Using Information and Technology to Reinforce Quality and Fidelity in Wraparound

Presented at the Georgetown Training Institutes
Washington D.C.
July 17 and 19, 2014

April Sather and Hattie Quick, University of Washington
Jonathan Sutter, University of Cincinnati, Clermont County
Kelly Hyde, Social TecKnowlegy
John Ossowski and Janet Walker, Portland State University

Today’s presentation -- Part 1

○ Introduction
  - Why adopt new technologies? Advantages and disadvantages
  - What sorts of new technologies have some evidence behind them (or not)?

○ Technologies to reinforce quality in Wraparound
  - WrapTrack – online data entry and reporting
  - WFI-EZ tableting – data gathering

○ Break

Today’s presentation -- Part 2

○ More technologies to reinforce quality in Wraparound
  - Virtual Coaching Platform-VCP for training, coaching and supervision
  - WrapLogic/TMS (Team Monitoring Made Simple) electronic behavioral health information system

○ Wrap up and questions

Potential advantages

○ Versus “old” approaches
  - Lower cost/ greater cost efficiency
  - Increased access to information/expertise
    - Over distance
    - Across time
  - Greater functionality/more flexibility
    - More options, individualization
    - More information/ more timely information
    - Completely new functionality
Potential advantages (continued)

- Versus "old" approaches
  - Preferred by users
    - Different users or user groups may have different perspectives
  - Reduces or eliminates errors/risks
    - Human error
    - Risks to data
  - Others?

Potential disadvantages

- Versus "old" approaches
  - Greater cost/efficiency
    - Initial and ongoing costs
    - May be less efficient/more burden for certain subsets of users
  - Disliked by users or subsets of users
  - Inaccessible or difficult to use for users or subsets
    - Lack of access to technology
    - Lack of knowledge about technology
    - Problems with technology and systems

Treatment / Treatment support

- Tele-mental health
- Psychoeducation
- Decision support (for clients/participants)
- Technology-assisted treatment/therapy
  - Reminders, worksheets, homework, tracking
- Technology-delivered treatment/therapy
  - Mimics existing treatments
  - Delivers unique therapies
- Online communities, social support, social media

Human resource development

- Exposure to new information/raising awareness
- Building skill
  - Training
  - Coaching/supervision

Quality improvement/data-informed treatment

- Data gathering
- Information systems
  - Reporting, aggregating, disaggregating, real-time feedback
    - Tracking process indicators and outcomes
    - Electronic behavioral health records
- Provider decision support and tracking

Wrap+Map

- Clinical decision and practice support
- Outcome tracking/feedback
When to

What It Is

Practice Elements

Anatomy of a Practice Guide

Informed Collaboration

PracticeWise EBS (PWEB) Database
  - Approx 700 trials that represent specific strategies for addressing particular youth and family needs

Dedicated Resources for Decisions and Action

Process Guides

Practice Guides

Local Knowledge Resource: Dashboard

Progress

Practice
More information

- National Wraparound Initiative website: [www.nwi.pdx.edu](http://www.nwi.pdx.edu)
  - Resources -> library -> financing -> cost studies (or just use site search)
  - Join the NWI and/or subscribe to our newsletter and we’ll let you know when new items are added.
- PracticeWise: [www.practicewise.com](http://www.practicewise.com)

Movie Quotes

- “Nobody puts baby in the corner.”
  - Patrick Swayze in…
  - *Dirty Dancing*, 1987

- “Hello, gorgeous!”
  - Barbara Streisand in…
  - *Funny Girl*, 1968

Final Effect Size for Change = .07/mo, .84/yr
Wraparound Fidelity Assessment System (WFAS)

- The Wraparound Fidelity Assessment System (WFAS) is a multi-method approach to assessing the quality of individualized care planning and management for children and youth with complex needs and their families.
  - WFAS interviews with multiple stakeholders,
  - a team observation measure (TOM), and
  - a self-administered survey (WFI-EZ).
- The instruments that comprise the WFAS can be used individually or, to provide a more comprehensive assessment, in combination with one another.

WFI +

- The Wraparound Fidelity Index 4.0 (WFI-4)
  - Set of four interviews that measures the nature of the wraparound process that an individual family receives. A demographic form is also part of the WFI-4 battery.
  - Caregivers, youth (11 years of age or older), wraparound facilitators, and team members.
- Organized by the four phases of wraparound (Engagement and Team Preparation, Initial Planning, Implementation, and Transition).
  - In addition, the 40 items of the WFI interview are key to the 10 principles of wraparound with 4 items dedicated to each principle.
  - In this way, the WFI-4 interviews are intended to assess both conformance to the wraparound practice model as well as adherence to the principles of wraparound in service delivery.

TOM

- The Team Observation Measure (TOM)
  - A revised, shorter version of the TOM is currently being created and will piloted.
  - Employed by external evaluators to assess adherence to standards of high-quality wraparound during team meeting sessions.
  - 20 items, with two items dedicated to each of the 10 principles. Each item consists of 2-4 indicators of high-quality wraparound practice as expressed during a child and family team meeting.
  - Working alone or in pairs, trained raters indicate the whether or not each indicator was in evidence during the wraparound team meeting session.
  - These ratings are translated into a score for each item as well as a total fidelity score for the session overall.

WFI EZ

- The Wraparound Fidelity Index, Short Version (WF-EZ)
  - A brief, self-report version of the Wraparound Fidelity Index v.4.
  - Versions of the WFI-EZ are available for facilitators, caregivers, youths, and team members.
- The goal was to create a reliable and valid measure of adherence to the wraparound principles that is easier to administer and less time consuming than the full WFI-4 interview protocol.
  - Can be completed either on paper or online.
  - WFI-EZ also contains questions about satisfaction and outcomes.
  - Items on the caregiver, youth, team member and facilitator versions of the WFI-EZ will be parallel to one another, which promotes more straightforward scoring and interpretation of the data.
In the beginning...

- 2007 (WFI-4)

We need a data system!

- In partnership with Accountability Solutions, we created the first WFAS online data system: WONDERS (Wraparound Online Data Entry and Reporting System).
- Building data systems
  - Quick
  - Cheap
  - Good

WrapTrack

- Taking the lessons learned from WONDERS, and trying to improve upon the functionality of the system, we created WrapTrack.

- WrapTrack is designed to be flexible, easy-to-use, and compatible with most workstation configurations.
- Single point of access for all users, online.
- HIPPA and FERPA compliant, safe and secure.

WrapTrack

- WrapTrack offers various configuration set ups with localizable permissions and data access points based on hierarchy.
WFI-EZ Report Filters

Group Activity

After reviewing those WFI-EZ reports, how do you think you would take the data and apply it to your local wrap model? For example, knowing what you do about the reports, would you use them for training/coaching, reporting to funders, etc.?
Please share your examples.

For More Information
Wraparound Evaluation and Research Team
www.wrapinfo.org
wrapeval@uw.edu

April Sather, MPH
Research Project Director
sather@uw.edu, 206-685-2310

Hattie Quick, MSW
Research Coordinator
hquick@uw.edu, 206-616-5447

Polling Questions

• Do you know what a Smart Device is?
  – Yes
  – No

• Do you know what Wi-Fi is?
  – Yes
  – No

• Have you used the WFI-EZ before?
  – Yes
  – No

• Have you used WrapTrack before?
  – Yes
  – No

Using Tablet Technology/Software to Increase Response Rates in Fidelity Data Collection Efforts Across all Sites (urban/rural)

2014 Georgetown University Training Institutes on Systems of Care
July 16-20, 2014

Jonathan Sutter, MSW

The Wraparound Fidelity Index, Short Version (WFI-EZ) is a brief, self-administered tool that measures the nature of the wraparound process an individual family receives.
It is designed to be
• Less burdensome and
• Less time consuming
than the full WFI-4 interview procedure.
Utilizes Wrap Track: online data entry system
In recent years, tablet computer technology has gained prominence as an innovative method for collecting, uploading, and managing survey data\(^1\)\(^2\)\(^3\).


---

**WFI-EZ**

- We Wanted to Empirically Examine the Role that Tablet Technology had on WFI-EZ Data Collection

Evaluation participants described three primary barriers to implementation of the WFI-EZ using tablet technology:

1. Tablet Adoption and Ease of Use,
2. Tablet Device Management Resources,
3. Concern of Wi-Fi Access in the Field.

---

**Findings**

**WFI-EZ**

- Facilitators of successful implementation of the WFI-EZ surveys and Tablet use included:
  1. Comprehensive Training,
  2. Reminders Sent,
  3. Operational Sessions with the Facilitators,
  4. Options for Using Tablet Surveys for Offline (Field) Access.

---

**Findings**

- **Comprehensive Training**
  - Comments
  - Gathered from systematic feedback
  - Team Member expressed:
    "Don't know what to click on…"

---

**Findings**

- **Reminders**
  - Comment from an Administrator:
    "I think we need to send out weekly reminders."

---

**TEAM MEMBER WFI-EZ INSTRUCTIONS**

The WFI-EZ is a self-administered tool that measures the nature of the Wraparound process that an individual family receives. The WFI-EZ will be less burdensome by being completed by self-report and web survey, rather than via a telephone interview.

The WFI-EZ Team Member Form is broken down into four sections:

1. **Understanding/Question clarification**
2. **Demographics**
3. **Section A: Basic Information**
4. **Section B: Your Experience in Wraparound**

A link will be sent to you allowing access to the WFI-EZ survey. Click the URL and enter the **PASSCODE** at the prompt.
### Options for Using Tablet Surveys for Offline (Field) Access.

- **Gathered from systematic feedback**
- **Developed an Interactive PDF Format for the Tablet**

### Findings

#### Original Form Too Cumbersome for a Tablet

- Created Format Displaying One Question per Screen

#### Operational Sessions with the Facilitators

Comment from a Facilitator:

- “They [the family] find the tablets difficult to understand and hard to control”
**Findings**

Options for Using Tablet Surveys for Offline (Field) Access.

- Concern from Research Project Director
  - "My one general hesitation is that we currently have no way for sites to upload these types of files into WrapTrack….this technology, while incredibly useful/effective, will create an extra step at some point when sites have to manually enter the data into WT."

**Results**

Response Rates

**WFI-4 to WFI-EZ Transition: Response Rates**

WFI-4 In-Person/Phone Interview vs. WFI-EZ Self-Report Survey

Using tablet computers to collect Wraparound Fidelity data with the WFI-EZ is both feasible and effective.

Our study highlights a number of factors that system of care administrators, staff, and service providers can use if they choose to implement this technology within their own systems.

Future research based on data from the WFI-EZ.
Acknowledgements

University of Cincinnati, College of Allied Health Sciences, School of Social Work
- Michael McCarthy, PhD, MSW, Associate Professor
- Jeffrey P. Schellinger, MS, LPC, Research Assistant
- Rachel Smith, M.H.Sc., Research Assistant

Clermont FAST TRAC
- Gretchen Behimer, AM, MSS, LISW-S, Project Director
- Karen J. Scherra, MS, Executive Director

University of Washington, Department of Psychiatry and Behavioral Sciences
- April Sather, MPH, Research Project Director
- Spencer Hersey, B.A., Research Study Coordinator
- Hattie Quick, MSW, Research Study Coordinator
- Eric J. Bruns, PhD, Associate Professor

Portland State University, Regional Research Institute
- Janet S. Walker, Ph.D., Director of Research and Dissemination
- John D. Dobrowolski, M.S., L.M.S.W., Research Assistant

Social TecKnowledgy
- Kelly L. Hyle, Ph.D., Chief Executive Officer

This work is funded by a grant from the United States Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (PI Scherra)

References


BREAK

15 minutes

OVERVIEW

- VCP Readiness: Audience Quiz
- Context: Workforce Development
- Overview Video of VCP
  - Review of major features
  - VCP in the field
- Group Activity: Rating Videos
- Discussion

VCP Readiness Quiz

Have you ever watched a video on youtube?
VCP Readiness Quiz

Have you ever recorded a video?

VCP Readiness Quiz

Have you ever uploaded something to the internet (via Dropbox or Google Drive)?

The Context for VCP

Let’s think of workforce development as a driver of implementation – and outcomes.

Context: Workforce Development

But what makes for good workforce development?

• Train and hope?
• Train and show…and hope?
• Train and show and practice?
• Giving feedback?
• Ongoing Supervision/Coaching?

Context: Workforce Development

[Joyce, B., & Showers, B., 1995]
**CONTEXT: WORKFORCE DEVELOPMENT**

Training with follow-up consultation/coaching is more effective and produces better outcomes in terms of actual practice.


---

**CONTEXT: WORKFORCE DEVELOPMENT**

So why don’t we use coaching more often?

---

**CONTEXT: WORKFORCE DEVELOPMENT**

Cost

Convenience

(Fairbun, C., & Cooper, Z., 2011)

Potential Solution: Web-based Coaching Platforms

Internet-based training may be a viable solution.

(Fairbun, C., & Cooper, Z., 2011)

Video has been used to provide remote supervision to student teachers with success and reduced costs.

(Joseph, G., & Brennan, C., 2011)

---

**OVERVIEW OF VCP**

- Password protected log-in
- Administer roles and permissions
- Manage workflow
- Rate videos in segments or as a whole
- Create and save clips of videos
- Customize parameters for focused feedback
- Write text-based comments
- Generate interactive feedback reports
AGENCIES THAT USE VCP
Gándara Center
Community Healthlink
WAYSIDE YOUTH & FAMILY SERVICES
CHILDREN'S FRIEND FAMILY SERVICES

GROUP ACTIVITY: RATING VIDEOS OF WRAPAROUND PRACTICES

DISCUSSION

THANK YOU!

REFERENCES

REFERENCES (CONTINUED)
Polling Questions

1.) Does your agenda or organization presently use an electronic health record?
   - Yes
   - No

2.) If your agency/organization uses an EHR, is it adequately customizable for behavioral health?
   - Yes, fully
   - Yes, partially and we are moving to full customization
   - Yes but it really doesn’t align with our behavioral health practice model
   - No

3.) Do you feel EHRs will be useful in driving behavioral health outcomes?
   - Yes and I am on board and excited
   - Yes, but I worry about the added burden
   - Yes but there will likely be an adoption period where outcomes may decline
   - No

4.) Is TMS WrapLogic the Coolest Behavioral EHR ever?
   - Absolutely
   - Absolutely
   - Absolutely
   - Absolutely