

*Improving retention,
outcomes and supervision with
The Partners for Change
Outcome Management System
(PCOMS)*

George S. Braucht: LPC, CPCS & CARES
Brauchtworks Consulting: brauchtworks.com
PCOMS Trainer II, Better Outcomes Now
Phone: (404) 310-3941; Email: george@brauchtworks.com



1

 Someone is grounded! 



2







Gone Green

Training journals/handouts:
brauchtworks.com/training_handouts

Participate in this session's audience polls by logging your smart phone, tablet or computer web browser into responseware.com
Enter as a "Guest"
with Session ID: **pcoms1**


3





What's Up: 1:00pm – 2:00pm

Upon completion, participants will be able to:

- ✎ Explain the four research-based factors most associated with change agent effectiveness
- ✎ Monitor client/peer progress and program effectiveness using the valid, reliable, and feasible PCOMS tools (Outcome Rating Scale [ORS], Session Rating Scale [SRS]), and the Self-completed Overview of Recovery Experience Board (SCORE Board) and/or Better Outcomes Now (BON)




4



What's Up (cont.)

Upon completion, participants will be able to:

- Participate in clinical supervision and/or peer performance support that promotes both your currently experienced and cumulative career growth.



5



My What: Promoting professional growth and personal development

"I just want to help people."



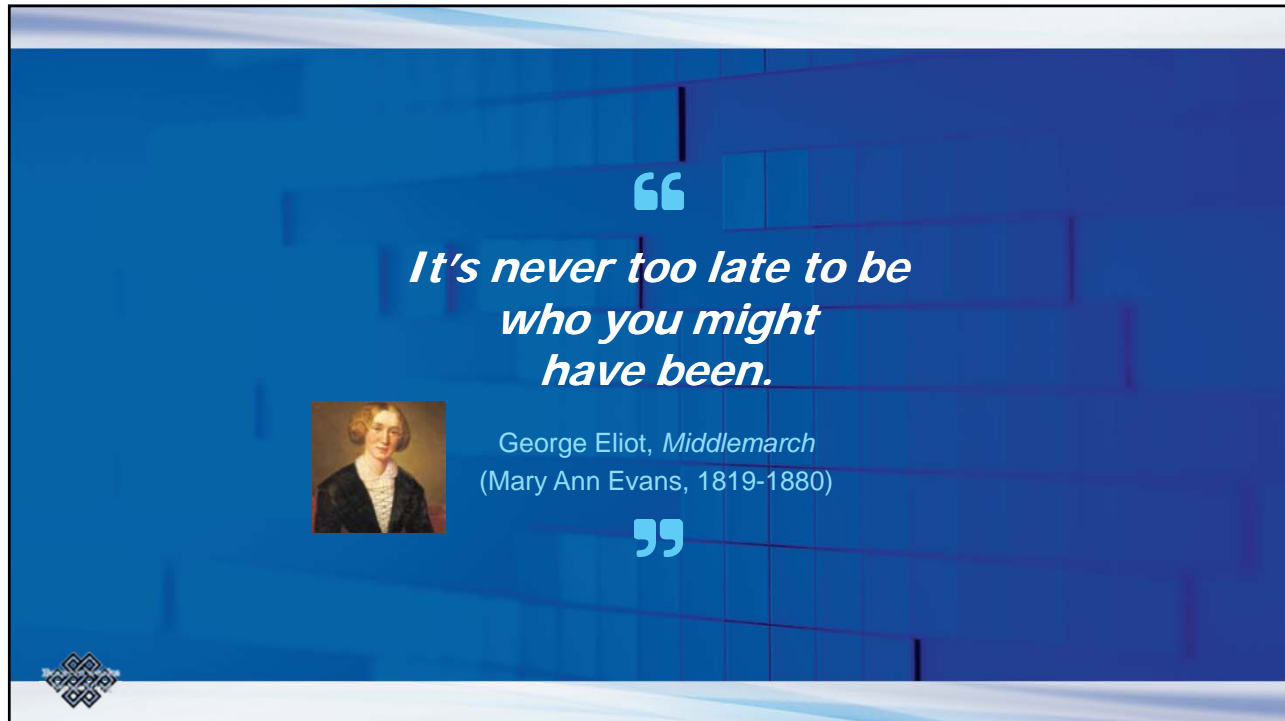
George S. Braucht
LPC, CPCS & CARES
Brauchtworks Consulting
Applying Science to Practice
brauchtworks.com




- ✓ M.S. in Experimental/Physiological Psychology then focus on Community Psychology; taught 1st psychology class at Georgia College in 1979
- ✓ 14,000+ hours of supervised psychotherapy experience as a **Licensed Professional Counselor** and **Certified Professional Counselor Supervisor**: Crisis, AOD & MH recovery; Social justice; Recovery residences & Peer services
- ✓ Co-founder and Faculty, **Certified Addiction Recovery Empowerment Specialist (CARES) Academy**
- ✓ Lead Faculty, **RecoveryPeople's** Recovery Residence Manager Training and the **Recovery Outcomes Institute's** Recovery Navigation Support using the REC CAP Recovery Capital Scale
- ✓ **Georgia Association of Recovery Residences** Board & Charter Board Member, **National Alliance for Recovery Residences**
- ✓ Partners for Change Outcome Management System Level II Trainer with Dr. Barry Duncan's **Better Outcomes Now**

6







“
It's never too late to be who you might have been.
”



George Eliot, *Middlemarch*
(Mary Ann Evans, 1819-1880)



12


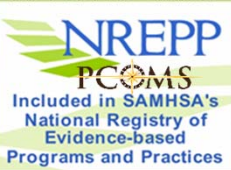


Six Rationales for PCOMS

1. Solves Major Problems of the Field (Not All Peers/Clients Benefit, Drop Outs, Service Provider Variability and Overestimation of Effectiveness)
2. Five RCTs (so far) Demonstrate Its Efficacy
3. Proven Quality Improvement Strategy
4. Enhances Factors Related to Success (Common Factors)
5. Incorporates the Predictors of Ultimate Outcome
6. Operationalizes Client Privilege and Social Justice

13



The Partners for Change Outcome Management System (PCOMS): The Heart and Soul of Change Project

Incorporates the most robust predictors of therapeutic success into an outcome management system that:

- 1) partners with peers/clients,
- 2) honors the daily pressures of front-line service providers and
- 3) meets value-based purchasing demands

14



Five RCTs (so far!): SAMHSA NRPP

Compared to TAU...

- ✓ More pre-post treatment gains
- ✓ More clients NOT were retained
- ✓ Achieved higher satisfaction ratings from therapists and commanders

Compared to TAU...

- ✓ Larger treatment gains via ORS
- ✓ More clients experienced reliable change and clinically significant change
- ✓ Attended more sessions

15

Five Randomized Controlled Trials & Three Benchmarking Studies (so far!)

Compared to TAU...

- ✓ More pre-treatment
- ✓ More client retention
- ✓ Achieved satisfactory ratings from therapists

PCOMS command

to TAU... treatment ia ORS ients nced change ically ant change ed more

16

Empathy, genuineness and positive regard are the necessary and sufficient conditions for change.

A. True

B. False



C. Not sure

Response	Percentage
True	33%
False	33%
Not sure	33%

0

17






Empathy, Genuineness & Positive Regard

Rogers, C. (1957). The necessary and sufficient conditions of therapeutic personality change. *The Journal of Consulting Psychology*, 25, 95-103.


Lambert (2013) meta-analysis

Empathy:	57 studies found r of .31
Positive Regard:	18 studies found r of .27
Genuineness:	16 studies found r of .24





☞ Each is more powerful than any technique that you can ever wield as model differences = d of .20

Lambert, M. (2013). Outcomes in psychotherapy: The past and important advances. *Psychotherapy*, 50 (1), 42-51.

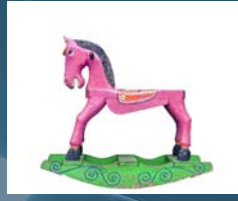


18




Relationship Enhancement Skills (PINK OARSI): Solicit and Provide Feedback

1. Practice Intentionally Not Knowing or curiosity
2. Open-ended questions
3. Affirmations/validations
4. Reflections/paraphrases
5. Summaries
6. Information-giving



19




Relationship Enhancement Skills: PINK OARS
©2013 George S. Braucht, LPC & CPCS; brauchtworks.com

Interaction Analysis by: _____ Date: _____


With: _____ Location: _____ Recording #: _____

Type	Description	Number
Open-ended question	Express curiosity, interest, concern, puzzlement, etc.; Who, What, When, Where, How (Why)	
Closed question	Receive a simple, short answer, often "Yes", "No" or specific information	
Affirmation/Validation	Build feelings of empowerment and self-efficacy in the other person -- may or may not be questions; observed strengths or character	
Reflection/Paraphrase	Stay "within an inch" of what the other person says	
Simple	Use the other person's exact words or phrases; communicate attention, following and interest	
Complex	Go beyond what the other person has said; cognitively reframe the content or reflect the emotion expressed; infer greater meaning; move the conversation forward	
Amplified	Over- or under-state an absolute statement to ensure this is an accurate stance; prompt re-considering a statement; avoid sarcasm - typically leads to anger or a counter-argument	
Double-sided	Highlight both sides of an issue; Use "and" not "but"; "on the one hand... and on the other..."	
Metaphor	Move beyond stated content; provide a new framework or model for understanding what was said; if familiar to the other person, the metaphor may introduce and organizational scheme for incorporating new information/observations	
Summary	Succinct; organize what's been said; highlight change talk and contrast ambivalence stated in the moment or previously; transition to new topic or focus; always end with a summary	
Information-giving	Use OARS first; ask for permission; use 3rd person references - add personal experience if clarification needed; share as potential options; state how you felt and what you need for this to be a mutually-beneficial relationship; determine level of confidence and obtain level of commitment	



See *Relationship Enhancement Skills Overview: PINK OARS* at brauchtworks.com/Toolkit under "Professional Tools"

Brauchtworks Consulting
www.brauchtworks.com



Applying Science to Practice
Email: george@brauchtworks.com

20

Over 1000 Studies of Relationship Quality or the Therapeutic Alliance

Four Key Factors



Understanding the Client/Peer's Theory of Change/Mind



Agreement on Goals, Meaning or Purpose

Agreement on Means or Methods

Client/Peer's View of the Relationship Quality

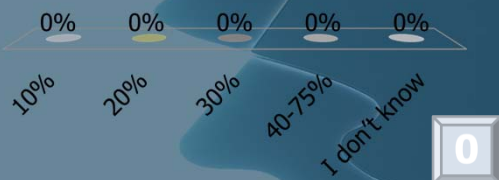



21





What percentage of your peers/clients do not change or deteriorate?

- A. 10%
- B. 20%
- C. 30%
- D. **40-75%**
- E. I don't know



Category	Percentage
10%	0%
20%	0%
30%	0%
40-75%	0%
I don't know	0%


22



Dr. Michael Lambert Brigham Young University

Look and listen for:

1. What percentage of clients:
 - A. Don't change 40-61%
 - B. Deteriorate 3-14%
 - C. Improve/Reliable change 20-30%
 - D. Achieve recovery/Clinically significant change 9-20%
2. What to do about treatment failures?
 - A. Progress alarms
 - B. Clinical support tools
 - C. Patient (sic) feedback



[youtube.com/watch?v=-5la1owDL-o](https://www.youtube.com/watch?v=-5la1owDL-o)

23




Four Research-based Factors Responsible for Change Across Disciplines and Models



1. Empathy
2. Positive regard
3. Genuineness
4. Feedback ★



24



Becoming Better Measuring Outcome

- Give at the beginning of the visit; Client places a mark on the line.
- Each line 10 cm (100 mm) in length.
- **Reliable, valid, feasible**

Individually:
(Personal well-being)

|-----|


Interpersonally:
(Family, close relationships)

|-----|

Socially:
(Work, School, Friendships)

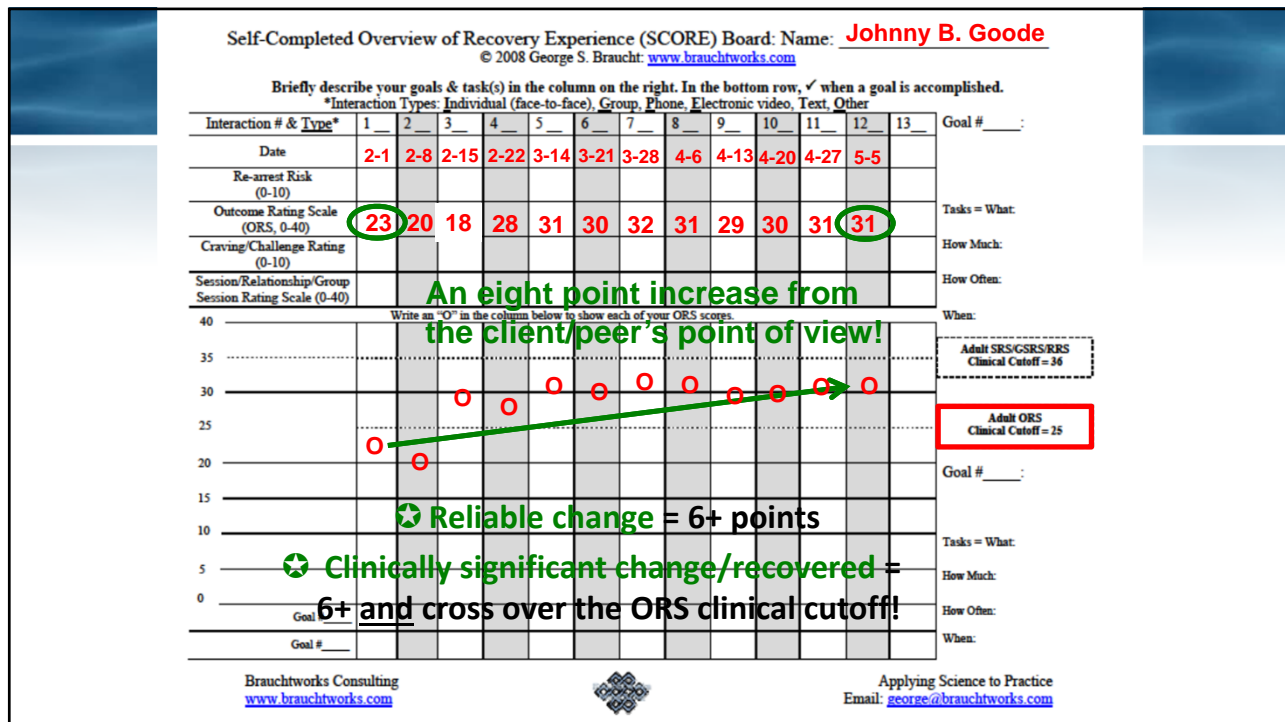
|-----|

Overall:
(General sense of well-being)

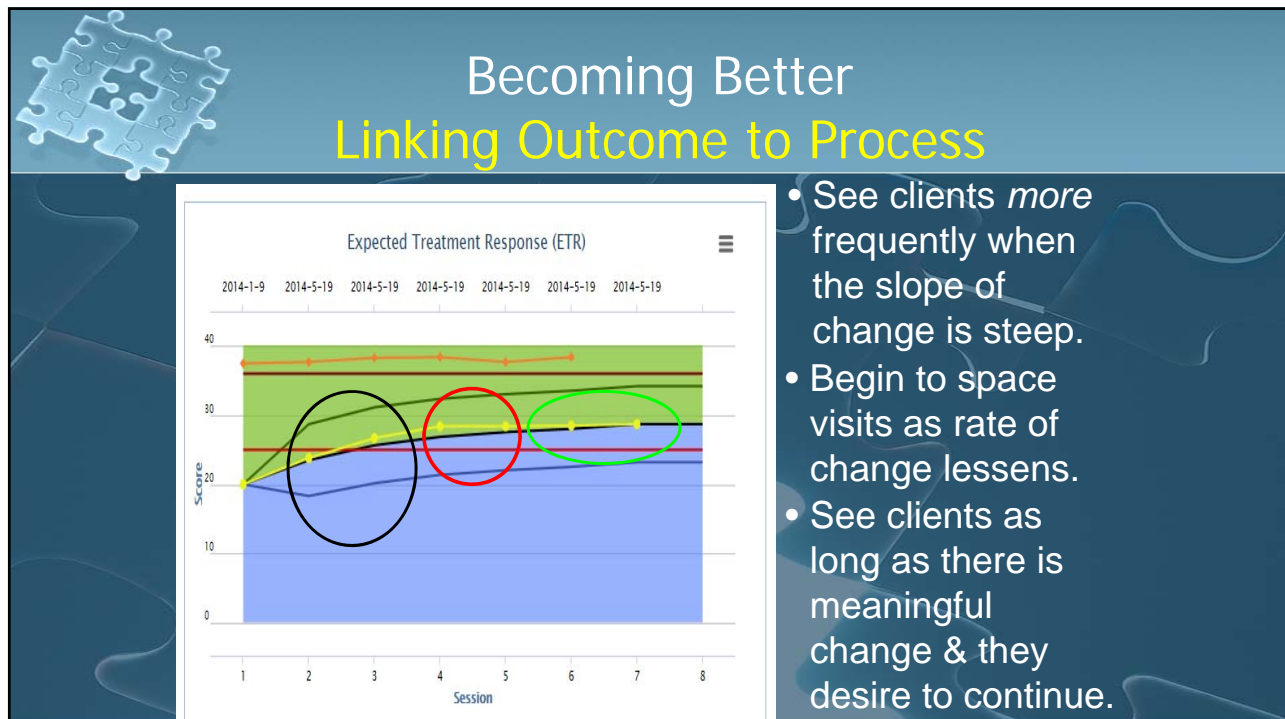


- Scored to the nearest millimeter.
- Add the four scales together for the total score.

25



26



27



28

The Session Rating Scale Measuring the Alliance

Session Rating Scale (SRS V.3.0)

Name _____ Age (Yrs): _____
 ID# _____ Sex: M / F
 Session # _____ Date: _____

Please rate today's session by placing a hash mark on the line nearest to the description that best fits your experience.

Relationship:	I did not feel heard, understood, and respected	_____	I felt heard, understood, and respected
Goals and Topics:	We did not work on or talk about what I wanted to work on and talk about	_____	We worked on and talked about what I wanted to work on and talk about
Approach or Method:	The therapist's approach is not a good fit for me	_____	The therapist's approach is a good fit for me
Overall:	There was something missing in the session today	_____	Overall, today's session was right for me

PCOMS

- Give at the end of session;
- Each line 10 cm in length;
- **Reliable, valid, feasible**
- Score in cm to the nearest mm;
- Discuss with client anytime total score falls below 36

29



Child Session Rating Scale (CSRS)

Name _____ Age (Yrs.): _____
Gender: _____ Date: _____

How was our time together today? Please put a mark on the lines below to let us know how you feel.

Listening

_____ did not always listen to me. ☹️ |-----| ☺️ _____ listened to me.

How Important

_____ What we did and talked about was not really that important to me. ☹️ |-----| ☺️ _____ What we did and talked about were important to me.

What We Did

_____ I did not like what we did today. ☹️ |-----| ☺️ _____ I liked what we did today.

Overall

_____ I wish we could do something different. ☹️ |-----| ☺️ _____ I hope we do the same kind of things next time.

Better Outcomes Now
<https://www.betteroutcomesnow.com>

© 2003, Barry L. Duncan, Scott D. Miller, Jacqueline A. Sparks

30

Child Session Rating Scale (CSRS)

How was our time together today? Please put a mark on the lines below to let us know how you feel.

Listening

John did not always listen to me. _____ John listened to me. _____
☹️ |-----| ☺️

How Important

_____ What we did and talked about was not really that important to me. ☹️ |-----| ☺️ _____ What we did and talked about were important to me.

What We Did

_____ I did not like what we did today. ☹️ |-----| ☺️ _____ I liked what we did today.

Overall

_____ I wish we could do something different. ☹️ |-----| ☺️ _____ I hope we do the same kind of things next time.


31



Group Session Rating Scale

Alliance and Cohesion

- Give at the end of the week or alternate with ORS
- Each line 10 cm in length;
- **Reliable, valid, feasible**
- **Discuss anything under 32**



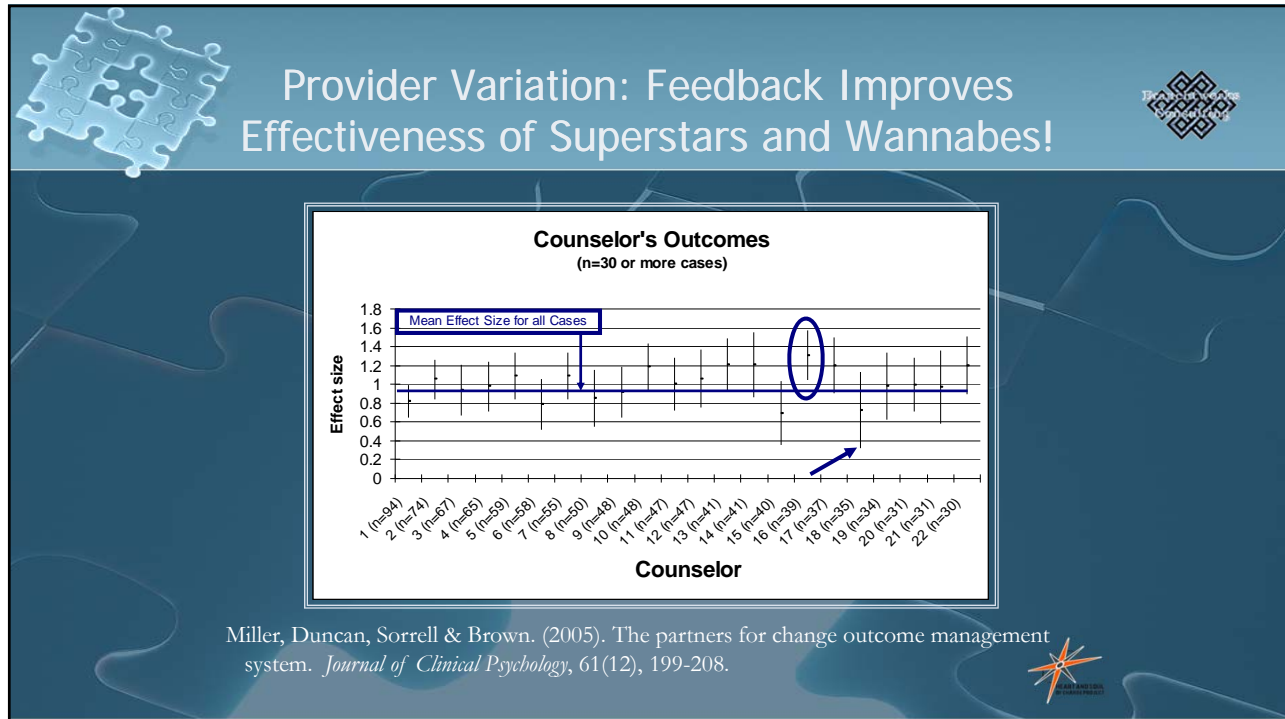
32

I experience immediate growth and cumulative career development during or after most client and supervision interactions.

- A. True
- B. False
- C. I don't know

0

33




34

Immediately Experienced and Cumulative Career Growth: Three Research-based Progress Indicators

1. Valid initial Outcome Rating Scale (ORS); Duncan, 2014
 - ⊖ **35**: Invalid initial score – why come to see you?
 - ORS average, 500,000+ administrations: 18-20
 - ➔ Goal: Less than 1/3rd over the Clinical Cutoff
 - 25**: CORS, **26**: Adolescents, **22**: Adults
2. Reliable change index (RCI*)
 - 6+ point increase from the initial ORS
3. Clinically significant change index (CSCI*)
 - 6+ and cross the Clinical Cutoff



*Jacobson & Truax, (1991) & Jacobson et al, (1999)

35




Appreciative Performance Support/Clinical Supervision: Four steps for currently experienced and cumulative career growth

1. **Start** by looking at all client/peer graphs or lists of ORS scores. **Job One:** ensure valid use of the measures & data integrity
2. **Spend** the most time on **at-risk clients/peers**: shape discussions and brainstorm options; look for over-utilization
3. **Review** stats & use Appreciative Inquiry Performance Support:
 - a. What's working?
 - b. Opportunities to improve?
 - c. What keeps you hopeful moving forward? Encourage **reflection, journaling & story telling with my data**
4. **Mentor** for skill building, client/peer teaching, & ongoing reflection

36



A Closer Look: The PCOMS Performance Report (cont.)

brauchtworks.com/toolkit

Partners for Change Outcome Management System

Name: Johnny B. Good Date: 3-Jun-14 Type: Peer Recovery Service
 Number: 691903 Transfer: A
 Server: Greta Listner Reliable Change Index: 6.6 Clinically Significant Change: **Y or N**

Date	for Service	Outcome Rating Scale					Session/Relationship Rating Scale				
		*Ind	Int	Soc	Overall	Total	Rel	GAT	AoS	Overall	Total
Session 1		4.2	7.8	8.0	8.2	28.2	9.3	10.0	10.0	10.0	39.3
Session 2		3.1	8.1	6.2	7.4	24.8	9.6	9.8	8.1	7.9	35.4
Session 3		3.6	7.9	8.1	8.6	28.2	10.0	9.8	9.9	9.8	39.5
Session 4		4.3	8.2	8.1	8.4	29.0	10.0	9.9	9.6	9.9	39.4
Session 5		5.2	8.4	7.9	8.4	29.9					
Session 6		7.8	8.1	8.1	8.6	32.6					
Session 7		8.8	8.4	8.2	8.4	33.8					
Session 8		8.8	8.4	8.8	8.8	34.8					
Session 9											
Session 10											
Session 11											
Session 12											

Outcome Rating Scale Total

Individual

37

A Closer Look: The PCOMS Performance Report (cont.)

brauchtworks.com/toolkit

Helper: Greta Litzler		Program: Peer Recovery Service		Start Date:		Organization:							
Number	Name	Entry Program	ID #	[Active] (Planned Transfer) [Unplanned Transfer]	Start Date	End Date	ORS Initial	ORS Last	# of Sessions	Raw Change	Reliable Change Index (±4 points)	Clinically Significant Change (RCI & 25%)	SRS Last
1	Johnny B. Good	FRS	691903	A	7-Jul-14		15.1	23.0	3	7.9	Y	N	39.0
2	Nee Nohow	CRU	328945	P	2-Sep-14	#####	18.6	23.0	5	4.4	N	N	40.0
3	Willie Hiep	WAC	561247	P	10-Mar-14	#####	22.5	36.3	9	3.8	N	N	40.0
4	Scooby Doo	FRS	123456	P	11-Jul-14	#####	14.2	19.9	12	5.7	N	N	38.7
5	Switty Taylor	WAC	654321	P	14-Jan-14	#####	36.4	32.7	2	-3.7	N	N	36.4
6	M. T	CRU	234567	P	11-Aug-14	#####	20.3	31.9	6	11.6	Y	Y	40.0
7	Elvis	FRS	918273	U	9-Jan-14	#####	11.7	34.2	2	22.5	Y	Y	38.8
8	Canu Elpme	CRU	433627	A	17-Jan-14	#####	20.5	19.4	2	-1.1	N	N	39.4
9	Truly Yavis	FRS	564738	P	14-Feb-14	#####	23.6	31.3	6	7.7	Y	Y	39.8
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													

My Effect Size	Active	Participants	Weeks in Service	Average	Average	Average	Average	Planned - Met RCI	Planned - Met CSC	Average
0.59	2	6	21.4	28.0	5.2	6.5	2	2	39.1	
	Planned	6	StandDev	StandDev	StandDev	StandDev	% Planned - Met RCI	% Planned - Met CSC	StandDev	
	Unplanned	1	8.28	6.57	3.49	7.28	33.3%	83.3%	1.13	
	Total	9	Highest	Highest	Highest	Highest	Unplanned - Met RCI	Unplanned - Met CSC	Highest	
	Peer Recovery Support	4	36.4	36.3	12.0	22.5	1	1	40.0	
	Change R Us	3	Lowest	Lowest	Lowest	Lowest	% Unplanned - Met RCI	% Unplanned - Met CSC	Lowest	
	We All Change	2	11.7	19.4	2.0	-3.7	100.0%	100.0%	36.4	
			Total Transfers - Met RCI	Total Transfers - Met CSC			3	3		
			% Total Transfers - Met RCI	% Total Transfers - Met CSC			42.9%	42.9%		

38

Better Outcomes Now

BETTER OUTCOMES NOW
Science, Technology, & Clinical Expertise

Home About BON About Us Activate Account Log In


Heart and Soul of Change Project, founded by Dr. Barry Duncan, is a practice-driven research and training initiative focusing on improving outcomes via PCOMS. Because of the research efforts of the Project, PCOMS is a designated evidence based

Your all in one


The Partners for Change Outcome Management System (PCOMS) incorporates the most robust predictors of success into an outcome management system that partners with consumers while honoring the daily pressures of front-line clinicians.

39





Participating in Self-appreciative PCOMS Performance Support





#1 Self-assessment, reflection and journaling that informs your professional development plan: PCOMS Report. BON Appreciative Inquiry (AI) questions:


- 1) What's right with/working well for me
- 2) What could be better (improvement opportunities) &
- 3) What keeps me hopeful for moving forward = celebrate successes

#2 Peer support and e-meetings: PCOMS Report & AI questions


#3 Quality improvement visits: PCOMS Report, observations, proficiency feedback, Self-assessed competencies and professional development plan






40



A Typical Appreciative PCOMS Performance Support Conversation: The longer without change, the quicker to #7





1. What does the peer/client say about her/his goals/reason(s) for seeking service?
2. What do the ORSs reflect about progress?
3. Is the client/peer engaged? SRSs?
4. What have you done differently?
5. What can be done differently now?
6. What other resources can be rallied?
7. Time for one or more successful transfers (referrals)?




41

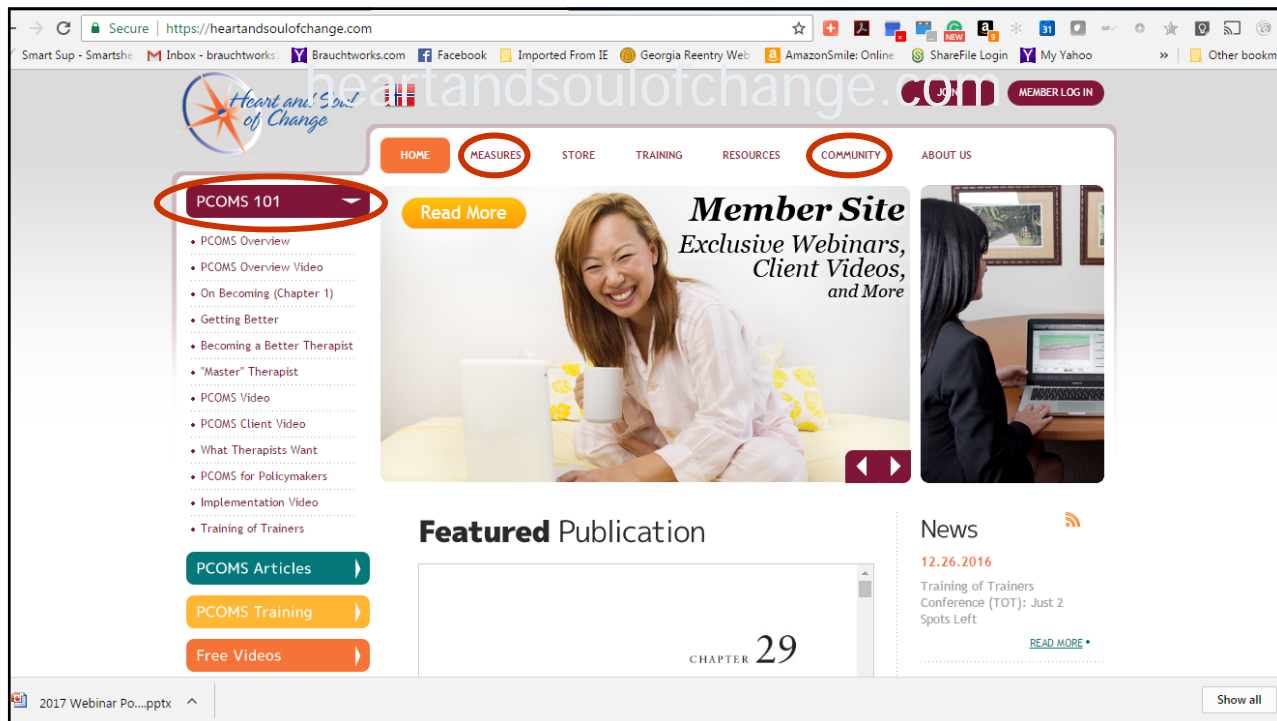
Non-blaming Transfers: Warm handoffs to adjunct services or planned transfers



- ⊘ Not **dumping** peers/clients
- ⊘ Says nothing about **your** competence
- ⊘ Says nothing about **peer/client's** ability to change
- 👍 Says everything about **doing** something positive and proactive with people who are not benefiting



42



The screenshot shows the website heartandsoulofchange.com. The navigation menu includes HOME, MEASURES, STORE, TRAINING, RESOURCES, COMMUNITY, and ABOUT US. The 'PCOMS 101' dropdown menu is open, listing various resources such as PCOMS Overview, PCOMS Overview Video, On Becoming (Chapter 1), Getting Better, Becoming a Better Therapist, "Master" Therapist, PCOMS Video, PCOMS Client Video, What Therapists Want, PCOMS for Policymakers, Implementation Video, and Training of Trainers. A 'Member Site' section highlights 'Exclusive Webinars, Client Videos, and More'. A 'Featured Publication' section shows 'CHAPTER 29'. A 'News' section dated 12.26.2016 mentions 'Training of Trainers Conference (TOT): Just 2 Spots Left'. The browser's address bar shows the URL https://heartandsoulofchange.com.

43



For information about a group license for the Outcome Rating Scale/Session Rating Scale (ORS/SRS) family of measures, [click here](#). As a service to registered users of the ORS/SRS, the Heart and Soul of Change Project makes translations of the scales available in a variety of languages. The Group Session Rating Scale (GSRS) is available in some of the packets. The GSRS is also available separately as are the Oral Scripts of the ORS/SRS. The Heart and Soul of Change Project provides no warranty or guarantee regarding the accuracy of the translations. If you are interested in translating the scales into a different language, please contact [Barry L. Duncan](#). Thank you for registering for the ORS/SRS family of measures.

Versions for:
Adults: 19+, **Adolescents: 18-13**,
Children: 12-6 & Young Children: 5 & under

44

George S. Braucht, LPC & CPCS
 Applying Science to Practice
 Garnering practice-based evidence of effectiveness using evidence-based practices

What's New?

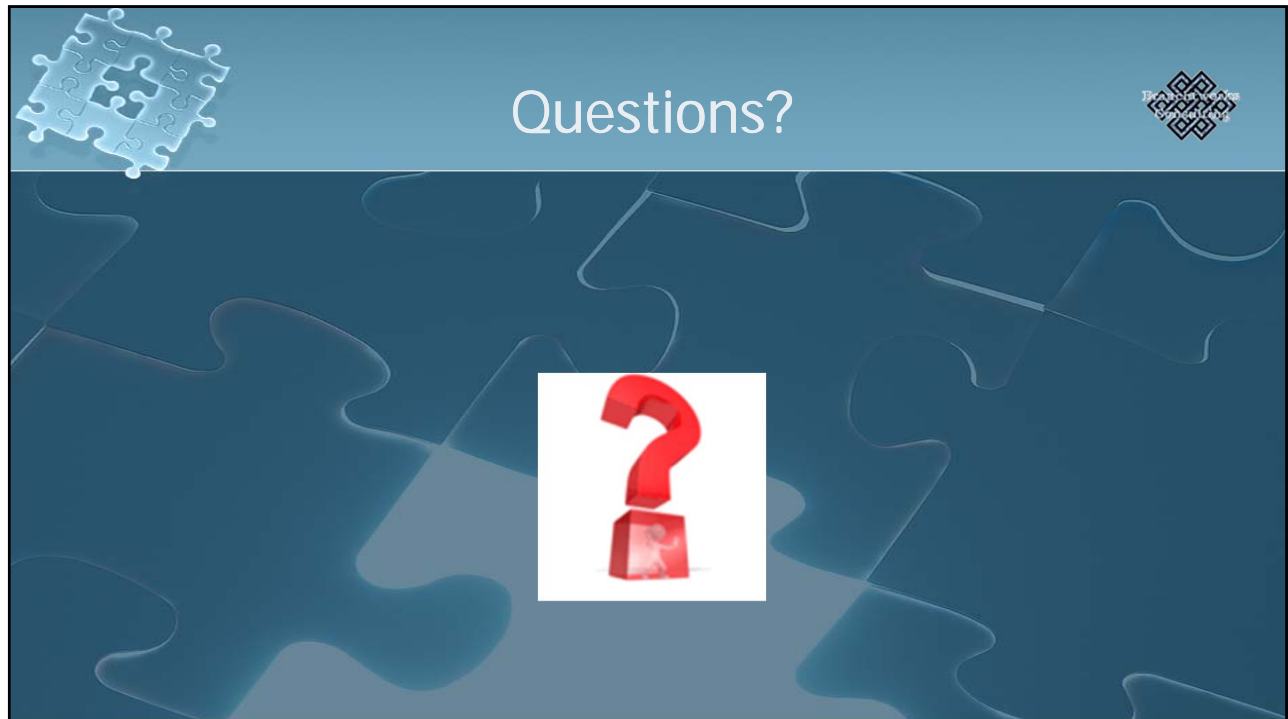
1. Click [here](#) for Dunn et al's (2016) *Brief Opioid Overdose Knowledge (BOOK) Questionnaire*. [Here is the source article](#).
2. *Promoting recovery and offense desistance: Where's the beef* for John Prevost's Criminal Justice class at Georgia State University: Click [here](#) for the handout.
3. *Peer Recovery Support Services: Individual and Group training* conducted at the CARES Academy - click [here](#) for the PowerPoint slides and [here](#) for the handout.
4. Click [here](#) for the handout on *Facilitating Recovery Action and Progress Groups* conducted at the DBHDD Behavioral Health Symposium. Click [here](#) to find the PCOMS Performance Support spreadsheet.
5. *The Science of Addiction and Recovery for Young People and Families* conducted at the CARES Academy, WAKE UP conference and Navigate Recovery Gwinnett: click [here](#) for the handout.
6. CARES Connect workshop on *Facilitating PCOMS-informed Interactions and Relationship Enhancement Skills for Compassionate and Healing Conversations*: Click [here](#) for the handout.

45



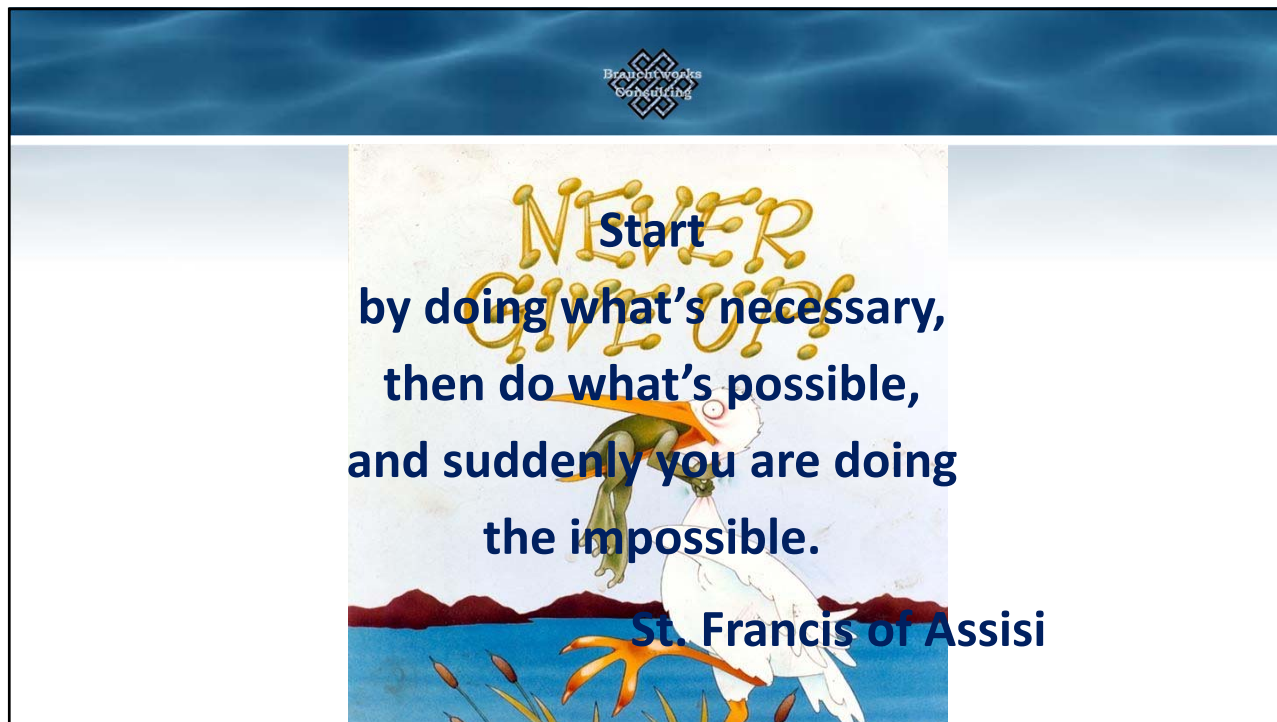


46

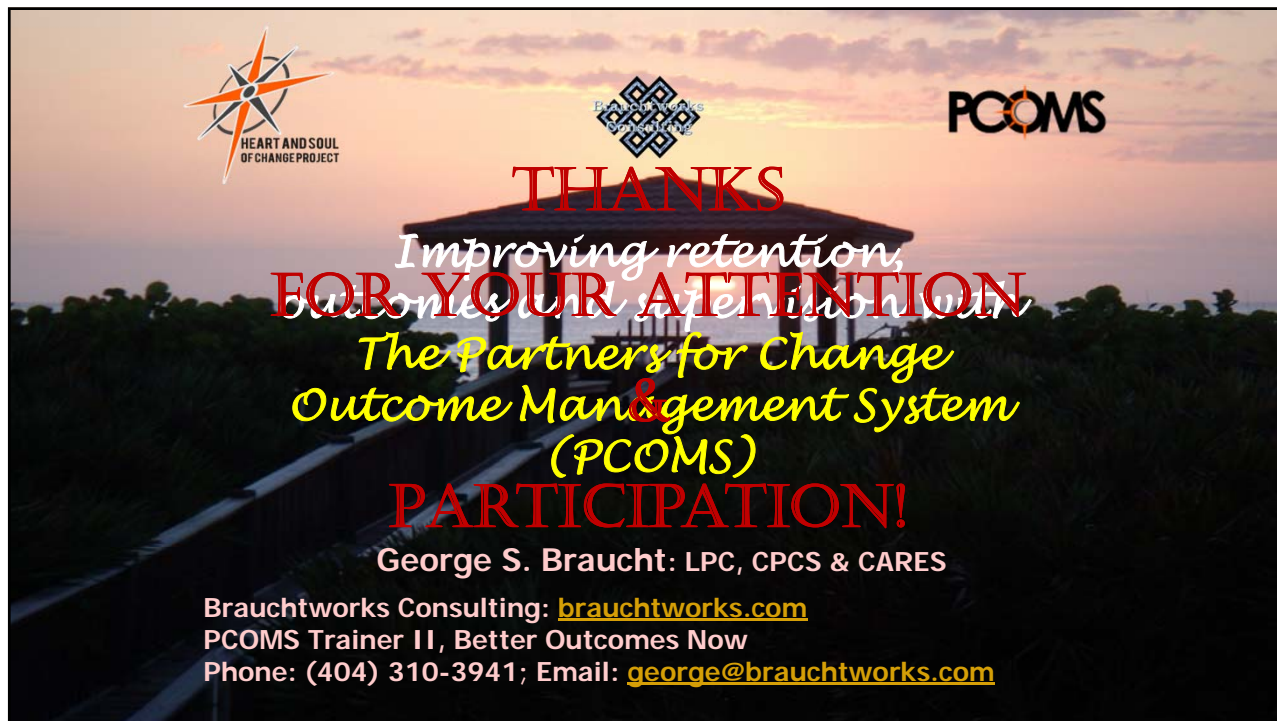


49





51



52

