# Kentucky Opiate Replacement Treatment Outcome Study (KORTOS) Client Information System

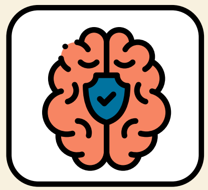
REVISED OCTOBER 2023

*A collaboration between the Department for Behavioral Health, Developmental and Intellectual Disabilities, the University of Kentucky Center on Drug and Alcohol Research, and Kentucky Opiate Treatment Programs*

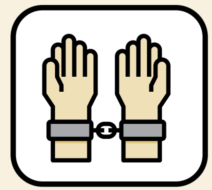
# What is KORTOS?

- KORTOS is a research study designed to measure changes for several key risk factors for adults who participate in Kentucky's opiate replacement treatment services using an evidence-based assessment.
- The study helps answer key questions posed by legislators, funding agencies, families, and clients regarding the status of clients 6 months after intake in regards to:

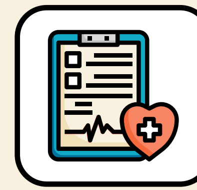
**SUBSTANCE USE**



**MENTAL HEALTH PROBLEMS**



**CRIMINAL JUSTICE INVOLVEMENT**



**HEALTH**

**VICTIMIZATION AND TRAUMA**

**QUALITY OF LIFE**

**EMPLOYMENT**

**RECOVERY SUPPORTS**

# Why is Your Program Included?

- The programs included in KORTOS are ones designated to participate by key state stakeholders

- Because the Kentucky legislature is asked to spend money on so many different things, it is important to collect evidence that programs actually achieve desired outcomes.

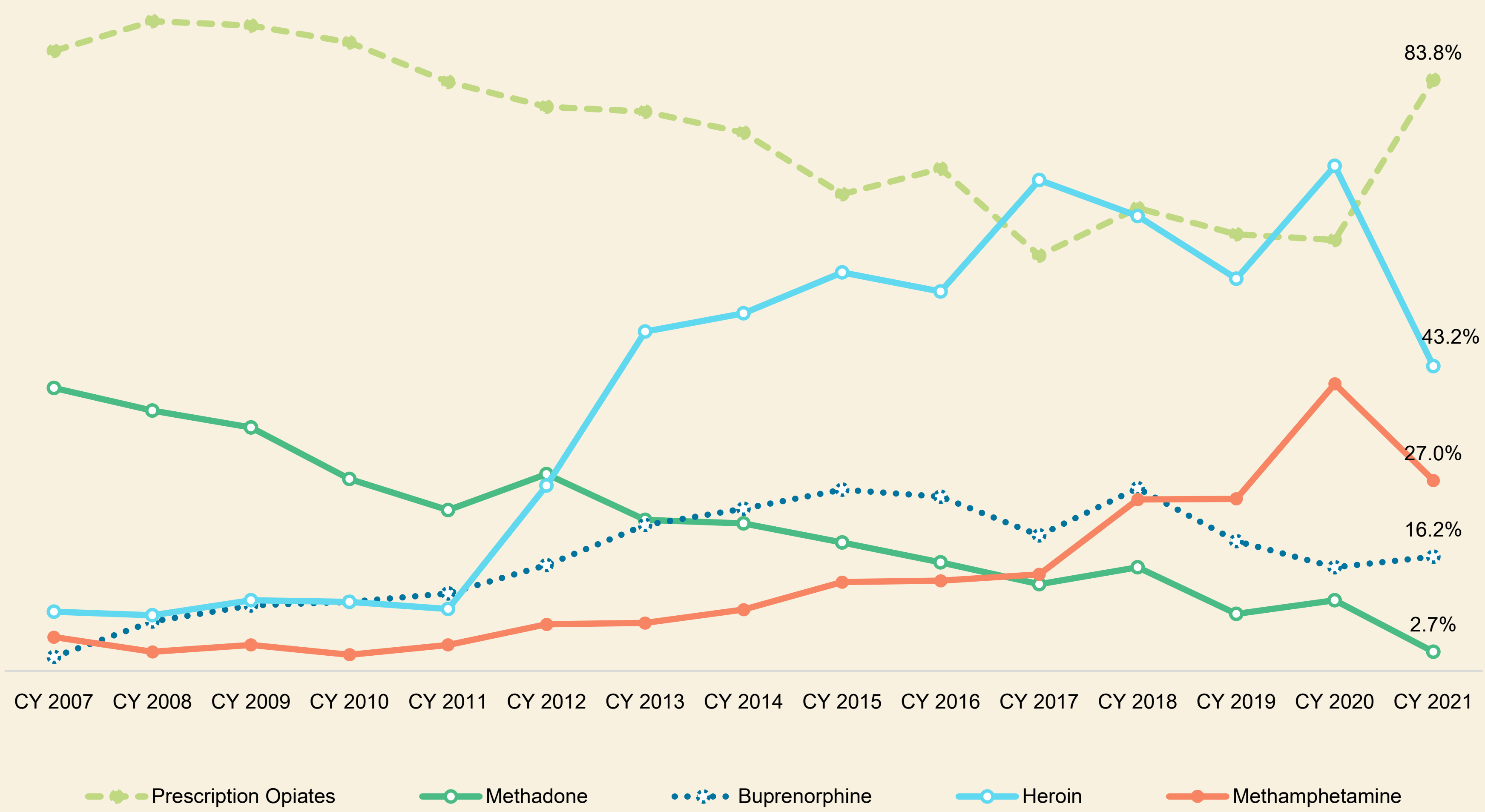
- Also, it is important to provide timely and accurate information to counter negativity circulating in the media about what happens with clients in opiate replacement treatment programs and to demonstrate the ***positive impact*** your services have on client's recovery.

- **This data collection program will help counteract myths and misinformation. It will provide accurate ways to report Kentucky-specific findings to providers, the public, and to policymakers.**

# Why Do This Every Year?

- KORTOS provides up-to-date program-specific and statewide data on substance abuse trends and treatment outcomes.
- Key trends in substance use and policy needs fluctuate annually depending on economic and sociopolitical issues.

# Opioid Drug Use CY2007 - 2021



# Reports and Data Analysis

- Annual reports are developed and published for KORTOS, examining outcomes for the sample of clients who complete a follow-up interview.
- Annual reports, fact sheets, and at-a-glance findings can be downloaded from: http://cdar.uky.edu/bhos/.
- Also available from the website are informational materials including:
    - Client consent form
    - Evidence based summary and report
    - PDF-version of intake interview
    - Website training information

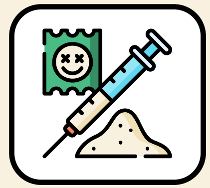
# Instrument Development

- KORTOS is a robust, pragmatic, reliable, and valid **evidence-based assessment** developed in Kentucky for Kentucky.
- The instrument is made up of **five core components** each with strong reliability and validity research support and three supplemental components, most of which have strong reliability and validity research support.
- KORTOS focuses on **dynamic or changeable factors** that are **sensitive to individual-level change over** time allowing recovery outcomes to be measured
- KORTOS is appropriate for the **context of Kentucky** and includes measures that consider the unique features of Kentucky and of opioid treatment programs

# Kentucky in Context

Although Kentucky is represented in a few national datasets, those national studies do not provide the state, county - and regional - level data and those national surveys do not consider or account for Kentucky's unique cultural context.

**2ND HIGHEST**
IN THE NATION FOR



**DRUG DEATHS**

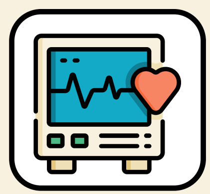
**4TH HIGHEST**
IN THE NATION FOR

**WORST MENTAL HEALTH**

**5TH HIGHEST**
IN THE NATION FOR

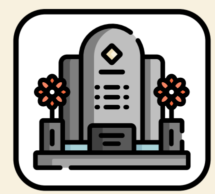
**SMOKING**

**2ND HIGHEST**
IN THE NATION FOR



**MULTIPLE CHRONIC HEALTH CONDITIONS**

**4TH HIGHEST**
IN THE NATION FOR



**PREMATURE DEATH**

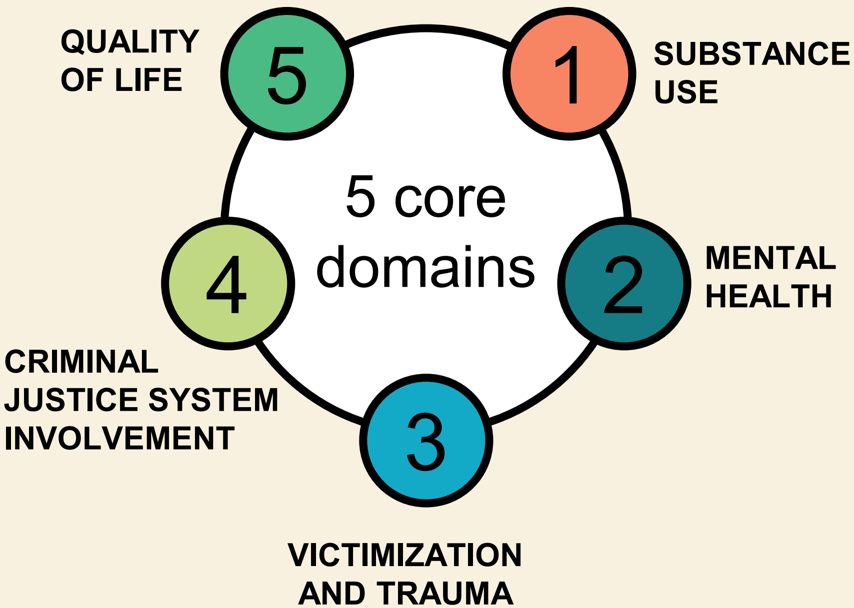
**8TH HIGHEST**
IN THE NATION FOR

**FOOD INSECURITY**

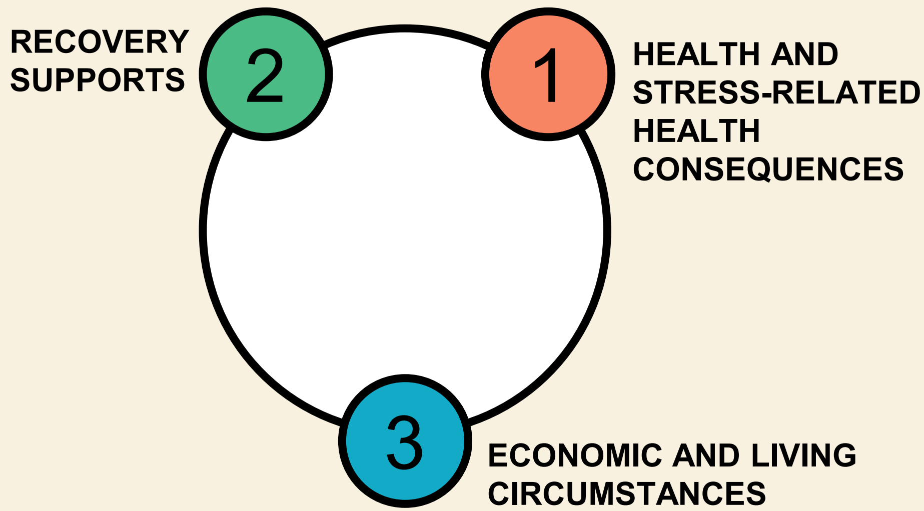
Source: America's Health Rankings Annual Report, 2022; U.S. News and World Reports. (May 4, 2023) *The States with the Worst Mental Health*.

# Intake Interview Data: Key Elements

The interview takes about 30 minutes and focuses on **five core domains**:




And **three supplemental domains**:




***Best Practice**: In-person interviews to gather information and to ensure client-focused clarifications or questions can be made.*

# KORTOS has Two Components

## 1

### INTAKE INTERVIEWS

Should be completed at your agency with each new client once the client has completed treatment intake.

At this time clients are asked if UK CDAR can contact them for a follow-up interview.

## 2

### FOLLOW-UP INTERVEWS

Contact with those who agreed and who agree to do the survey.

Completed by UK CDAR via telephone about 6 months after intake. Both clients who are, and who are not still involved in the program are interviewed so we can better understand risk and protective factors associated with current status.

# Intake Interview

- Program staff/clinicians complete the Intake Interview with:
  - All new program clients

- Intake interviews must be completed as soon as possible after the program intake is completed to accurately represent the client’s situation and behavior before receiving treatment.

- Intake data is considered program data (rather than research data) as designated by the state.

- There is **NO compensation** and **NO research consent forms** for *intake interviews* since the interview is considered part of intake into treatment.

# Intake Interviews

### Best Practice for Conducting the Intake Interview

- The clinician uses the secure, online Client Information System to guide the interview with the client
  - Efficient: Allows for simultaneous data collection and data entry

### Alternative Practice

- If the clinician does not have online access at the time of the interview (e.g., no Wifi), the clinician can download the Intake Interview PDF before the interview from http://cdar.uky.edu/kortos/ and complete the interview on the paper copy
- Will need to enter the information from the paper copy into the online Client Information System within 7 days

# Follow-up Interviews

- At the end of the intake interview, clients are asked to volunteer for the follow-up part of the study which consists of a 15 minute telephone interview about 6 months later.
  - This is the "research" part of the study. Client participation is completely **voluntary**. There is **compensation** and a **consent form** for the follow-up interview.
  - Clients give their consent to participate using an electronic consent form on the web survey, which is approved by the UK Medical Institutional Review Board (IRB).
  - Questions on the follow-up interview are very similar to the questions on the intake interview;
    - The follow-up survey is shorter than the intake survey (experiences that clients have ever had are not re-asked such as the Adverse Childhood Experiences or lifetime treatment episodes)

# Follow-Up Interviews

- UK CDAR staff contact clients for the "UK Health Follow-up Study" to see how they are doing 6 months after starting treatment.
  - No information is revealed about the client as UK tries to reach individuals for the interview. We do not tell anyone that the client was in treatment. It is just referred to as the **UK Health Follow-up Study.**
  - Those clients who **volunteer and complete the follow-up interview** are paid $20 by check from UK.

# Follow-up Interview

- Follow-up staff inform clients that **they operate independently from the treatment program**.
  - Lack of affiliation with the interviewers ensures more accurate reporting.

- Staff are highly trained and monitored on an ongoing basis by Dr. Logan.

- The follow-up study is **voluntary** but it is important to include as many individuals as possible.
  - Every client’s treatment experience is unique and important to be included in the study, and the interviewers invest substantial time and effort to reach every client who agrees to participate and who was selected for the study.

  - Upon making contact with the client, **the interviewers will go through the informed consent process with the client a second time**, making sure that they still want to participate in the study.

# Follow-up Interview: Protections

- **Confidentiality protections**
  - The study is approved by the UK Human Subjects Review Board and the Cabinet for Health and Family Services Human Subjects Review Board.
  - All responses to the follow-up interview are separated in the database from client identifiers and are secured and encrypted.
  - A **Federal Certificate of Confidentiality** ensures identifying information about clients can never be revealed, even under a subpoena. The data are secure and confidential.

# Contact Information for the Follow-Up Interview

- If the client wants to participate in the follow-up, it is VERY important to:
  - Accurately record maiden names/nicknames for client as well as an address where they receive mail, a home or cell phone number they can be reached on, and an email address.
  - Accurately record names, addresses, home and cell phone numbers, email addresses, and relationship to client for at least one and preferably two contacts.
  - Female relative usually knows where the client is
    - **Be sure to let clients know that contacts are only made with these individuals as a way to locate the client, not to discuss any aspect of the survey or program.**
- As of 2019, new security questions have been added to allow interviewers to confirm the client’s identity multiple ways at follow-up.

# Completing the Intake Interview Process

- Once the contact information has been entered, click “submit” to save the interview
- If consent is not given, mark the appropriate response and click “next”.
- ***Remember, the survey will only be saved and submitted if the “Submit” button is clicked at the conclusion of the interview.***

# KORTOS Client Information System

Intake Interview data is entered into the secure Client Information System (CIS) website: https://ukcdar.uky.edu/kortos

## Program Director or Administrator Access

- For administrator log-in and password contact Jeb Messer (859-257-1400 or jeb.messer@uky.edu)

## Clinician or Staff Access

A. Contact your Program Director who will assign you a user ID and password for your OTP site
B. With your password/login ID you can now view the KORTOS Client Information System at **https://ukcdar.uky.edu/KORTOS**
C. Log-in and add/view/edit clients and enter new intake interviews

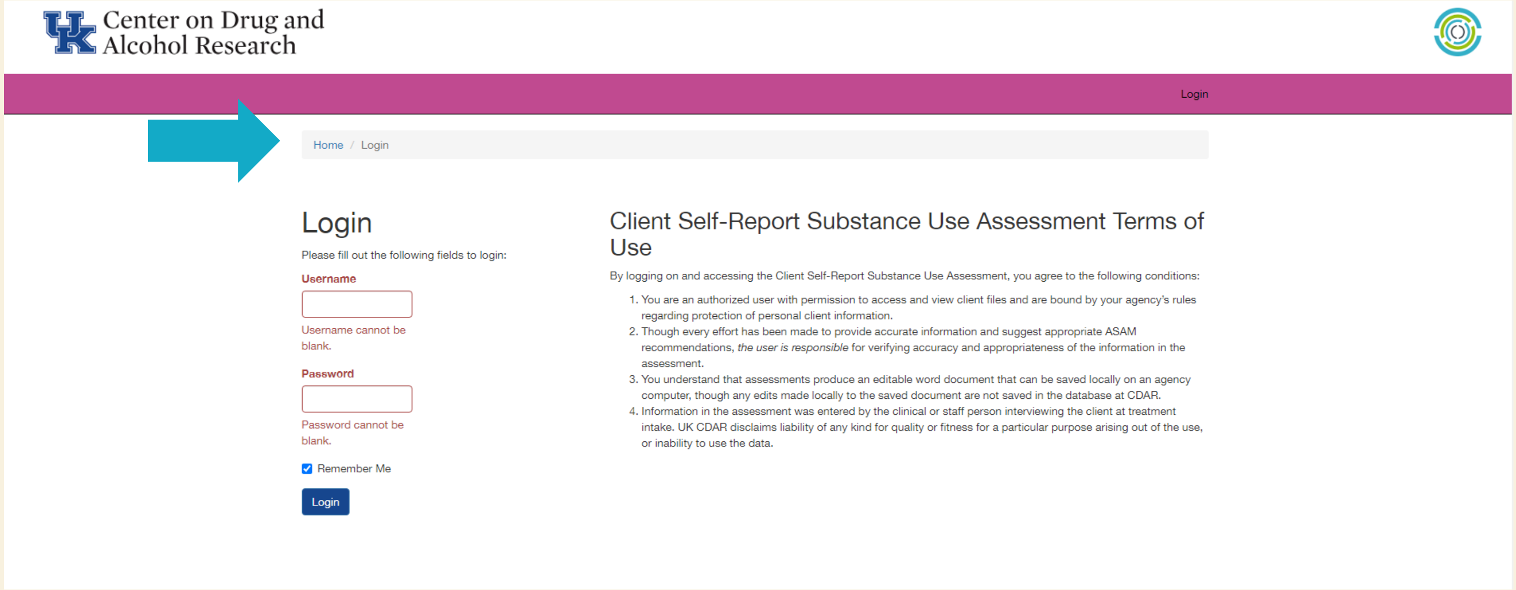
# KORTOS Client Information System Overview

- The next group of slides provides an overview of the KORTOS Client Information System (CIS) and the Client Narrative Report.

- **This part of the presentation will show you:**
  - How to acquire an ID and password for the Client Information System
  - How to enter a KORTOS Intake Interview for a client
  - How to use unique features in the KORTOS Client Information System tailored for MAT programs
  - How to download and save KORTOS Client Narrative Report
  - How site administrators can use management features of the System

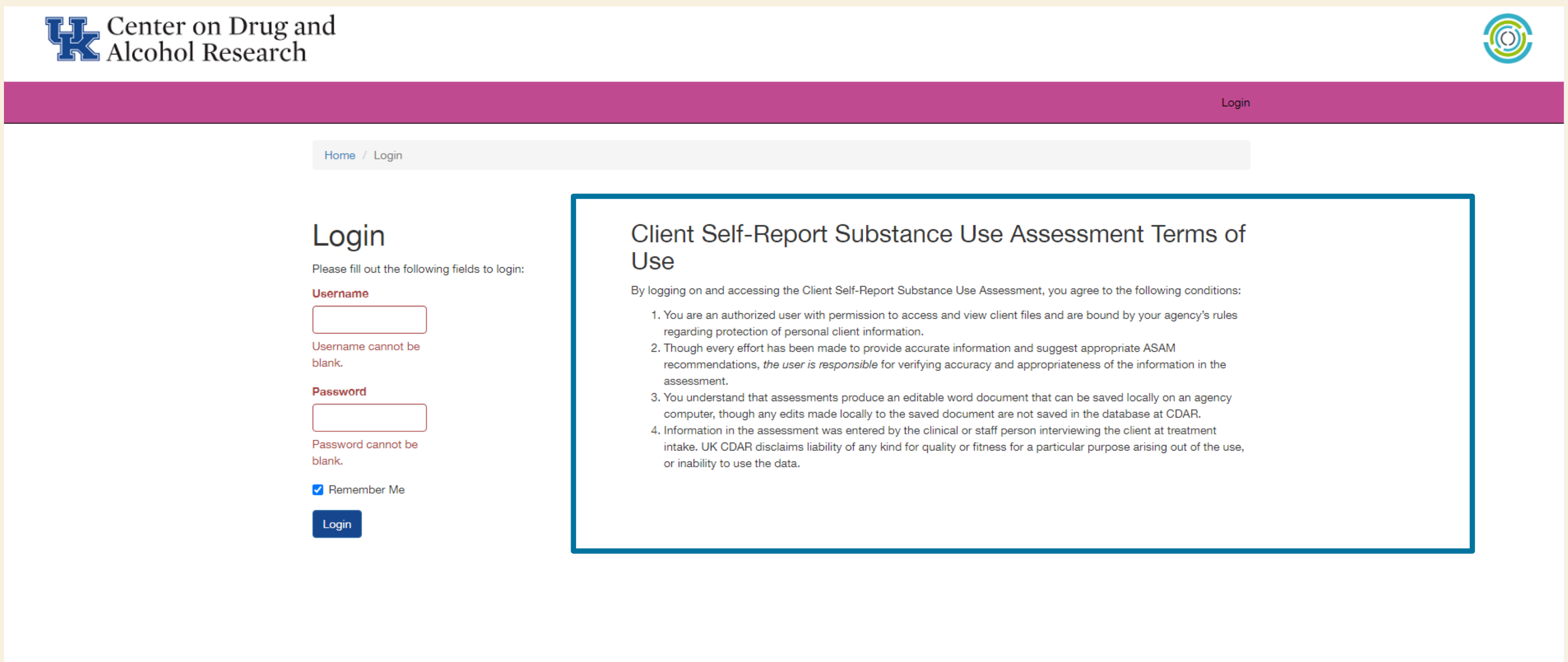
# Logging In

- The KORTOS Client Information System requires users to have a **unique case-sensitive ID** and **password** assigned to you by your Program Director or supervisor.
- Unique passwords are used to protect security and privacy. Staff can only see their clients if they have their own password and login.
- Once you have your ID and password, you can login at https://ukcdar.uky.edu/KORTOS



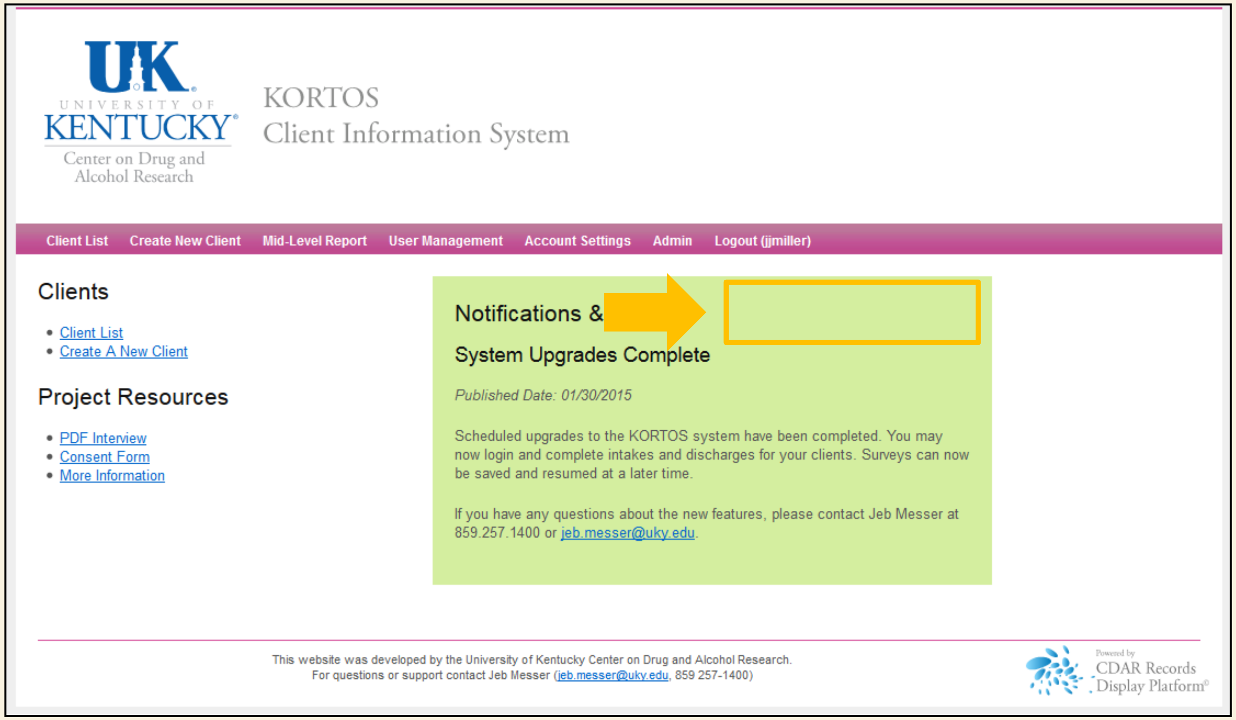
# Terms of Use

By logging into the Client Information System, you agree to the Terms of Use for the system.  These terms describe who is allowed to use the system and highlight that the Client-Self Report Assessment is based on user entered information.



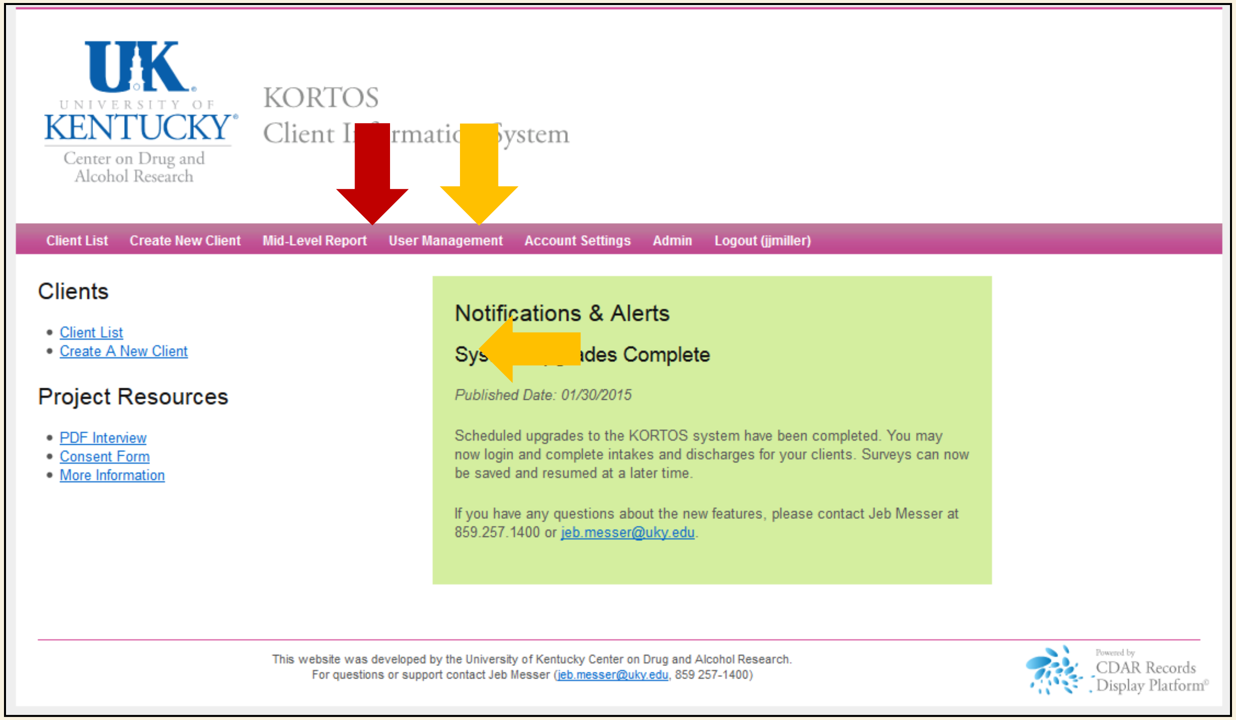
# Home Screen

After logging into the Client Information System, the user is presented with the Home Screen. From this location, you are provided links to useful areas of the website and **notifications and alerts** in the green box on the right-hand side of the page.



# Home Screen

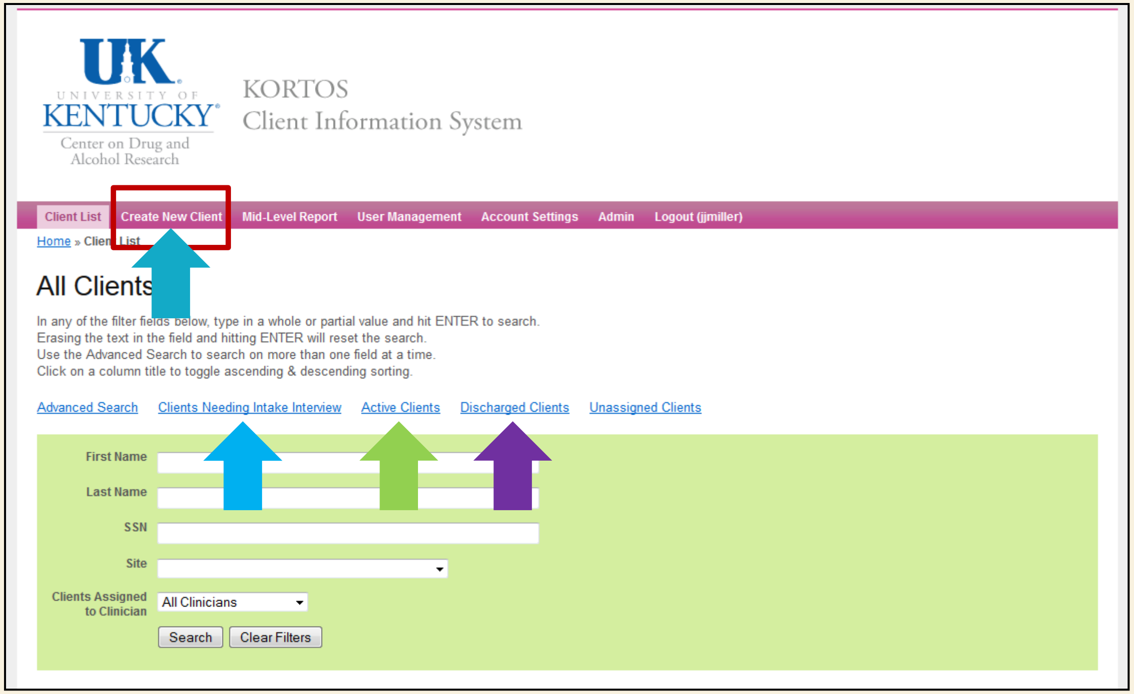
From the Home Screen, you can **Create a New Client** by clicking on the link across the top or clicking the link under "clients" in the list on the left side of the page. You can also view the **Client List**.



# Client List View

When viewing the **Client List**, you'll be able to:

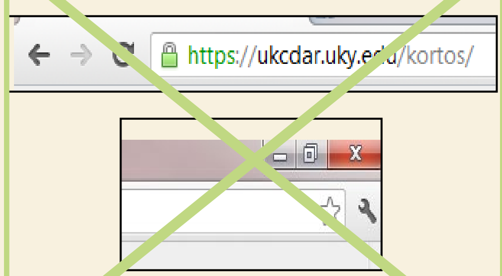
1. **Create New Clients**
2. **Submit a baseline**
3. **View a Report** after a baseline has been entered



# Client Information System Navigation Tips

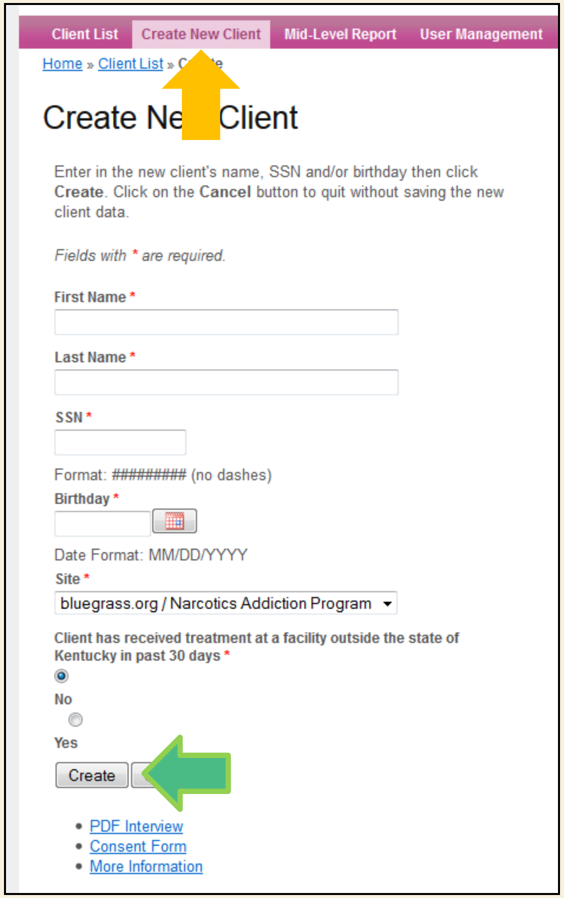
Use the buttons and links within the Information Screen to move between client lists, to create new clients, and to view or search for information.

Do NOT use the exits, or back arrows in your browser



# Create New Client to Start a KORTOS Record

- To be able to enter a KORTOS Intake Interview, you first create a record in the system for the client.
- From the Home Screen, select **Create New Client**.
- Enter the client's first and last name, social security number, and birthday.
- The OTP site should already be displayed based on your log-in information.
- Click **Create**.



# Refreshing the Browser – Client List

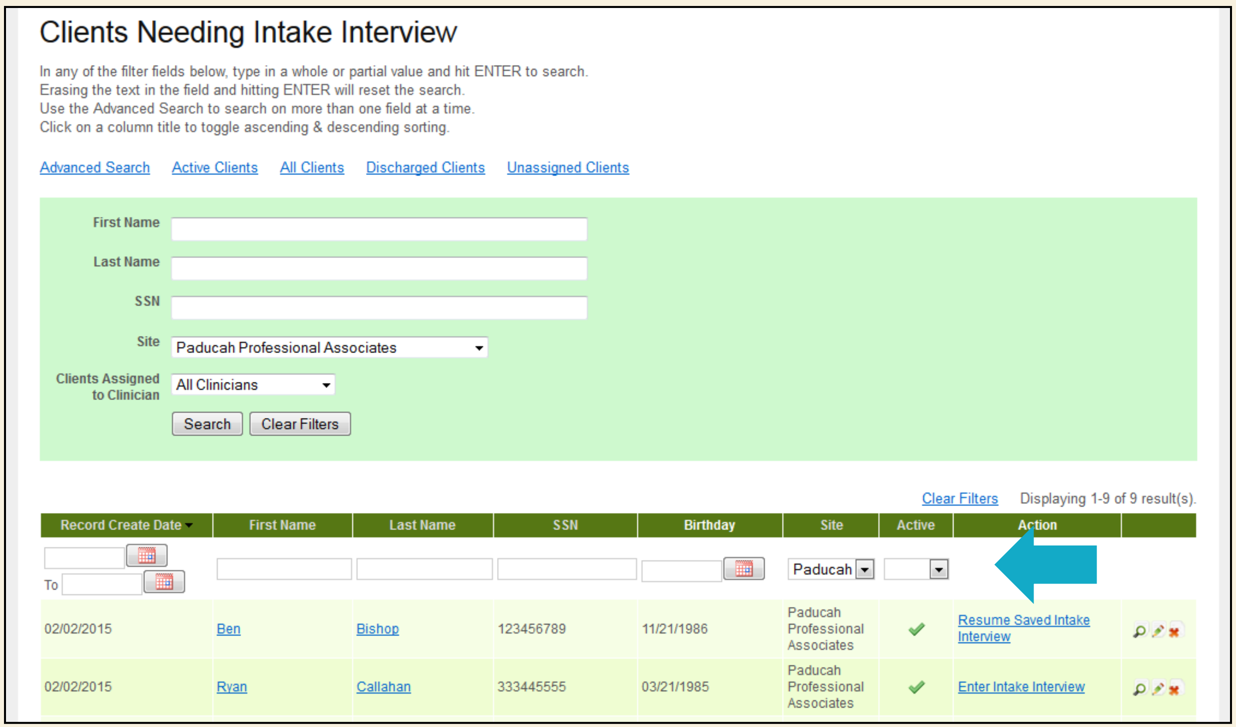
If you don't see a recently added client in the client list. Select the refresh button on your browser. The images below show three different browser examples.

The **blue** arrow is a **Google Chrome** browser.
The **orange** arrow is an **Internet Explorer** browser.
The **green** arrow is a **Firefox** browser.

****If you still do not see the client on your list, please contact CDAR. Do not reenter the data. CDAR contact information is located on the Login page.****

# Enter a New KORTOS  Intake Interview

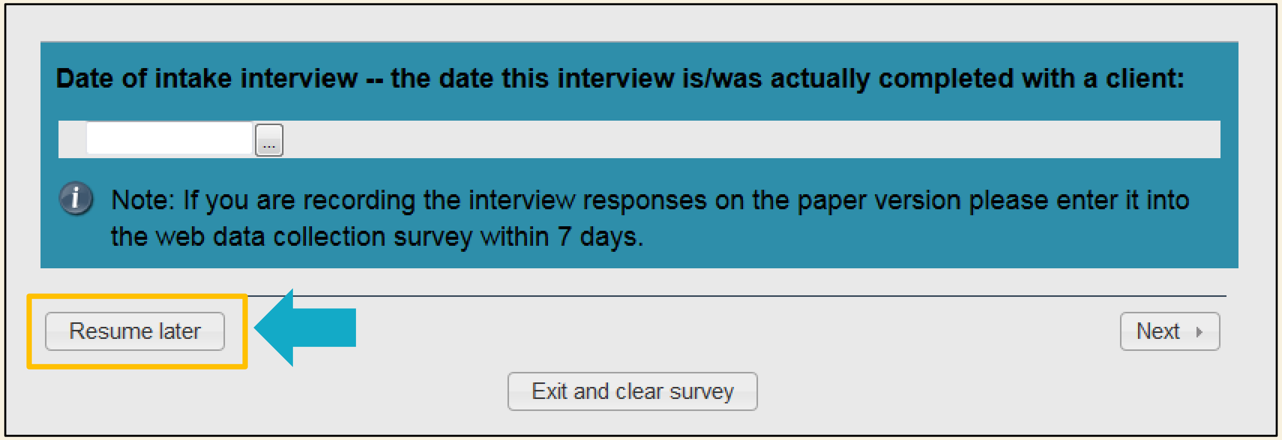
- To start the KORTOS Intake Interview, click on the link for Submit Baseline from the Client History screen or by selecting the **Submit Baseline** link by a client on the client list.
- At the end of the interview, you can click a link for **KORTOS Client Information System** to return you to the Client Information System.



# Resuming an Interview Later

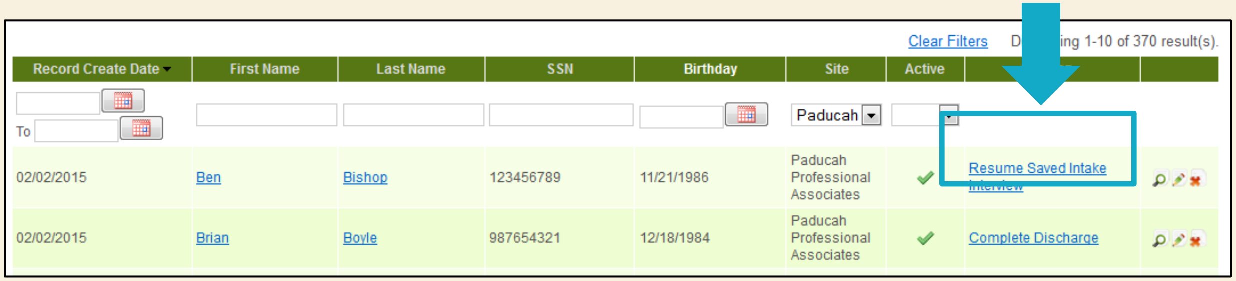
- At the bottom-left of each interview question page, you will see a button to **Resume later**. Clicking this button will save all of the interview responses up to that point.

- You may return to an incomplete intake and complete it within 14 days of when you chose to resume later. After 14 days, the interview will no longer be saved and you will need to begin the interview from the beginning with the client.



# Home Screen – Resuming an Interview

- When an Intake interview has been saved, you can return to the survey by searching the client in the Client List. Clicking **Resume Baseline** will take you to the place you left off.

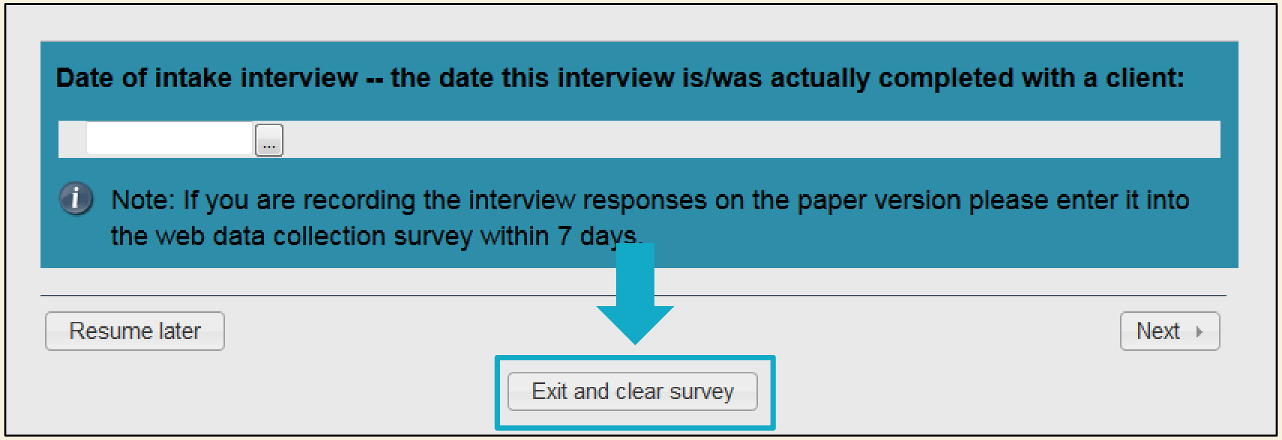


Clear Filters

| Record Create Date | First Name | Last Name | SSN | Birthday | Site | Active | | |
|---|---|---|---|---|---|---|---|---|
| To | | | | | Paducah | | | |
| 02/02/2015 | Ben | Bishop | 123456789 | 11/21/1986 | Paducah Professional Associates | ✔ | Resume Saved Intake Interview | |
| 02/02/2015 | Brian | Boyle | 987654321 | 12/18/1984 | Paducah Professional Associates | ✔ | Complete Discharge | |

# Exit and Clear Survey

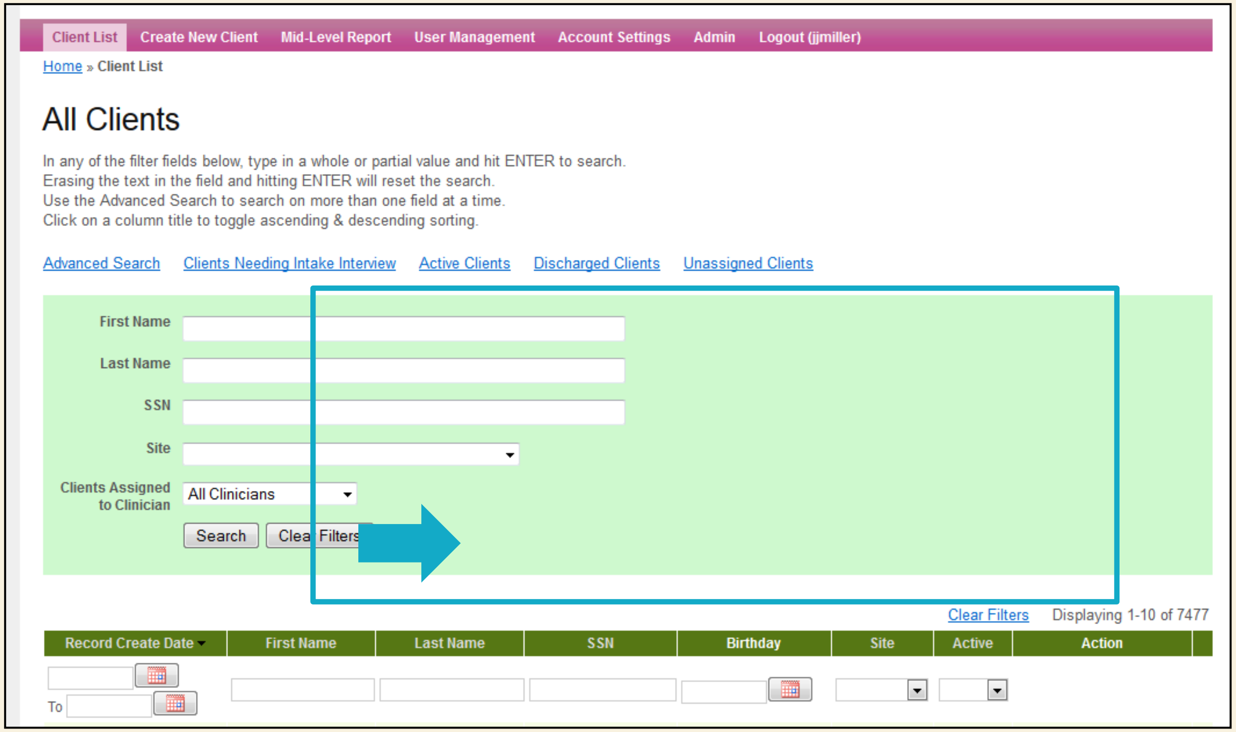
- If you have started entering an Intake in error or would like to delete all of the client's responses and start over, you can click **Exit and Clear Survey** at any time.




Use this button ***only*** if you would like to wipe out all the data you have entered thus far, either because you were entering data in error or a practice record.

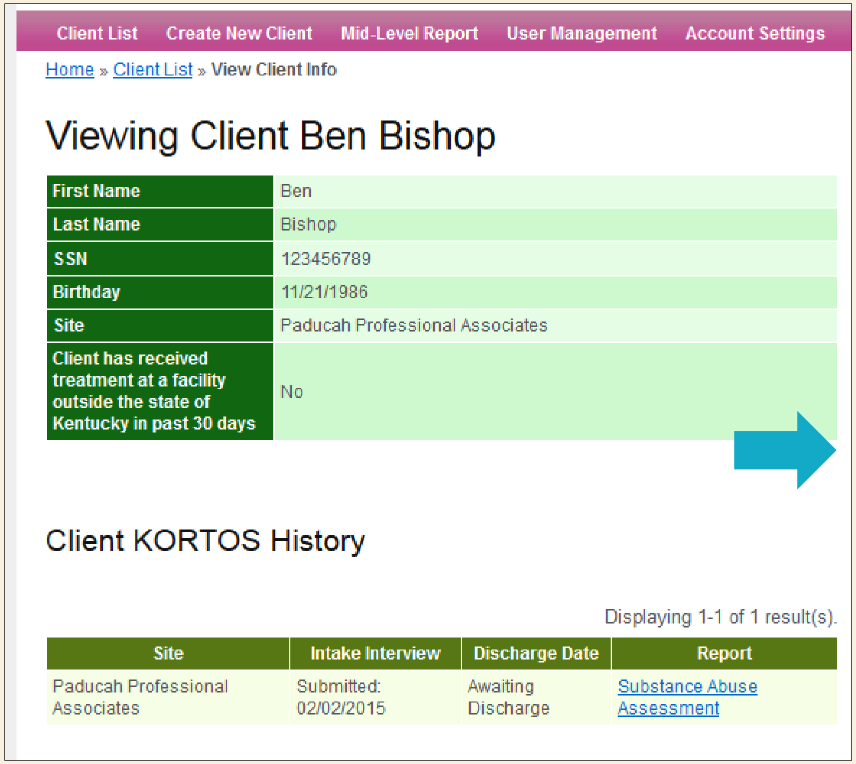
# Home Screen – Search by Name, SSN, or DOB

To **search** the system for a specific client, enter a first or last name, a SSN, or birthday and hit enter on your keyboard. You can also search for partial names or SSNs but you need a minimum of one letter in whatever field you want to search.



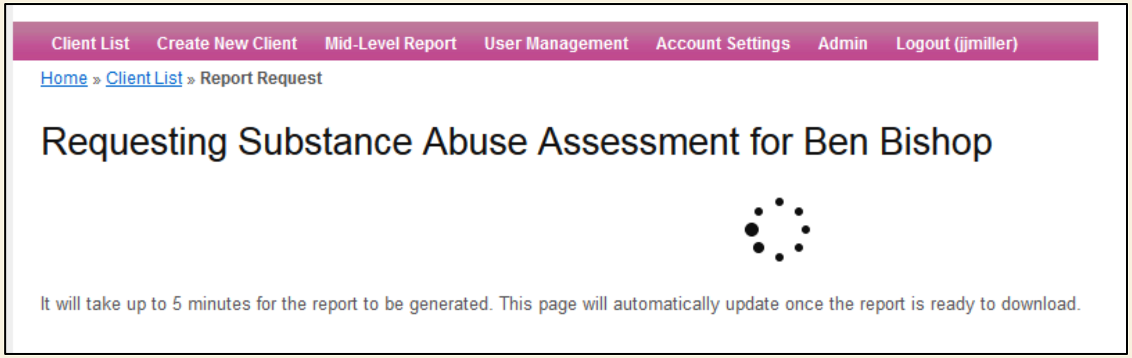
# View a Client Self-Report Substance Abuse Assessment

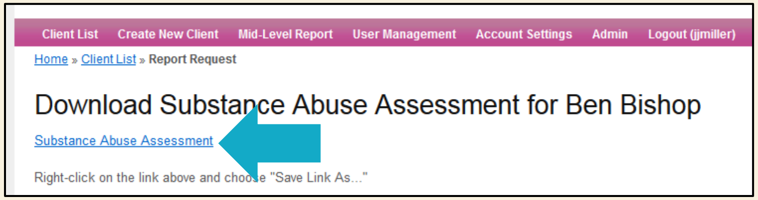
- The KORTOS Client Self-Report Substance Abuse Assessment will be available for each client who has completed a baseline assessment.
- Assessments can be used as the foundation of your psychosocial.
- To view the Assessment, select your client from the client list and click on the **View Report** link.

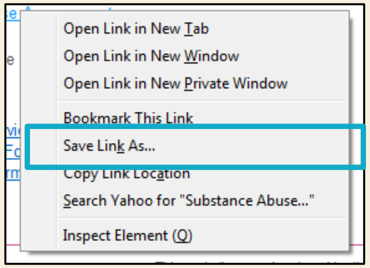


# Save and Edit KORTOS Client Narrative Report

- After the report generation has completed, a link will appear titled **KORTOS Baseline Narrative Report**. To save this file to your computer, right click on the link and choose "Save link as…" or "Save target as…" and select a location on your computer to save the file. Now you may edit it to meet your agency's needs to use as part of your psychosocial for the client.



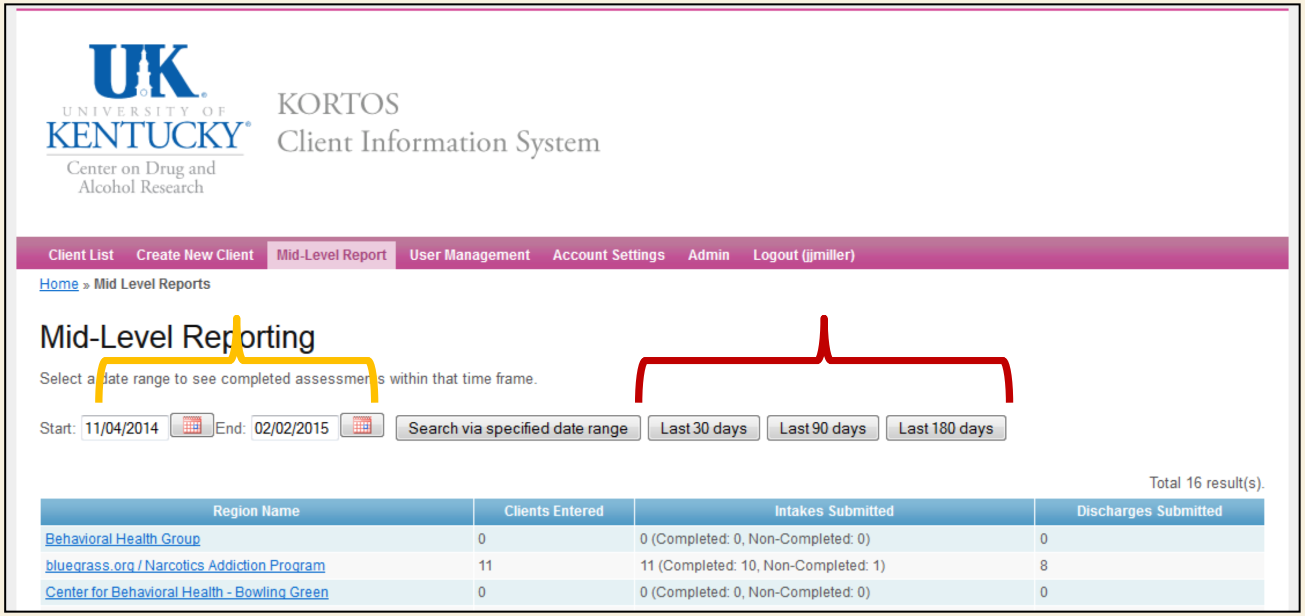



# Supervisor Reporting Elements

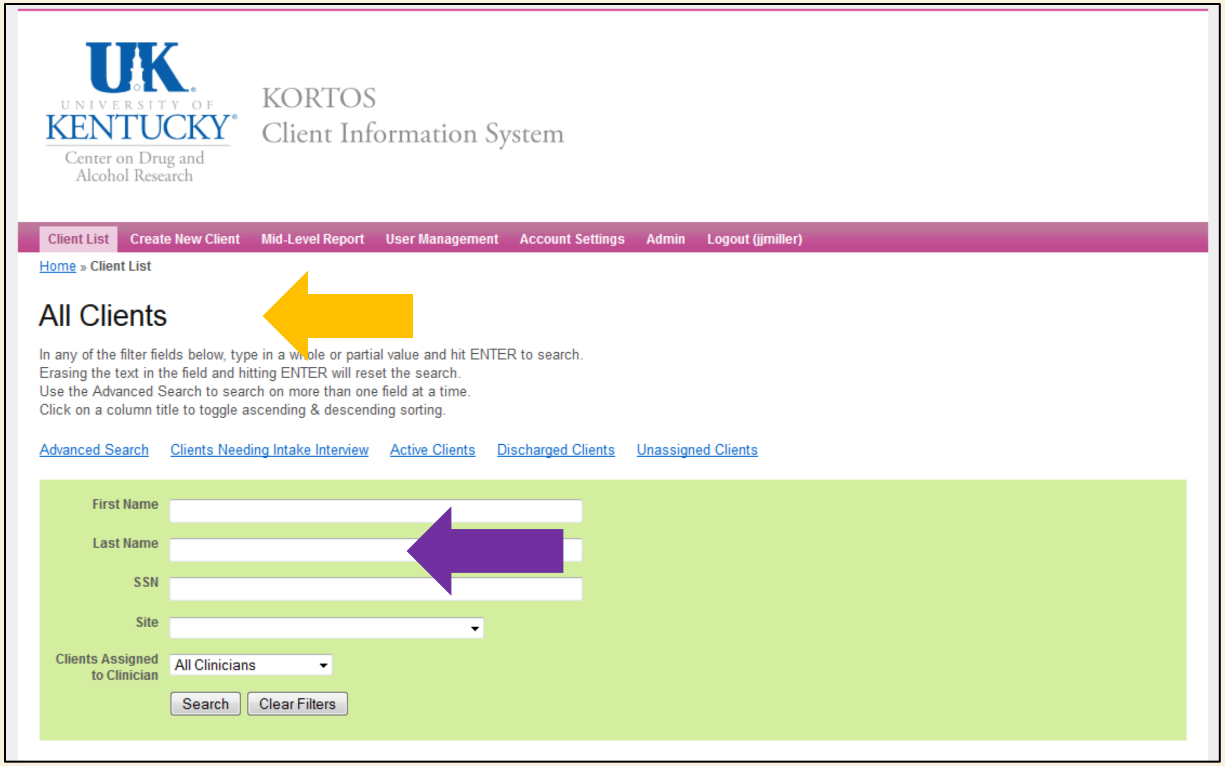
# Mid-Level Reporting

From the home screen, you can view Mid-Level Reports by clicking on the Actions tab and selecting **Mid-Level Reports** from the drop down.



# Site Administrator Options – Home Screen

- When you log in as Site Administrator, the same home screen displays for the site.
- You can perform the same functions from the client lists as described in the training for clinicians.
- In addition, there are several administrative functions which can be accessed and performed from this screen.

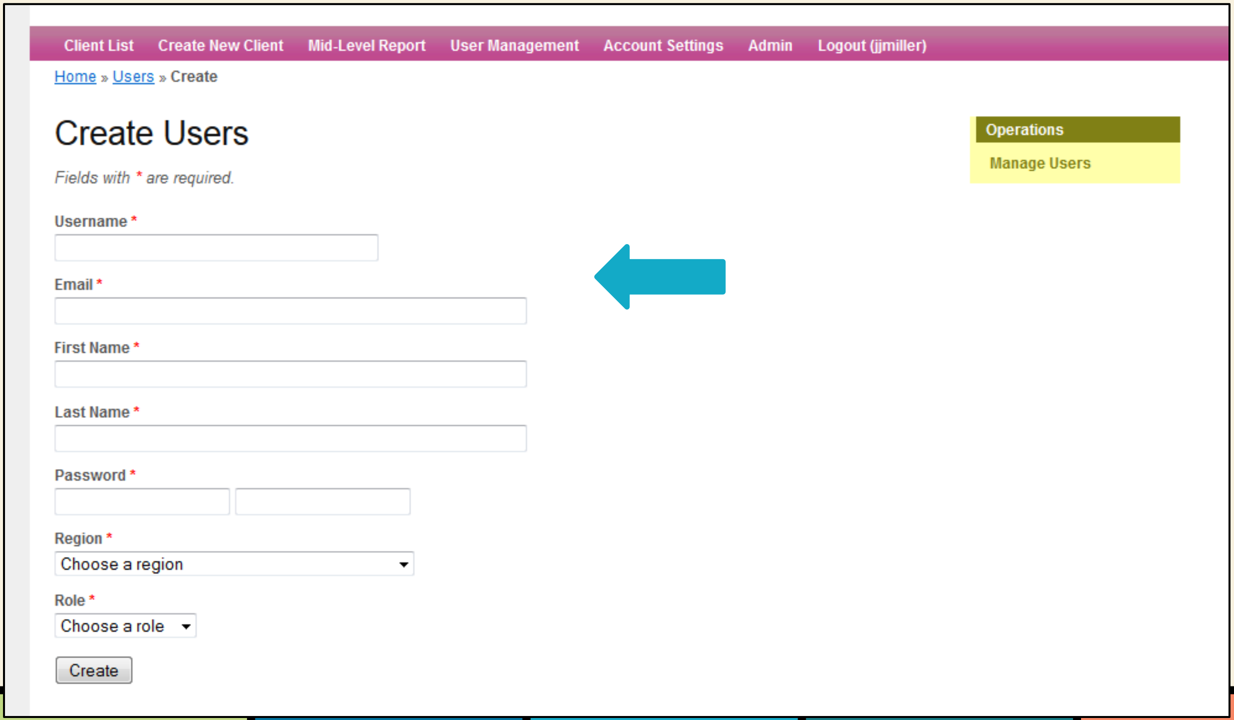


# User Management

- Clicking on the **User Management** tab at the top of the screen brings up the current list of authorized users for the site. The list includes all clinicians and administrators.
- If you need to create a new user for the system, this is where you would go.

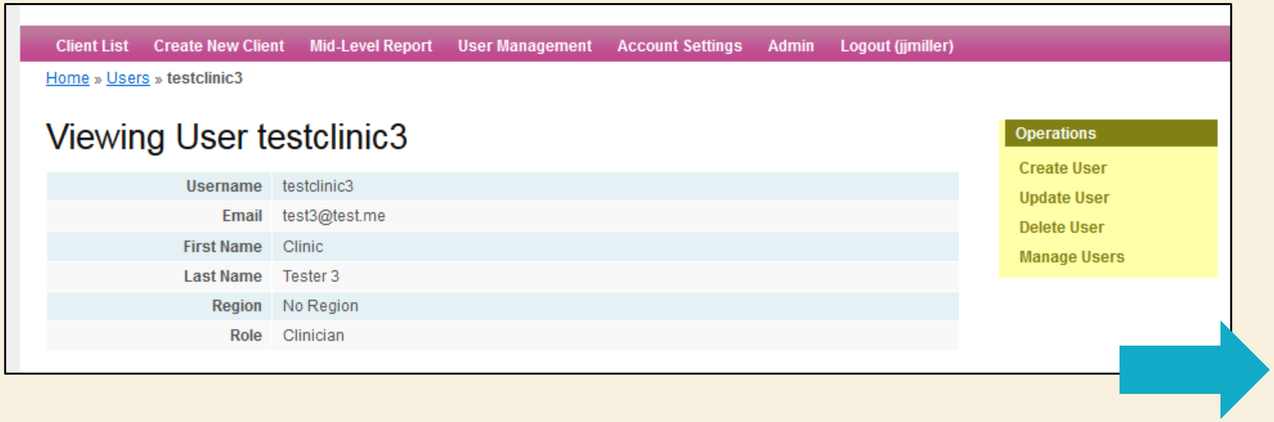
# User Management – Create New Users

- When you click on ser Management, you will see the screen below.  To add a user to the system, click **Create User**.
- This will bring you to a new screen. Be sure to fill out all fields before hitting create at the bottom
- User name should be First Initial and Last name with no spaces, and passwords should be at least 8 characters with some mixture of capital and lower case letters (they are case sensitive!).  **We highly recommend using a random password generator for maximum security.**  www.freepasswordgenerator.com is a reliable source.



# User Management – Deleting Users

- To delete a current user (as in the case of a staff resignation), locate the desired clinician from the user list displayed under the User Management tab and click on the **Delete** button.
- The system will not ask you if you are sure you want to delete so it is important to confirm you have selected the correct user before clicking the delete button.
- This will remove this user from the system and move all clients for whom they were the sole clinician responsible to the Unassigned Clients list on the home screen.

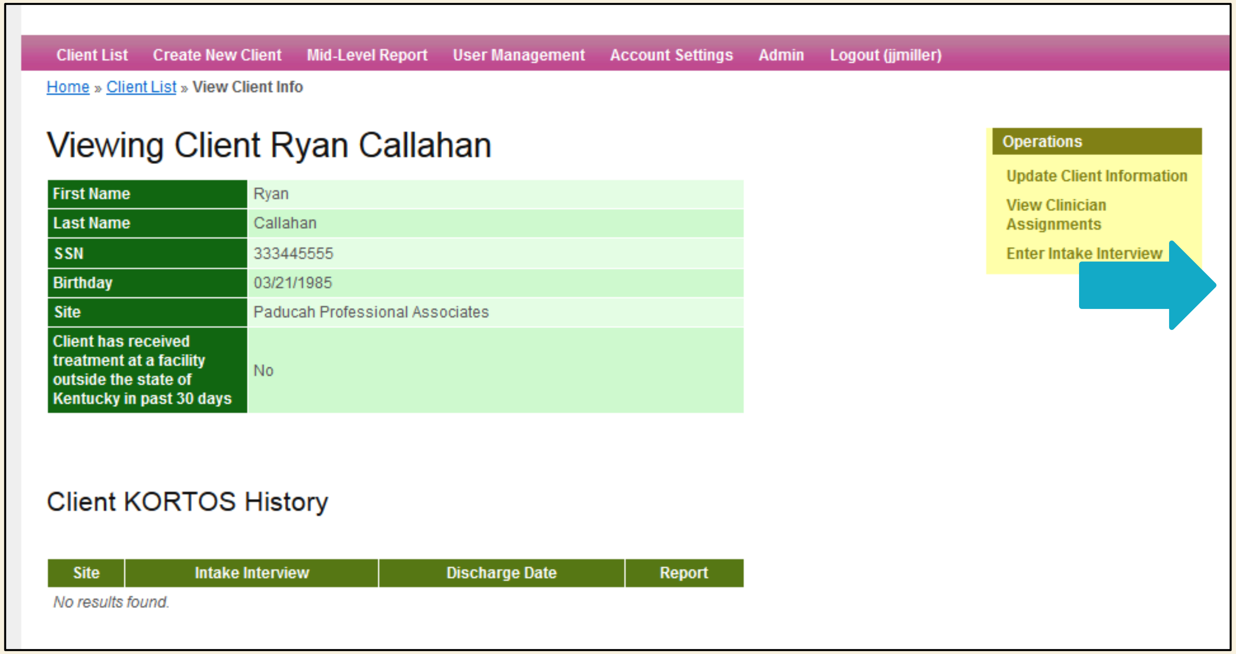


# Client Management – Reviewing Client Status by Clinician

- From the Client List there is the option to **search by assessor** from a drop down list. Clicking on the name of the clinician whose cases you want to review/manage will display the list of their clients only.

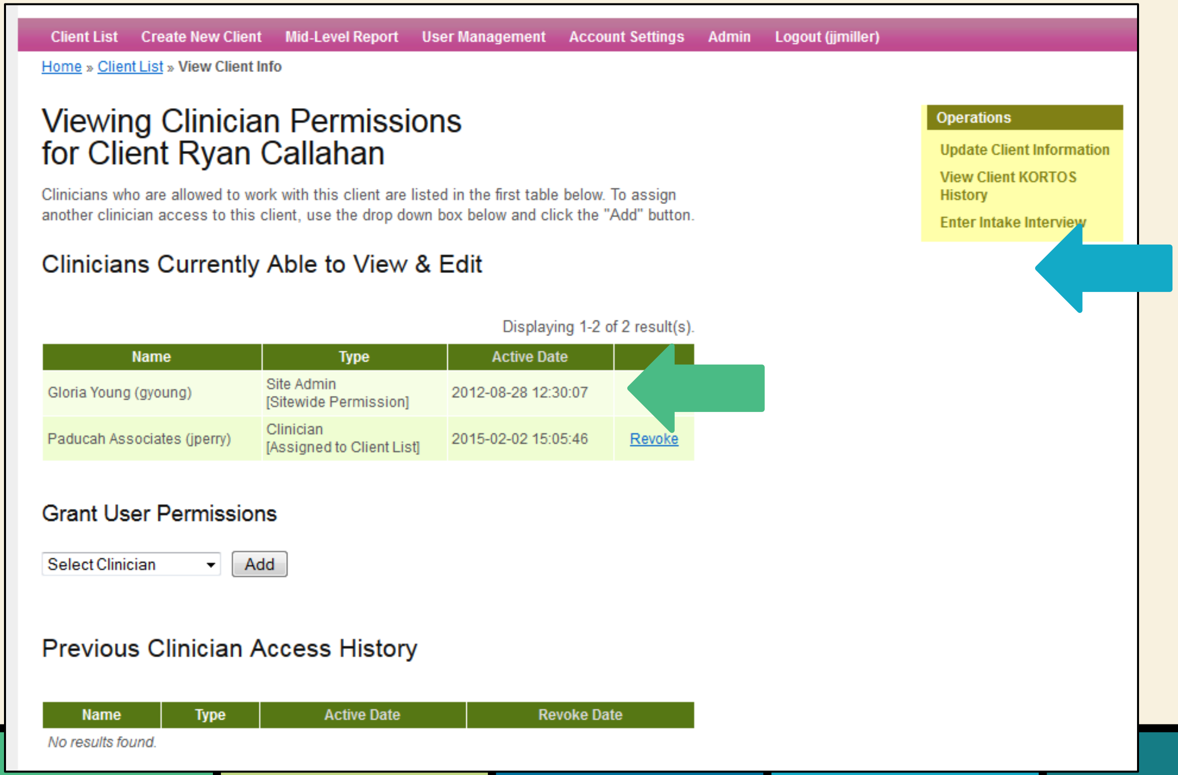
# Client Management – Reassigning Cases Among Clinicians

- To assign/reassign client to a clinician, locate the client in the client list (this can be done from any client list on the home screen or from a clinician-specific client list as selected above) and click the client's name. This will bring up a screen with the client details as shown below.
- Click on **View Site Admin Assignments** to bring up the screen that shows which clinicians have access to that client.



# Client Management – Reassigning Cases Among Clinicians

- From the Current Assignments screen you can add this client to a clinician's client list by selecting the appropriate clinician from the drop down box and clicking on the **Create** button.
- To remove a client from a clinician's list you can simply click on the **trashcan icon** next to the staff member currently assigned to the client.



# Questions?  Need more help?

Contact us and we'll be glad to help you!

**KORTOS Technical Questions**

- Jeb Messer 859-257-1400 or jeb.messer@uky.edu

**Programmatic or KORTOS Questions**

- TK Logan 859-257-8248 or tklogan@uky.edu

**Need a unique log-on ID and/or password**

- Contact your Program Director

**Web address for KORTOS Client Information System**

**https://ukcdar.uky.edu/KORTOS**