COMMEND

Collaborative Mental Health Management Enhanced Dashboard

Integrating Measurement Based Care into the VA Mental Health Workflow with COMMEND

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Question?

- What category best describes your interest in this talk?
  - Clinical/Research/Administration
- Are you a mental health clinician and/or researcher?
  - Yes/No

OUTLINE

- 1. Barriers to measurement based care in mental health
- 2. Design features in the collaborative mental health management enhanced dashboard (COMMEND)
- 3. Lessons learned from iterative design deployments
- 4. Directions for future development

Measurement-based Care in Mental Health

- Systematically collecting and recording
  - treatment interventions
  - outcomes
  - side effects

  using data to inform treatment decisions

- …essential to excellent mental health care. *Harding, J Clin Psychiatry 2011*

Measurement-based care affects individual care

- Prompts change of intervention if needed
- Prompts additional interventions/services
- Prompts step-down in care after functioning has improved
- Orients providers/programs toward outcomes
- Increases interest in evidence-based care

Measurement-based care affects management of programs

- Prompts more frequent program redesign
- Prompts more targeted program redesign
- Focuses attention on outcomes
- Increases interest in evidence-based care
- Enables…
  - Performance evaluation of staff, clinic, and treatments
  - Evidence-based negotiations with leadership

Improving the Quality of Mental Health Care
Institute of Medicine 2006

- Despite the availability of effective MH treatments, significant deficiencies exist in the US, including unjustified variations in the type of care provided, safety issues, and significant deviations from evidence-based care

VA Mental Health Care Evaluation *Rand Corp 2011*

- Quality of care for veterans with MH or SUDs is the same or better than in the community
- Quality of care across facilities varies
- Significant deviations from evidenced-based practices.

VA Mental Health Care Evaluation *Rand Corp 2011*

- Suggestions in the report
  - ability to create clinical registries
  - tools that can be accessed in real time without assistance
  - tools that minimize additional data entry, are easy to use, and allow high-level tracking of evidence-based care

What are the Barriers?

- 2007 VA national expert consensus identified
  - **information overload**
  - **inefficient data presentation** that does not meet the needs of providers
  - **organizational policies/procedures impede** use

Other Known Barriers

- negative impact on workflow
- duplication of work
- lack of buy-in of clinical leaders
- insufficient training
- lack of end-user involvement
- unresponsiveness to end-user feedback
- barriers to rapport with patients
- measures not relevant and useful to clinicians

Coombs, 2011; Young et all, 2007; Trivedi et al, 2009

VA Palo Alto Outpatient MH Provider Survey

- Providers rated tracking patient outcomes as very important (M=4.18, SD=0.95) (1=Not at all to 5=Extremely important)

- But only 53% reported doing so with standardized measures at least 20-30% of the time

VA Palo Alto Outpatient MH Provider Survey

- Reasons for not using standardized measures included "entering data into the clinical tools is WAY too time consuming".

- About half of providers (47%) use individualized measures to make treatment decisions.

- Majority (77%) recorded the information in a

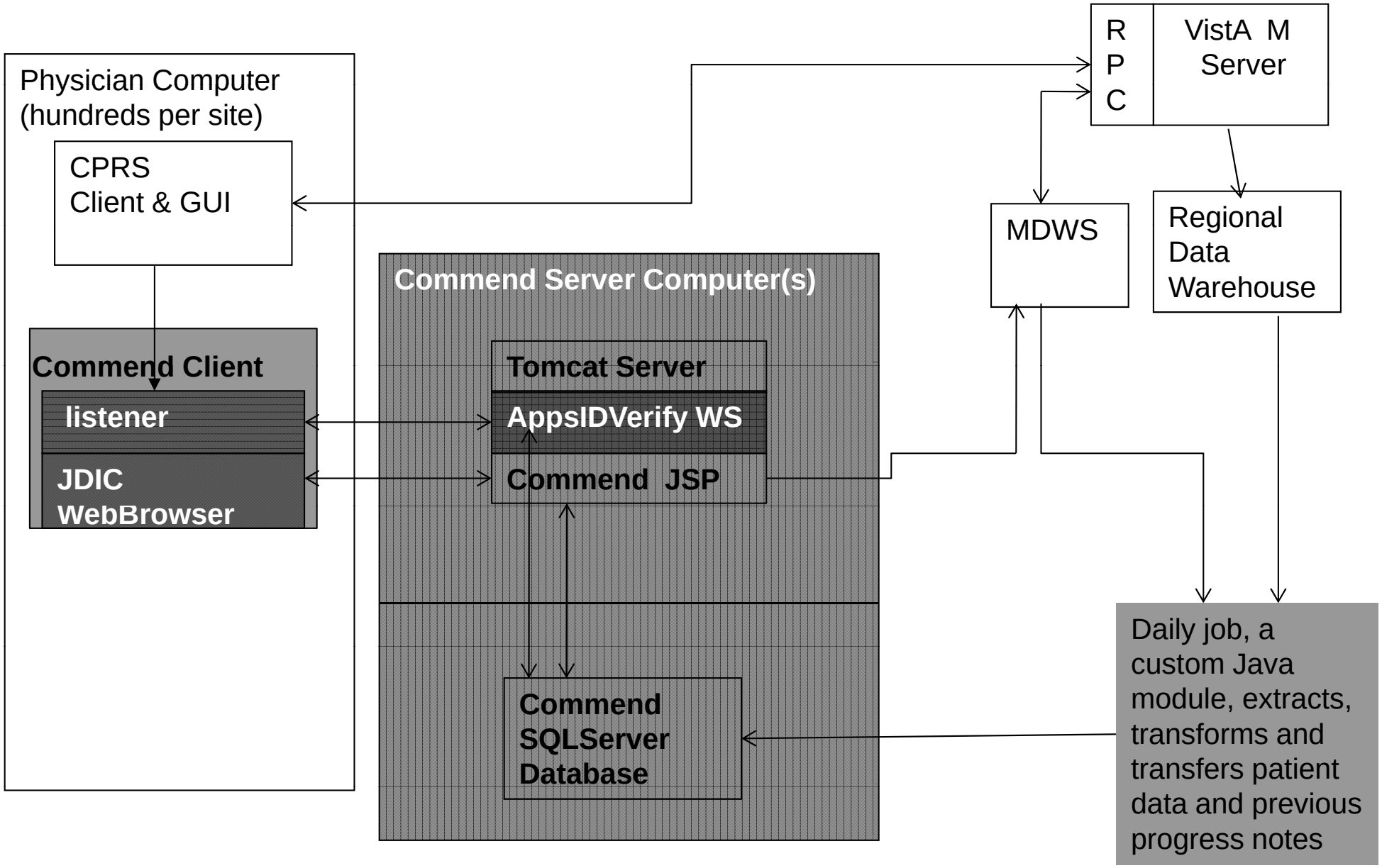
COMMEND Development

- 2010-11 VA Greenfield Innovation Grant
- 2011-12 VA Office of Mental Health Funding
- Leveraged knowledge and experience of a set of successful computerized decisional support tools for hypertension and opioid management called the Athena Decision Support Systems developed by Dr. Mary Goldstein and colleagues

Design Features

- Ease of use
- Minimize additional data entry
- Relevant to patient care
- Fits within workflow
- Clinically useful data presentation

Commend Architecture



Synchronized with CPRS

Commend v1.1

Provider: WANG,DAN Y

COMMEND

Patient: ZZTESTPATIENT,ROYAL

Panel Review

Reports

VistA CPRS in use by: Wang,Dan Y (VISTA.PALO-ALTO.MED.VA.GOV)

File Edit View Tools Help

ZZTESTPATIENT,ROYAL (OUTPATIENT)

000 00 8794 Jun 01,1918 (93)

Visit Not Selected

Current Provider Not Selected

Primary Care Team Unassigned

Flag

VistaWeb

Remote Data

Postings

CWA

Active Problems

Atrial Fibrillation

Human Immunodeficiency Virus (HIV) I

Allergies / Adverse Reactions

Penicillin

Sulfa Drugs

Septra

Allegra 60mg Tab

Aspirin

Ribomab

Lipitrovil

Postings

Allergies

Psychotropic Drug Consent Note 20304

Opioid Agreement (tpl) 12110

Active Medications

No Active Medications Found

Clinical Reminders

Due Date

Afib - Evaluate AntiCoag DUE NOW

Alcohol Use Screen (AUDIT-C) Oct 04,08

Depression Screening Oct 04,00

Fall Assessment (POS FALL SCREEN) DUE NOW

Fall Screen Jul 06,12

Health Habits Screening Oct 04,08

Hepatitis C Risk Assessment DUE NOW

Homelessness Screening DUE NOW

Home Oxygen Renewal Nov 01,00

Influenza Immunization DUE NOW

Iraq&Afghan Post Deployment Screen DUE NOW

Recent Immunizations

Flu

Flu

Flu Outsid

Flu Outsid

Flu Outsid

Flu Outsid

Hepb III 3

Influenza

Influenza

Influenza

Influenza

Influenza

Influenza

Pneumo-VAc

Pneumo-VAc

Tetanus

Vitals

HT 72 in Sep 19,2006 11:25 (182.9 cm)

Appointments/Visits/Admissions

No data found

Cover Sheet | Problems | Meds | Orders | Notes | Consults | Surgery | D/C Summ | Labs | Reports

Start | Window... | TextPad... | Microsof... | 6 Wind... | vhapala... | AllenaP... | 3 Inter... | Microsof... | Inbox - ... | CPRS - ... | Comme... | untitled ... | 10:23 AM

Patient List

Can see appointment Information and changes in outcomes

COMMEND

Show 25 entries

Search: zztest

Name	SSN	Age	Last PCL	Date	1st PCL	Date	Last appt.	% missed	Next appt.
ZZTESTPATIENT,ALPHA	1919	63	53.00	Jul 12, 2011	28.00	Oct 22, 2007	Jul 20, 2011	0.0	
ZZTESTPATIENT,DEER HEAD	5213	75	67.00	Jan 28, 2011	58.00	Jan 13, 2010	Jul 20, 2011	0.0	
ZZTESTPATIENT,FANG	5150	20	34.00	Feb 06, 2009	50.00	Mar 03, 2008	Jul 20, 2011	0.0	
ZZTESTPATIENT,MODESTO	1015	61					Jul 20, 2011	0.0	
ZZTESTPATIENT,ROYAL	8784	92					Jul 20, 2011	0.0	

Showing 1 to 5 of 5 entries (filtered from 146 total entries)

First Previous 1 Next Last

Clinically useful graphs

PTSD Treatment Monitoring

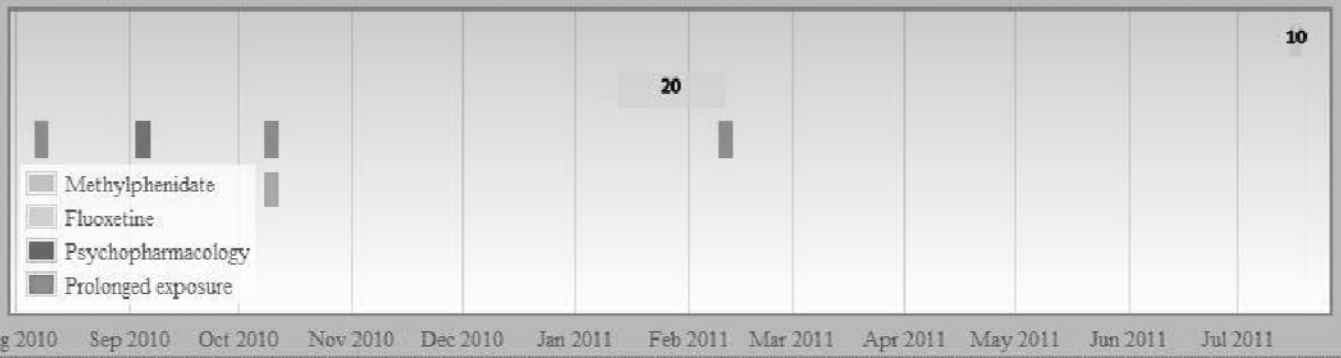
ZZTESTPATIENT,DEER HEAD SSN: [redacted] Provider: [redacted]

COMMEND

Graphs

6 Months | 1 Year | 2 Years

Measures



Today's Date	Jul 25, 2011
DOB	Dec 12, 1935
Last Visit	Jul 20, 2011
Age	75
Last Therapy Mode	Psychopharmacology

Outcomes	Last	Baseline
PCL-C	67.00 Jan 28, 2011	58.00 Jan 13, 201
AUDC	0.00 Aug 26, 2009	0.00 Aug 26, 20
Hand Washing	4.00 Sep 03, 2010	4.00 Sep 03, 201
DialingExGirlfriend	15.00 Mar 09, 2011	6.00 Aug 06, 201

Side Effects	Last	Baseline
loss of sexual desire, headache	0.00 Apr 20, 2011	5.00 Aug 06, 201

Medication and Therapy

Treatment Monitoring

Notes

Feedback

Patient Detail

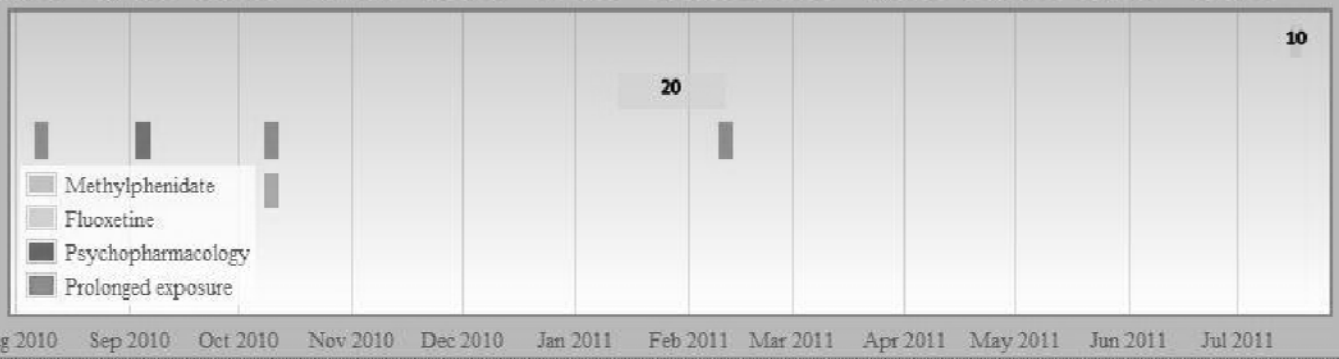
Ability to adjust display with a click

PTSD Treatment Monitoring
ZZTESTPATIENT,DEER HEAD SSN: [redacted] Provider: [redacted]
COMMEND

Graphs

6 Months | 1 Year | 2 Years

Measures



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Medication and Therapy

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Ability to adjust display with a click

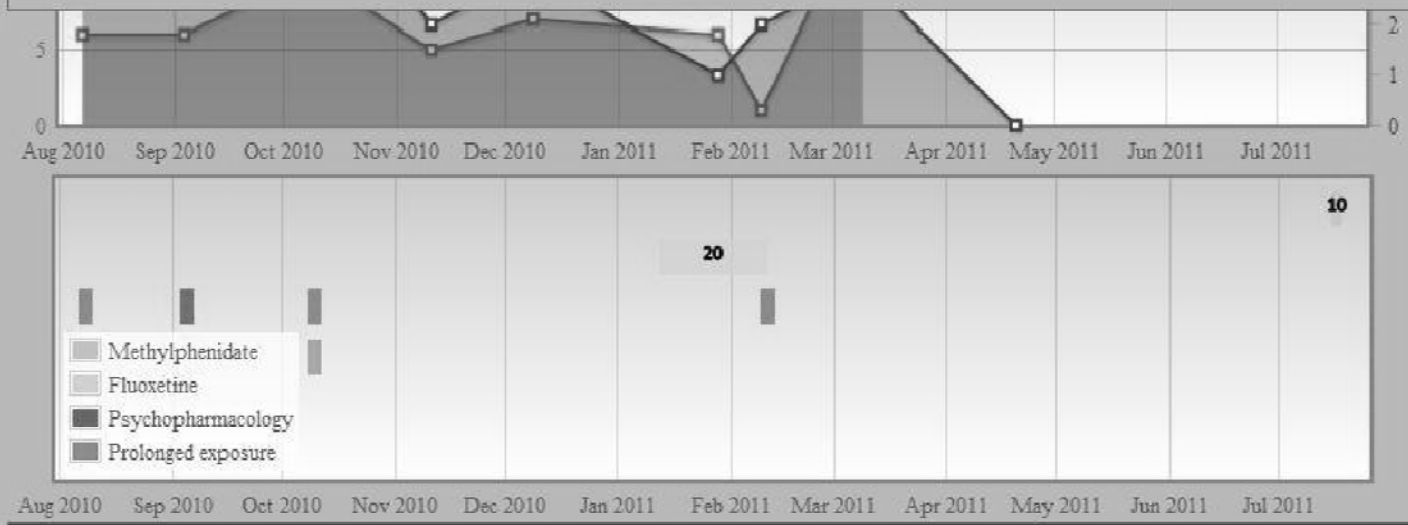
PTSD Treatment Monitoring
ZZTESTPATIENT,DEER HEAD SSN: Provider: COMMEND

Graphs

6 Months | 1 Year | 2 Years

Measures

Symp/Func Scales	Goal Tracking Measures	Custom Measures	Side Effects
☐ AUDC	☐ No Data	☑ DialingExGirlfriend	☑ Side Effects
☐ PCL-C		☐ Hand Washing	



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Side Effects	Last	Baseline
loss of sexual desire, headache	0.00 Apr 20, 2011	5.00 Aug 06, 201

Medication and Therapy

Treatment Monitoring

Notes

Feedback

Patient Detail

Easy to access other areas

PTSD Treatment Monitoring
ZZTESTPATIENT,DEER HEAD SSN: [redacted] Provider: [redacted]
COMMEND

Graphs

6 Months | 1 Year | 2 Years

Measures

DialingExGirlfriend
Side Effects
Score of 15 on March 9th, 2011
Aug 2010 Sep 2010 Oct 2010 Nov 2010 Dec 2010 Jan 2011 Feb 2011 Mar 2011 Apr 2011 May 2011 Jun 2011 Jul 2011

Methylphenidate
Fluoxetine
Psychopharmacology
Prolonged exposure

Medication and Therapy

Today's Date	Jul 25, 2011
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Side Effects	Last	Baseline
loss of sexual desire, headache	0.00 Apr 20, 2011	5.00 Aug 06, 201

Treatment Monitoring

Notes

Feedback

Patient Detail Three areas for data entry

PTSD Treatment Monitoring

ZZTESTPATIENT,DEER HEAD SSN: Provider:

COMMEND

Graphs

Treatment Monitoring

Therapy Mode

PRIMARY MODE: Acceptance Commitment Therapy
SECONDARY MODE: Smoking Cessation
Duration: 50

Symptom/Functioning Scale

Goal Tracking Measures

Customized Goal Tracking

Symptom/Functioning Scale:
PHQ-9: 11
PCL-C: 65

Goal Tracking Measures:
exercise: 0 day(s)/week

Side Effects

Side Effects (in order of Severity):
headache, dizziness, decreased energy
Frequency: 5 day(s)/week

Notes

Feedback

Patient Detail Click to open therapy mode

PTSD Treatment Monitoring

ZZTESTPATIENT,DEER HEAD SSN: Provider:

COMMEND

Graphs

Treatment Monitoring

Therapy Mode

PRIMARY MODE: Acceptance Commitment Therapy
SECONDARY MODE: Smoking Cessation
Duration: 50

Symptom/Functioning Scale

Goal Tracking Measures

Customized Goal Tracking

Symptom/Functioning Scale:
PHQ-9: 11
PCL-C: 65

Goal Tracking Measures:
exercise: 0 day(s)/week

Side Effects

Side Effects (in order of Severity):
headache, dizziness, decreased energy
Frequency: 5 day(s)/week

Notes

Feedback

Patient Detail Enter up to two treatments

PTSD Treatment Monitoring
ZZTESTPATIENT,DEER HEAD SSN:
Provider:
COMMEND

Graphs
Treatment Monitoring

Therapy Mode

Duration(Min.)
50

Service Modality:
Select Service Modality

Contact Type:
Select Contact Type

Primary Mode(Req)
Acceptance Commitment Th

Secondary Mode(Opt.)
Smoking Cessation

Therapy Mode Selection
- Care Management
- Psychopharmacology
- Motivational Interviewing
- Cognitive Behavorial Therapy
- Acceptance Commitment Therapy
- Trauma-Focused
- Problem Specific
- Other Therapies

Save Cancel

Notes
Feedback

Patient Detail Click to enter standard measure

PTSD Treatment Monitoring

ZZTESTPATIENT,DEER HEAD SSN: Provider:

COMMEND

Graphs

Treatment Monitoring

Therapy Mode

PRIMARY MODE: Acceptance Commitment Therapy
SECONDARY MODE: Smoking Cessation
Duration: 50

Symptom/Functioning Scale

Goal Tracking Measures

Customized Goal Tracking

Symptom/Functioning Scale:
PHQ-9: 11
PCL-C: 65

Goal Tracking Measures:
exercise: 0 day(s)/week

Side Effects

Side Effects (in order of Severity):
headache, dizziness, decreased energy
Frequency: 5 day(s)/week

Notes

Feedback

Patient Detail Enter total score

PTSD Treatment Monitoring
ZZTESTPATIENT,DEER HEAD SSN:
Provider:
COMMEND

Graphs

Treatment Monitoring

Therapy Mode

PRIMARY MODE: Acceptance Commitment Therapy
SECONDARY MODE: Smoking Cessation
Duration: 50

Symptom/Functioning Scale

Goal Tracking Measures

Customized Goal Tracking

Symptom/Functioning

PHQ-9	PCL-C
11	65
BAM	**BPRS**

Save Cancel

Side Effects

Notes

Feedback

Patient Detail Option for goal tracking

PTSD Treatment Monitoring

ZZTESTPATIENT,DEER HEAD SSN: Provider:

COMMEND

Graphs

Treatment Monitoring

Therapy Mode

PRIMARY MODE: Acceptance Commitment Therapy
SECONDARY MODE: Smoking Cessation
Duration: 50

Symptom/Functioning

Goal Tracking Measures

Customized Goal Tracking

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headache, dizziness, decreased energy
Frequency: 5 day(s)/week

Notes

Feedback

Patient Detail Select from available options

PTSD Treatment Monitoring
ZZTESTPATIENT,DEER HEAD SSN: Provider:
COMMEND

Graphs
Treatment Monitoring

Therapy Mode

Symptom/Functi
Goal Tracking
Customized Goa

Side Effects

Notes
Feedback

Goal Tracking Measures

Behaviors	*Symptoms*
☐ Activity Level	☐ Depression
☐ Recreation	☐ Anxiety
☐ Socializing	☐ Insomnia
☐ Practicing skills	☑ Anger/Irritability
☐ Sleep Hygiene	☐ Fatigue
☐ Nutrition	
☑ Exercise	

Exercise: How many days in the last week did you exercise for 20 minutes or more?

0 days	1 days	2 days	3 days	4 days	5 days	6 days	7 days

Anger/Irritability: How many days in the past week were you so angry or irritated that it bothered you or prevented you from getting things done?

0 days	1 days	2 days	3 days	4 days	5 days	6 days	7 days

Save Cancel

Patient Detail Option to create own measure

PTSD Treatment Monitoring

ZZTESTPATIENT,DEER HEAD SSN: Provider:

COMMEND

Graphs

Treatment Monitoring

Therapy Mode

PRIMARY MODE: Acceptance Commitment Therapy
SECONDARY MODE: Smoking Cessation
Duration: 50

Symptom/Functioning Meas

Goal Tracking Meas

Customized Goal Tracking

Symptom/Functioning Scale:
PHQ-9: 11
PCL-C: 65

Goal Tracking Measures:
exercise: 0 day(s)/week

Side Effects

Side Effects (in order of Severity):
headache, dizziness, decreased energy
Frequency: 5 day(s)/week

Notes

Feedback

Patient Detail Create and save new measure

Commend v1.1

PTSD Treatment Monitoring

ZZTESTPATIENT,ROYAL SSN: 000009784

Provider: WANG,DAN Y

COMMEND

Graphs

Treatment Monitoring

Therapy Mode

Side Effects

Progress Note Template

Feedback

Custom Goal Tracking Measures

Created Custom Goal

Goal	Select	Edit
anxietyTest	☐	◉
DialingExGirlfriend	☐	○
DrivingFastDangerously	☐	○
FlashBackWhileOut	☑	○
handwashing	☑	○
KansasDepressionScale	☐	○
MinnesotaFats	☐	○

Showing 1 to 7 of 7 entries

Create | Edit

Edit Goal

Name: AnxietyTest

Delete | Update

Question:

How bad is your anxiety, rated on a scale of 1-5?

Scale Selection

Likert | Frequency | Range

1 Not at all | 2 A little | 3 Moderately | 4 Very | 5 Extremely

Goal: 1 Symptomatic Range: higher lower

Selected Goals

Question	Answer
How many days in the last week did you experience a flashback while out and about in a crowd?	2 per Week
How many times per day have you been washing your hands even when it was clean?	7 per Day

Showing 1 to 2 of 2 entries

Enter | Cancel

Patient Detail Option to enter side effects

PTSD Treatment Monitoring

ZZTESTPATIENT,DEER HEAD SSN: Provider:

COMMEND

Graphs

Treatment Monitoring

Therapy Mode

PRIMARY MODE: Acceptance Commitment Therapy
SECONDARY MODE: Smoking Cessation
Duration: 50

Symptom/Functioning Scale

Goal Tracking Measures

Customized Goal Tracking

Symptom/Functioning Scale:
PHQ-9: 11
PCL-C: 65

Goal Tracking Measures:
exercise: 0 day(s)/week

Side Effects

Side Effects (in order of Severity):
headache, dizziness, decreased energy
Frequency: 5 day(s)/week

Notes

Feedback

Patient Detail Type and frequency

Commend v1.1

PTSD Treatment Monitoring

ZZTESTPATIENT,CHARLIE SSN: 000001001

Provider: WANG,DAN V

COMMEND

Graphs

Treatment Monitoring

Side Effects

Gastrointestinal

- [ ] diarrhea
- [ ] dry mouth
- [ ] nausea/vomiting?

heart

- [ ] palpitations(skipping a beat)
- [ ] dizziness on standing
- [ ] chest pain
- [ ] heart-other desc.

skin

- [ ] rash
- [ ] increased perspiration
- [ ] dry skin
- [ ] skin-other desc.

Nervous System

- [x] headache
- [ ] tremors
- [x] poor coordination
- [ ] dizziness
- [ ] anxiety
- [ ] poor concentration
- [ ] general malaise
- [ ] restlessness
- [ ] extrapyramidal symptoms
- [x] fatigue
- [ ] decreased energy
- [ ] nervous system-other desc.

Sleep

- [ ] difficulty sleeping
- [x] sleeping too much
- [ ] sleeping-other desc.

sexual functioning

- [ ] loss of sexual desire
- [ ] trouble achieving orgasm
- [ ] sexual functioning-other desc.

Other

- [ ] major adverse event desc.
- [ ] lab abnormality desc.
- [ ] weight(lbs.) value.

In the past week, how many days have side effects bothered you a lot or made it hard to do things?

0 day(s)	1 day(s)	2 day(s)	3 day(s)	4 day(s)	5 day(s)	6 day(s)	7 day(s)
○	○	○	○	○	●	○	○

Most severe SE: fatigue

Enter Cancel

Therapy Mod

Side Effects

Progress Note Template

Feedback

Patient Detail Click to create note

PTSD Treatment Monitoring

ZZTESTPATIENT,DEER HEAD SSN: Provider:

COMMEND

Graphs

Treatment Monitoring

Therapy Mode

PRIMARY MODE: Acceptance Commitment Therapy
SECONDARY MODE: Smoking Cessation
Duration: 50

Symptom/Functioning Scale

Goal Tracking Measures

Customized Goal Tracking

Symptom/Functioning Scale:
PHQ-9: 11
PCL-C: 65

Goal Tracking Measures:
exercise: 0 day(s)/week

Side Effects

Side Effects (in order of Severity):
headache, dizziness, decreased energy
Frequency: 5 day(s)/week

Notes

Feedback

Note Template (Top)

Commend v1.1

Back Up Draft Text | Save Note in CPRS

Select Encounter JAN 27, 2012@12:40:00 TEST-CLINIC-NC(MPD) NON-COUNT

Note Title MHC TELEPHONE CARE 12111 | Enter Desired Title | Search

Mental Health Treatment Coordinator:

Time in Session: minutes

Session Number: 4

INFORMATION:

92 Y/O, null, MALE veteran who is married with 1 adult child, presently unemployed

Veteran's chart was reviewed.

Session focused on the client's concerns including:

Reviewed homework over the last week, including in vivo exposures and listening to the imaginal exposure tape. Then veteran did trauma recounting for the 5th time over about 32 minutes.

CURRENT SUBSTANCE USE:

SUICIDAL/HOMICIDAL RISK: Client *

- ☐ denied current suicidal or homicidal thoughts.
- ☑ reports stable mood, no evidence of SI or HI.
- ☐ acknowledged suicidal/homicidal thoughts, but denied plan or intent.

is at high risk for hurting self or someone else. Actions taken include:

MEDICATION MANAGEMENT:

ACTIVE PROBLEM LIST:

SIDE EFFECTS:

LABS:

WEIGHT:

MENTAL STATUS EXAM:

IMPRESSION:

ASSESSMENT:

Veteran was making efforts to discuss his current thoughts and feelings (even though he has not shared this with many others). He is motivated in treatment, and has expressed that he is comfortable talking with this writer.

Note Template (Bottom)

Commend v1.1

DIAGNOSIS:

Patient's PCL score was 65, which confirmed that he is suffering from PTSD. The BDI-II was also administered, and the Vet scored 37, indicating severe depressive symptoms.

PLAN:

Client is scheduled for a follow-up appt at the MHC on:

05/21/2013 | Tuesday, 21 May, 2013

Patient is scheduled to be seen in 2 weeks on May 21st. (He could not make next week's appointment due to a planned trip). Patient promises to do all homework assignments until the next session.

SEEN BY ATTENDING PHYSICIAN:

LPS CONSERVED:

Client states that he

- [ ] is taking psych meds as prescribed.
- [x] is not taking psych meds as prescribed.
- [ ] would like a change in psych meds.
- [ ] is not interested in psych meds now.

Comments:

Patient is afraid that the psych meds given him will only worsen his condition based on listening to the experience of another vet.

Medication refills were **discussed and reviewed. It appears that**

- ( ) client is taking meds as prescribed.
- (•) client is NOT taking meds as prescribed.
- ( ) med refills were not discussed because:

EDUCATION:

Vet has been given the handout "rationale for PE" to read, with the understanding that we will discuss the information contained therein before formally beginning the PE protocol

Client has been educated on how to reach case manager between appointments and knows the phone number for Telecare: (1-800-455-0067).

TOBACCO SCREEN:

Back Up Draft Text | Save Note in CPRS

Advantages of COMMEND Note Templates

- Automatic reload from previous note to review and editing
- Template “adapts” to use for a particular patient or type of therapy-automatically opens sections used before

COMMEND Workload Reports

Commend v1.1

COMMEND

Performance Tracking | OEF4 Monthly Report | Management

Work Group: PCTTeam

Encounter Statistics | OEF4 Statistics

Year | Q: Oct-Dec 2011 | Q: Jan-Mar 2012 | Q: Apr-Jun 2012 | Q: Jul-Sep 2012 | Last Month

Period: October 01, 2011 to September 30, 2012

U = Unique Patients; E = Encounters

Show 25 entries

Search:

Provider	Individual		Group		Telephone		Other		Total	
	U	E	U	E	U	E	U	E	U	E
B	0	0	0	0	27	35	50	509	55	544
D	85	909	39	262	3	3	27	67	115	1241
F	49	196	34	113	3	3	17	77	83	389
G	0	0	1	1	91	168	81	583	135	752
H	83	644	16	59	25	55	17	111	102	869
K	79	347	15	24	21	35	36	102	108	508
S	412	827	0	0	87	127	80	182	467	1136
S	91	526	46	246	78	81	56	67	234	920
S	88	279	51	261	0	0	61	127	125	667
S	26	28	9	9	84	144	117	1110	204	1291
W	70	329	47	320	4	4	27	53	98	706
Y	241	569	47	284	50	75	2	13	259	941
TOTAL	0	0	0	0	0	0	0	0	0	0

Showing 1 to 12 of 12 entries

First | Previous | 1 | Next | Last

Treatment Intervention Report

Commend v1.1

PTSD Clinical Team A

COMMEND

Back to Reports

Pending Patients | Timeline

Complete | Excluded
Incomplete | No Qualifying

Legend | OEF/OIF | All

Zzzpatient , Alpha
Zzzpatient, Beta
Zzpatient, Gamma
Zzzpatient, Delta
Zzpatient, Epsilon
Zzpatient, Zeta
Zzpatient, Theta
Zzpatient, Iota
Zzpatient, Kappa
Zzpatient, Lambda

May 2011 | Jul 2011 | Sep 2011 | Nov 2011 | Jan 2012 | Mar 2012 | May 2012 | Jul 2012

Pages: 3 of 4

First | Prev | Next | Last

Initial Deployment

- PTSD Clinical Team (PCT)
  - Psychologist, social workers, and recreational therapists providing evidence-based psychotherapies for PTSD
  - Located in three different geographical locations
  - One 1 ½ hour training session with a team and then observed

Data Collected on Usage

Quantitative Data

- *Logging of User Events*
- *Online Surveys*

Qualitative Data

- *Real-time comments*
- *Interviews*

User Events/Logs

- Able to track
  - frequency of use
  - which features are utilized
  - types of data entered

	eventtime	event	eventID
59	2012-11-08 10:23:37.357	Management Selected	1020
60	2012-11-08 10:23:46.043	Performance Tracking Selected	1019
61	2012-11-08 10:31:10.307	Patient Details Selected	1004
62	2012-11-08 10:32:17.710	noteTextAreaToggle (psychosocialInterventionID)	1010
63	2012-11-08 10:32:19.760	noteTextAreaToggle (psychosocialInterventionID)	1018
64	2012-11-08 10:34:02.073	noteTextAreaFocus (sessionFocusedTextId)	1018
65	2012-11-08 10:34:05.260	noteTextAreaFocus (sessionFocusedTextId)	1018
66	2012-11-08 10:34:07.680	noteTextAreaFocus (sessionFocusedTextId)	1018
67	2012-11-08 10:34:08.007	noteTextAreaFocus (sessionFocusedTextId)	1018
68	2012-11-08 10:34:13.180	noteTextAreaFocus (informationTextareaId)	1018
69	2012-11-08 10:34:17.790	noteTextAreaFocus (informationTextareaId)	1018
70	2012-11-08 10:34:27.820	noteTextAreaFocus (assessmentTextId)	1018
71	2012-11-08 10:34:30.510	noteTextAreaFocus (assessmentTextId)	1018
72	2012-11-08 10:45:45.567	Patient Details Selected	1004
73	2012-11-08 10:46:25.753	Patient Details Selected.	1004
74	2012-11-08 10:46:33.240	Measure (PCL-M)	1011
75	2012-11-08 10:47:10.817	Measure (BDI2)	1011
76	2012-11-08 10:51:02.517	Patient Panel Selected	1003
77	2012-11-08 10:51:19.220	Patient Details Selected.	1004
78	2012-11-08 10:51:24.957	Measure (PCL-M)	1011
79	2012-11-08 10:51:25.507	Measure (BDI2)	1011
80	2012-11-08 10:53:33.847	Patient Panel Selected.	1003
81	2012-11-08 10:53:55.157	Patient Details Selected.	1004
82	2012-11-14 12:52:36.220	Patient Details Selected.	1004
83	2012-11-14 12:52:48.993	TherapyMode(load)	1013
84	2012-11-14 12:52:58.753	TherapyMode(save)	1013
85	2012-11-14 12:53:37.863	noteTextAreaFocus (sessionFocusedTextId)	1018
86	2012-11-14 12:53:54.770	MDWS saved note successfully.	1006
87	2012-11-14 13:40:31.770	Administration Page Selected	1043
88	2012-11-14 13:40:36.630	Encounter Statistics Last Month Tab Selected	1038
89	2012-11-19 13:28:51.827	Administration Page Selected	1043
90	2012-11-19 13:29:01.267	Encounter Statistics Last Month Tab Selected	1038
91	2012-11-20 14:15:43.127	Patient Details Selected	1004
92	2012-11-20 14:15:57.440	MedicationOrTherapyMode (No Therapies)	1012
93	2012-11-20 14:16:02.470	TherapyMode(load)	1013
94	2012-11-20 14:16:13.127	TherapyMode(save)	1013
95	2012-11-20 14:17:29.143	noteTextAreaFocus (informationTextareaId)	1018

Existence of Some Features Not Apparent

- provider who thought patients were missing from her panel unaware of paging buttons or search features

- provider who thought scores were missing did not know how to adjust displayed outcomes

Workflow Impediments

- Currently COMMEND not designed to meet initial assessment requirements
- Too cumbersome when cross-covering or doing brief evaluations
- Need to close the encounter ASAP-no time to write a detailed COMMEND note

Organizational Impediments

- Some administrative requirements hinder use, e.g., Mental Health Assistant PCL for OEF/OIF PTSD patients, need for telehealth consent.

- Currently a “patient panel” shows all patients seen in a 6-week window not those assigned to provider

- COMMEND can only analyze notes saved via COMMEND

Providers Motivations Need to be Altered

- Some providers not motivated to save treatment interventions
  - (paraphrase) “I know how I have been treating my patients. It is no use to me to record the therapy mode because the treatment history is well known to me.”
    - Acknowledged information may be useful to others

Useful Features

- Enhanced Workflow
  - Automatic display of previous note text for editing
- Ability to sort panel by scores allows one to see who needs more attention
- Ability to check which patients had missing appointments and might need reminders
- Being able to see all scores gives a fuller picture of the patient's state
- Ability to review own workload report relative to past performance or others

Features Requested (and since added)

- Note backup/draft
- Additional standard assessment scores
- Ability to create variable scale custom goals
- Ability to have complete management of custom goals ---add, update, disable
- Enabled selection of note titles with automatic re-use
- Update of encounter list at time of note-writing

Future Directions

Modifications of COMMEND to facilitate use

- Time saving features in note template
  - Quick Note: allow a quick save of basic information to close encounter and edit later
  - Integrate entry of therapy mode and outcomes into note template

- Easier access of actionable items
  - Display outcome changes as red-green-yellow indicators in patient panel

Modification of Workflow to facilitate use

- **"F-Clinic"-**select group of earlier adopters dedicated to the use of new tools/modes of care delivery

Future Directions

- Mental Health Clinical Registry

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