for Psychiatric Facilities. There will be an explanation of the rationale for CMS' decision to implement the HBIPS Measures and the connection between the Joint Commission and CMS programs. The discussion will cover specific CMS requirements, timelines and the consequences tied to the program. There will also be time devoted to sharing best practices and challenges for compliance.

eBASIS Innovations

Authors: Thomas Idiculla, PhD and Jason Berkowitz, McLean eBASIS

Abstract: eBASIS has evolved through the years and progressed as technology has developed. BASIS-24 and the POC have gone from pencil and paper surveys, to scanned survey, to computer entry, to patient entry via tablet PCs. eBASIS is used world wide and BASIS-24 is available in Spanish, French, Portuguese, and Russian.