

# Measuring Patient Success

Over a decade ago Grafton implemented a process called “goal mastery”. This process allowed treatment teams to measure the impact of their interventions using a logic model that also demanded revision if a plan was ineffective. In recent years this process evolved to ensure that the entire treatment team is aware of the evidence-based approaches we take, and records behavior data in real time. In short, this has become a mechanism to ensure that all team members are consistently using an approach that was informed by science, and are measuring the impact of those

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approaches transparently on our treatment plans. We call the approach the “Foundation of Care” In this presentation Scott and Jeremy will discuss Grafton’s journey as an organization as we adopted a data-driven approach to treatment planning. It began with a radical assessment of what we believed about children and therapeutic approaches. We arrived at five core components: be kind, assume trauma, teach, use the community as your classroom and be a behavior detective. The selection of the evidence-based practices we support emanated from this assessment. Decisions about the discrete components of behavior we track also flowed from this foundation. Finally, the treatment plan process was integrated with our EHR to ensure that interventions coherently associated with evidence based practices.

We will discuss the challenges we faced, preliminary outcomes of the process, and the pros and cons that we had to weigh. A discussion of “value-based” funding arrangements will be embedded within the presentation, as well as dialogue about downstream “big data” opportunities, and the inclusion of academically supported assessment batteries to our project as an independent indicator of outcomes.

Our approach to this complicated topic is pragmatic and humorous – and pays attention the unintended consequences that often attend attempts to rigorously measure progress in behavioral health. The balance between a humanistic and person-centered approach and the need for some methodological rigor will be explored. We do not view our system as “the best” or “the only” – instead we view it as “a start”. This presentation will address the conference focus upon outcomes in residential treatment settings.

## **Presenters:**



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Scott Zeiter has worked in children's behavioral health for over 25 years in a variety of settings both residential and community based. Although he believes that much of what we do must be science-based, he also believes that the heart of the profession is important. Residential services are changing for the better and strong emphasis upon client-driven care and family driven care, coupled with adherence to evidence based and trauma informed approaches seems to be the best way forward.



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Jeremy has worked as an education administrator at Grafton for many years, and was instrumental in developing Grafton goal mastery process and the Foundation of Care. He is an engaging speaker who makes complicated topics relevant and comprehensible.