



Better Outcomes Now (BON) at a Glance

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, and Better Outcomes Now (BON), its web application, offer a solution.

PCOMS and BON

BON 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.

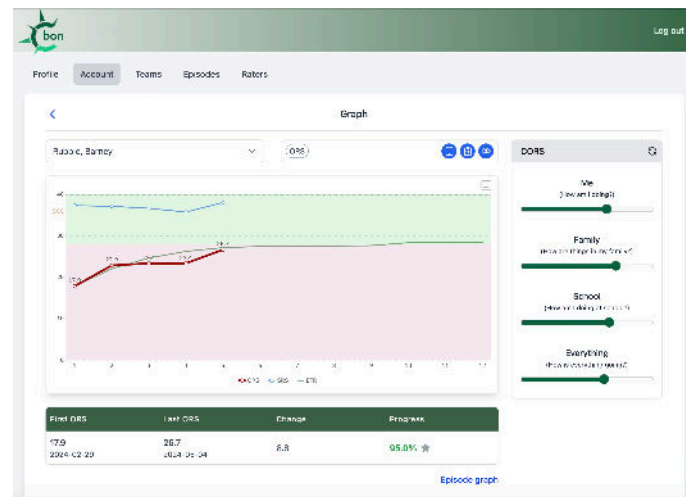
[Ten randomized clinical trials](#) (RCT), eight of which conducted by the developer, Dr. Barry Duncan and researchers at [Better Outcomes Now](#), have shown PCOMS to significantly improve effectiveness in real clinical settings as well as substantially reduce costs related to length of treatment and 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 and BON have 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 PCOMS Manual](#) provides a comprehensive training and implementation resource.
2. BON 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.
3. [Proof of Value](#): Ten RCTs, eight conducted by researchers at Better Outcomes Now, 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.
4. 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.
5. The largest benchmarking studies ever conducted in public behavioral health found that PCOMS delivered comparable outcomes to RCTs of depression for both adults and youth, proving it to be a viable quality improvement strategy. In addition, a study of inpatient psychiatric services found similar results as well as reduced readmission rates.
6. 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.
7. PCOMS was developed by the CEO of Better Outcomes Now (BON), Dr. Barry Duncan, who also leads the team responsible for its scientific credibility.
8. 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.
9. [BON](#) is *the* web application of PCOMS, capturing its spirit, process, and intent.
10. [BON](#) provides real time, single page views for consumers, therapists, supervisors, and administrators with unlimited data reporting capabilities.





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Comparison Between BON and Other Systems

Better Outcomes Now	Other Systems
Highly feasible, ultra-brief instruments	Cumbersome list of varied-size measures
One outcome measure for all clients*	Multiple measures impractical and confusing
Demonstrated psychometric integrity	Varied psychometric integrity
Normative standards for improvement	Inconsistent across measures
Algorithms and ETR trajectories for youth and adults, short- and long-term therapy	Highly unlikely
25+ years of implementation experience	Highly unlikely
Vast clinical experience with MBC	Highly unlikely
Conducted research supporting MBC	No, except for one other system
Ten randomized clinical trials (RCT)	No, except for one other system
System itself, BON, used in an RCT	No
Developed clinical process of MBC	No
Pioneered social justice in MBC	No

*BON also includes PHQ-9 and GAD-7