DSS - Staying Connected Call
January 15th & 20th, 2016

*North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS)*

# NC-TOPPS

❖ Web based program

❖ Supports individualized treatment & recovery planning

❖ Evaluates individual & system level outcomes

❖ Focuses on progress & real outcomes with a positive, lasting impact

❖ Hope that treatment success is possible

❖ Dashboard allows public user to view services impact the lives of people receiving treatment

❖ Dashboard data is helpful when choosing a new provider

❖ Individual Report = treatment "report card"

❖ Focus on life outcomes in planning

## *Your Role*
### Consumer, Family & Guardian

❖ Actively participate in interview questions about:

- Current treatment needs

- Symptoms impacting life

- Behaviors

- Supports

- Barriers

❖ Ask for interview results & how they are used

❖ Sign a copy of the results for the service record

**When data is not collected in person or via the telephone, we lose valuable information about the individual and their treatment experience including:**

✓ Pregnancy & prenatal care

✓ Birth outcomes

✓ Physical & dental check-ups

✓ Contact with sponsor (SUD Adults)

✓ Support from family and/or friends

✓ Needle drug use

✓ Risky sexual behavior

✓ Abuse

✓ Harm to self

✓ Suicidal thoughts & attempts

✓ Emotional well-being

✓ Physical health

✓ Relationship with family

✓ Living/ housing situation

✓ Contacts with crisis provider

✓ Visits to ER & nights in hospital

✓ Homelessness

✓ Nights in detention, jail or prison

✓ Helpfulness of program to improve quality of life, symptoms, hope, control over life, educational status, housing & employment

# *Provider Benefits*

- ❖ Tool for planning & monitoring individual life outcomes

- ❖ Supporting documentation for service requests

- ❖ Agency & service outcomes monitoring that can support clinical & quality improvement

- ❖ Data to support outcome requirements for accreditation & service definition outcomes

- ❖ Positive outcomes = positive public relations tool

# *Provider Role*

❖ Commitment to report clinical outcomes accurately & timely

❖ Commitment to involve consumers, families & guardians in life outcomes planning & evaluation

❖ Focus on real outcomes that have a positive, lasting impact

Dashboard - https://nctopps.ncdmh.net/ProviderQuery/Index.aspx

Supporting Documents -

https://nctopps.ncdmh.net/dev/GettingStartedWithNCTOPPS.asp

# *Contact Information*

**If you have questions about this presentation or about the NC-TOPPS system, please contact:**

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*Questions?*