



Incorporating Recipient Voice in Outcomes Measurement: On September 14th, [John D. Lee, MBA](#), Director for CCSI's Center for Collaboration in Community Health presented at [New York Association of Psychiatric Rehabilitation Services' \(NYAPRS\) 35th Annual Conference](#) about the importance of incorporating recipient voice into outcomes measurement and quality improvement initiatives. Hearing directly from service recipients about the outcomes that are important to them in their recovery is often overlooked in making decisions about how

services are delivered and paid for. Current outcomes remain “top-down” starting with requirements from the federal government, to state government, to insurance companies and state agencies, to provider agencies and programs – and finally to the individuals receiving care. Instead of this top-down approach, some organizations are shifting the focus and asking individuals receiving services what outcomes they think should be measured. That is, what is most important to them in their recovery?

The team at CCSI's Center for Collaboration in Community Health is extremely interested in what participants of recovery services think about the outcomes and measures related to these services as New York shifts to a value-based payment model. To support this work, we have collected feedback through multiple focus groups with service recipients, and created a survey based on findings from a literature review, feedback from service recipients, focus group participants, and other stakeholder feedback. Through this process, we have asked service recipients what they believe are important measures, to rate some existing measures, and to respond to some other important questions – like how do they define “recovery.” Results from this process showed that recovery and peer support services are important to service recipients, and that the things they see as important – such as increasing overall wellness and self-determination – can be translated into measurable outcomes. The Center team also found that responses do tie back to the outcomes as defined by NYS.

Because it is important to have a “ground-up” approach of inclusivity, including service recipients a part of the outcomes measurement process, the Center hopes to continue to collect more of this type of input from participants. We'll use this input to continue to refine the language and questions, look for patterns and differences in thoughts about outcomes and metrics based on recipient demographics, and will share this information with providers and Managed Care organizations to continue to support efforts to better understand and improve service quality and outcomes. To learn more, contact John at jlee@ccsi.org.