



Partners for Change Outcomes Management System

Introduction

Despite overall efficacy, many clients do not benefit, dropouts are a problem, and providers vary significantly in success rates, are poor judges of negative outcomes, and don't have a clue about their effectiveness.

[The Partners for Change Outcome Management System \(PCOMS\)](#), a measurement-based care intervention, offers a solution.

PCOMS

PCOMS uses two, four item scales to solicit consumer feedback regarding factors proven to predict success regardless of treatment model or presenting problem: early progress (using the Outcome Rating Scale) and the quality of the alliance (using the Session Rating Scale). BON:

- Identifies clients at risk for negative outcome before dropout or treatment failure;
- Provides objective, quantifiable data on the effectiveness of providers and systems of care;
- Uses measures that are reliable and valid, but feasible for each clinical encounter; and
- Provides a formalized mechanism for consumer preferences to guide choice of intervention.

Consequently, unlike other methods of measuring outcome, this system truly involves consumers in all decisions that affect their care while honoring the time demands of front-line clinical work and documenting proof of value.

Ten randomized clinical trials (RCT), eight of which conducted by the developer, Dr. Barry Duncan and colleagues have shown PCOMS to significantly improve effectiveness in real clinical settings as well as substantially reduce costs related to length of treatment and provider productivity. Because of these RCTs, PCOMS was recognized in the Substance Abuse Mental Health Services Administration's (SAMHSA) National Registry of Evidence-based Programs and Practices (NREPP). PCOMS has been implemented by hundreds of organizations in all 50 states and in 20 countries.

Conclusions

PCOMS has been shown to be consumer-friendly, highly feasible for clinicians, and importantly, repeatedly demonstrated to improve the quality and efficiency of services in peer-reviewed, published studies conducted across a range of settings, including public behavioral health. To move consumer-driven services beyond wishful thinking and enable improvements in the quality of behavioral health services while ensuring return on investment, policymakers and administrators should explore implementation of systematic client feedback.





Top Ten Things to Know

1. PCOMS is a designated evidence-based practice. The Ten Skills Guide provides a comprehensive training and implementation resource.
2. PCOMS offers the briefest, validated measures on the planet. With only four items, no other reliable and valid measure comes close to the user-friendliness of PCOMS.
3. A PCOMS electronic license includes expected treatment response algorithms for youth and adults, and for short and long-term psychotherapy.
4. PCOMS is a-theoretical and can be integrated into any treatment model and applies to all diagnostic categories. PCOMS provides a cost-effective way to be evidence based across all services and clients.
5. Proof of Value: Ten RCTs, eight conducted by Dr. Duncan's team demonstrate that PCOMS dramatically improves outcomes while increasing efficiency. RCTs include substance abuse, children, cross-cultural, and integrated care. PCOMS delivers across problems and settings.
6. An independent meta-analysis revealed that individuals using PCOMS had 3.5 times more chance of achieving reliable change and a 50% less likelihood of deterioration.
7. The largest benchmarking studies in public behavioral health found that PCOMS delivered comparable results to RCTs of depression for adults and youth, proving it to be a viable quality improvement strategy.
8. Return on Investment: Studies have shown that PCOMS reduced length of stay by 33% and cancellation and no-show rates by 40% and 25%, respectively.
9. PCOMS was developed by Dr. Barry Duncan, who also leads the team responsible for its scientific credibility.
10. Long before research validated its benefits, PCOMS was designed to privilege the consumer in all facets of service delivery. While client-driven, recovery-oriented, culturally responsive, and individually tailored services are often given lip service, PCOMS operationalizes these central values in every encounter.

