

# Addressing Measurement Gaps in Continuing Care Management for Substance Use Illness:

## The Consumer/Patient Perspective

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## Gap 1: Engagement/Information

People seeking/needing recovery and their families don't have information about the chronic nature of substance use illness; that it can be managed; what effective, evidence-based treatments and recovery supports are and where they are available; and that people can and do get well from substance use illness.

NQF Framework: Proactive Plan of Care and Follow-up; Communication

## Measurements:

- Numbers of people seeking help with substance use disorders
- Average time lag from problem onset to first attempt at help
- Number of referrals from healthcare "homes" to non-clinical and clinical services for substance use illness
- Availability of information on community-wide recovery resources
- Citizen perceptions of recovery resources and potential for full recovery

## Gap 2: Experience with Care and Evaluation Information

There is very little information available on the experiences of people and/or their families with services (treatment, recovery support, sober housing, etc.) and their quality; their participation in setting goals and measuring progress. This information is not collected and distributed to the public.

## NQF Framework: Communication

### Measurements:

- Use of “consumer satisfaction” surveys at all levels of care and support
- Distribution of “consumer reports” on services and providers

## Gap 3: Wellness planning

Rapid transitioning from professionally-directed treatment plans to individualized recovery plans would allow the person to define and manage their personal recovery goals. Treatment and recovery plans should be evaluated and updated on a regular basis and should reflect each individual's understanding of his or her illness and personal strengths as well as each person's priorities and service and support needs for self-management and recovery support.

NQF Framework: Patient-level outcomes; Proactive Plan of care and follow-up; Transitions or "hand-offs"

## Gap 3: Wellness Planning

### Measurements:

- Success in reaching goals; assessment of whether or not services were delivered according to the person's preferences
- How people seeking recovery are engaged in developing; implementing; assessing their individualized recovery plans
- Is there ongoing monitoring of progress?
- Have interactions with the legal system declined?
- Has mental and physical health improved?
- Is there educational improvement?
- Have relationships with family members improved?
- Is there evidence of positive community integration?

## Gap 4: Linkages with community resources

People require individualized tools and services to improve their lives beyond abstinence from substance use. Success in these areas contributes to their ability to get and stay well. There are very few formal linkages with community resources and other services to help individuals manage and sustain their long-term recovery. In too many cases, community resources don't yet exist to assist people in self-management or there are public policy barriers to housing, training, employment and other priorities for an enhanced quality of life.

NQF Framework: Proactive Plan of Care and Follow-up;

## Gap 4: Linkages with community resources

### Measurements:

- Percentage of patients assertively linked to recovery support groups and other recovery community support institutions during the period of clinical/professional treatment
- Percentage of patients receiving post-treatment recovery checkups in the year following clinical treatment (or after beginning to use addiction recovery medications) and, when needed, re-linkage to recovery community or clinical/professional treatment resources
- Evidence of choice philosophy and personal matching to recovery community resources
- Percentage of patients linked to supports in the areas of housing, employment, family reunification, and other quality of life supports

- 1) Encouraging people to get help early in their illness.
- 2) Helping individuals develop and carry out a wellness/recovery plan that is informed by their personal preferences and goals for an enhanced quality of life in long-term recovery.