Kentucky Treatment Outcome Study (KTOS) Client Information System

REVISED NOVEMBER 2023

Overview

- 1. What is the purpose of KTOS?
- 2. What are the components and best practices for KTOS?
- 3. How do I navigate the CIS?
- 4. Summary and where can I get help if I have questions?

What is the Purpose of KTOS?

KTOS

- KTOS is a research study designed to measure client-level outcomes and program satisfaction for adults who participate in Kentucky's substance abuse treatment services through Kentucky's Community Mental Health Centers (CMHCs).
- The study helps answer key questions posed by legislators, funding agencies, families, consumers, and clients, such as what is the status of clients 12 months after intake on:



SUBSTANCE USE



MENTAL HEALTH PROBLEMS



CRIMINAL JUSTICE INVOLVEMENT



HEALTH



VICTIMIZATION AND TRAUMA



QUALITY-OF-LIFE



EMPLOYMENT & ECONOMIC VULNERABILITY



RECOVERY SUPPORTS

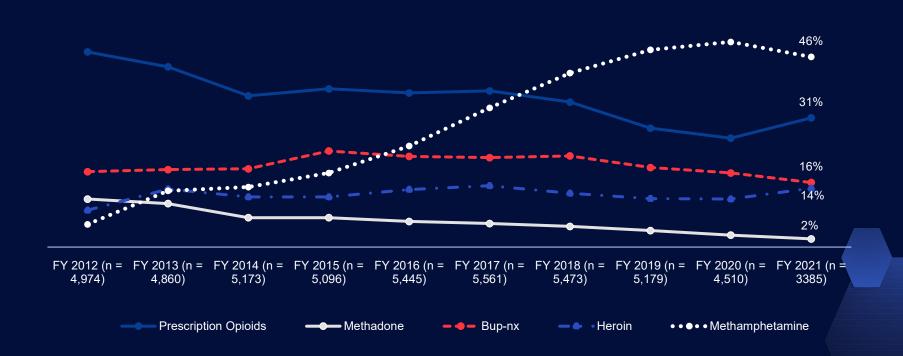
Why is Your Program Included?

- The CMHC programs are designated by the state to participate in KTOS.
- The Kentucky legislature often wants to know what evidence there is that SUD programs work making it is important to collect program quality indicators as well as evidence that programs achieve desired outcomes.
- It is important to provide timely and accurate information to counter negativity circulating in the media about what happens with clients in substance abuse treatment and to demonstrate the *positive impact* your services have on clients' recovery.
- This data collection program will help counteract myths and misinformation. It will provide accurate ways to report Kentuckyspecific findings to providers, the public, and to policymakers.

Why Do This Every Year?

- KTOS provides up-to-date region-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.

Trends in Illicit Drug use FY12 – FY21



Reports and Data Analysis

- Annual reports are developed and published for KTOS, analysis includes intake data as well as 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/.
- Specific region reports (and fact sheets) are published each year.
- We can conduct data analysis for CMHC regions/programs for grants or other reasons when data requests are approved by DBHDID.
- Also available from the website are informational materials including:
 - Client consent form
 - Evidence base summary and report
 - PDF-version of intake interview
 - Website training information



Instrument Development

- KTOS is a robust, pragmatic, reliable, and valid evidence-based assessment.
- 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.
- Questions in KTOS focus on dynamic or changeable factors that are sensitive to individual-level change over time allowing recovery outcomes to be measured.
- Questions in the instrument are based on the Addiction Severity Index (ASI), the Government Performance Reporting Act (GPRA) and the World Health Organization's Quality of Life Measures.
- Client feedback about the program is also included in the follow-up survey.

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 national surveys do not consider or account for Kentucky's unique cultural context.

2ND HIGHEST IN THE NATION FOR



DRUG DEATHS

6TH HIGHEST IN THE NATION FOR



FREQUENT MENTAL DISTRESS

6TH HIGHEST IN THE NATION FOR



SMOKING

3RD HIGHEST IN THE NATION FOR



MULTIPLE CHRONIC HEALTH CONDITIONS

5TH HIGHEST IN THE NATION FOR



PREMATURE DEATH

9[™] HIGHEST





FOOD INSECURITY

Intake Interview Data: Key Elements

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

And three supplemental domains:



Also included: Adverse Childhood Events (ACEs), overdose history, history of prior treatment episodes, program satisfaction and feedback.

What are the Components and Best Practices for KTOS?

KTOS has Two Components

1

2

INTAKE INTERVIEWS

Should be completed on each client the beginning of a new treatment episode within the first 72 hours for inpatient/residential or within the first 3 sessions for outpatient/IOP.

At the end of the intake clients are asked to sign a consent (and provide locator information) for staff from UK CDAR to contact them for a follow-up interview.

No payment to clients for intake.

Staff can obtain a client narrative report that summarizes the client status based on how the intake questions are answered.

FOLLOW-UP INTERVEWS

12 months after the intake survey, clients who agree to be contacted and who provide at least some valid contact information are contacted.

At the time of the follow-up, clients are provided the opportunity to participate in the follow-up survey (15 minutes) with staff from UK CDAR.

Clients who complete the survey are paid \$20.00 by check or Amazon e-gift card.

Best Practices for 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 12 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
 - Questions about lifetime experiences such as the Adverse Childhood Experiences or lifetime treatment episodes are not asked at follow-up.

Follow-Up Interviews

- UK CDAR staff contact clients for the "UK Health Follow-up Study" to see how they are doing 12 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. We refer to their participation in the UK Health Follow-up Study.
 - Clients who volunteer and complete the follow-up interview are paid \$20 by check (mailed to the client within 2-4 weeks) or an Amazon e-gift card (1-2 days) from UK (client's choice).

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. 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 Institutional Review Board.
 - All responses to the follow-up interview are separated in the database from client identifiers. Data are encrypted when not in use.
 - A Federal Certificate of Confidentiality ensures researchers cannot be compelled to provide identifying information about clients, even under a subpoena.

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.
 - Do not list program's information down for client or staff member as a contact to client as we are unable to follow-up using this information due to program confidentiality requirements.
 - Include contacts of clients and information to aid UK staff in locating clients who may be difficult to reach at follow-up. Female relatives 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.

Best Practice with Intake Interviews

- Program staff/clinicians complete the Intake Interview with:
 - All new program clients
- Intake interviews should be completed as soon as possible after entering the program to more 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 (CIS) to guide the interview with the client.
 - Efficient: Allows for simultaneous data collection and data entry.
- All responses to the intake interview are separated in the database from client identifiers and are secured and encrypted.

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/KTOS/ 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

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 be saved and submitted only if the "Submit" button is clicked at the conclusion of the interview.
- You can request the client narrative report, which summarizes client responses to the intake.

How do I Navigate the Client Information System (CIS)?

KTOS Client Information System

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

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

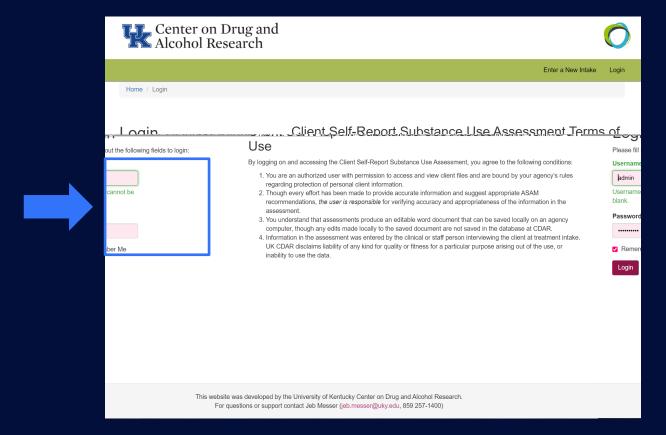
- A. Contact your Program Director who will assign you a user ID and password for your OTP site
- B. With your password/login ID you can now view the KTOS Client Information System at https://ukcdar.uky.edu/KTOS
- Log-in and add/view/edit clients and enter new intake interviews

KTOS Client Information System Overview

- The next group of slides provides an overview of the KTOS 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 KTOS Intake Interview for a client
 - How to use unique features in the KTOS Client Information System
 - How to download and save KTOS Client Narrative Report

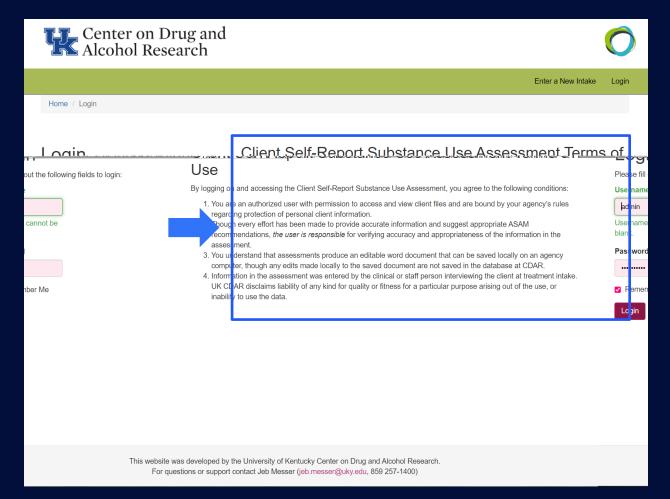
Logging In

- The KTOS 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 see their clients only if they have their own password and login.
- Once you have your ID and password, you can login at https://ukcdar.uky.edu/KTOS



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.



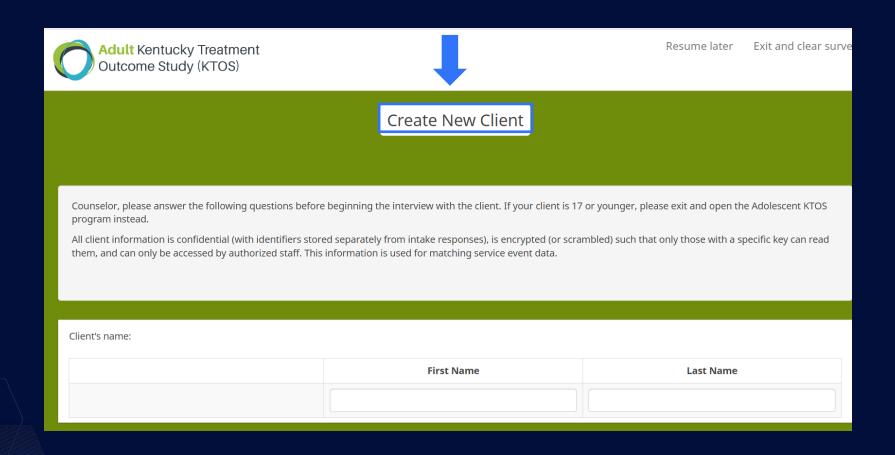
Home Screen – New Intake Interview

From the Home Screen, you can **Enter a New Intake Interview** by clicking on the link across the top or clicking the link under "Clients" in the list on the left side of the page.



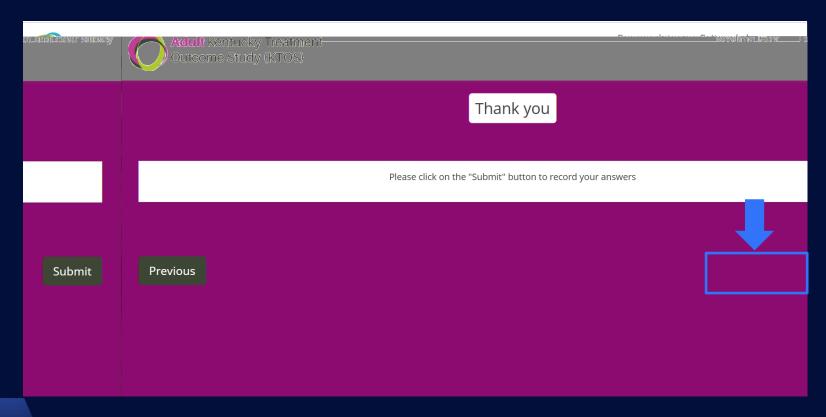
Create New Client to Start a KTOS Record





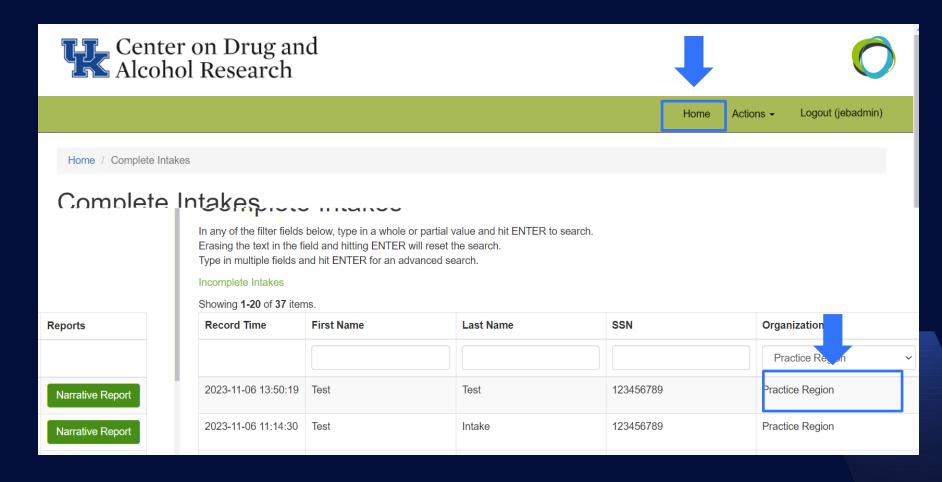
KTOS Intake Interview

 At the conclusion of the interview be sure to click the "Submit" button to record all of the interview responses.



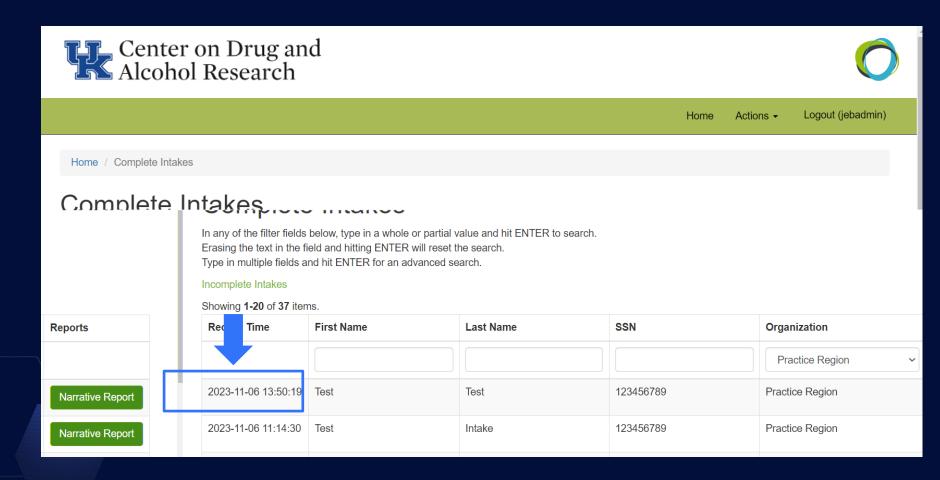
KTOS Intake Interview

 Once you complete a KTOS Intake Interview, you can click on the "Home" link that appears on the final submission screen to return you to the Home Screen. You may also immediately request the narrative report for the client.



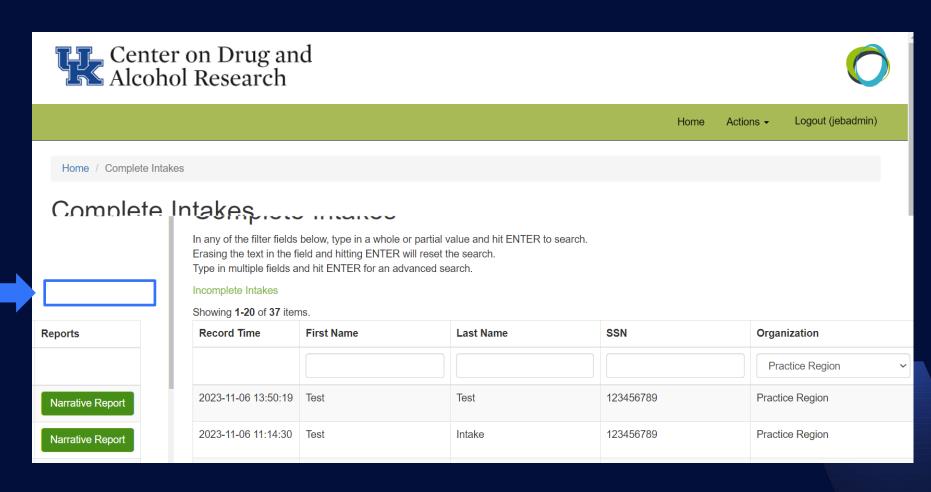
KTOS Home Screen – Client List

 From the Client List (or Completed Intakes) screen, you can see each client that has completed an intake interview.



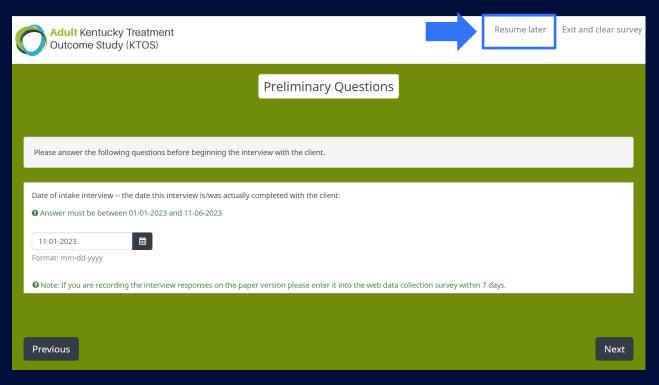
Home Screen – Incomplete Intakes

 A new feature of the KTOS Client Information System is the Incomplete Intakes screen. This list will show you those interviews that you chose to "Resume Later."



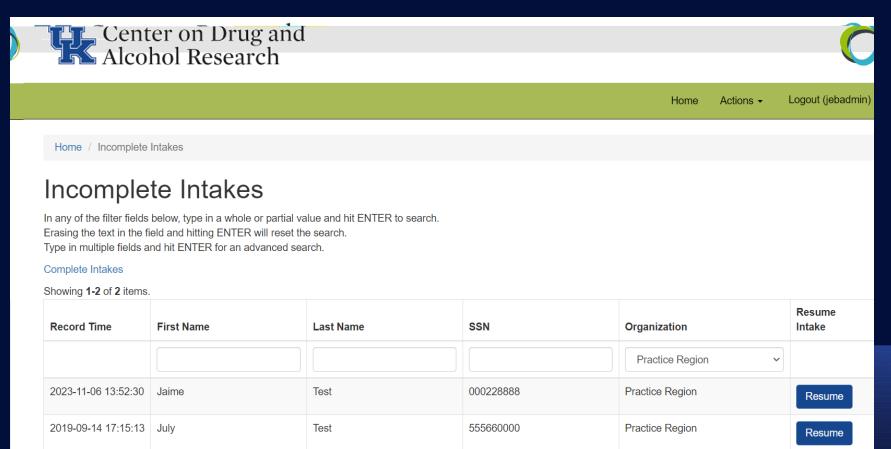
Resuming an Interview Later

- At the top-right 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.



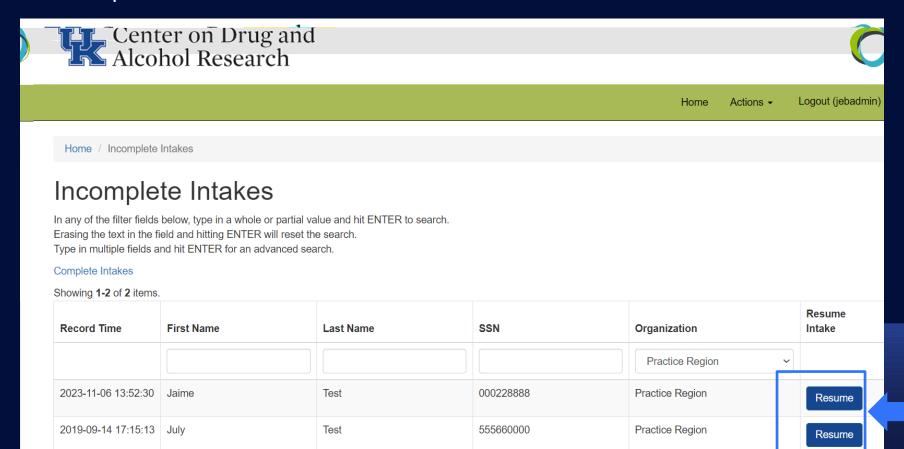
Resuming an Interview Later

After clicking the **Resume later** button, you will see the screen which will indicate that the interview was saved on the **Incomplete Intakes** screen. Again, the interview will be saved only for 14 days from the day you chose to resume later.



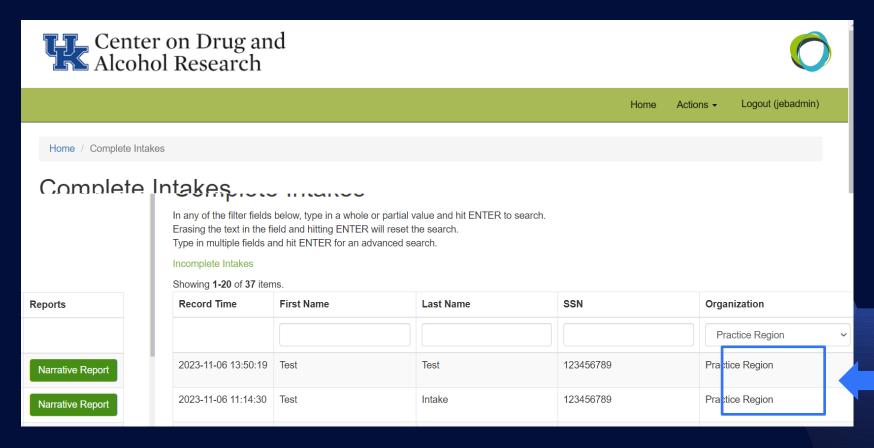
Resuming an Interview Later

- To resume the interview within 14 days, go to the Incomplete Intakes screen, locate the client, and then click "Resume" to the right of the client. The interview will begin from the page where you left off.
- Once the interview is completed, the client will now be listed on the "Completed Intakes" screen.



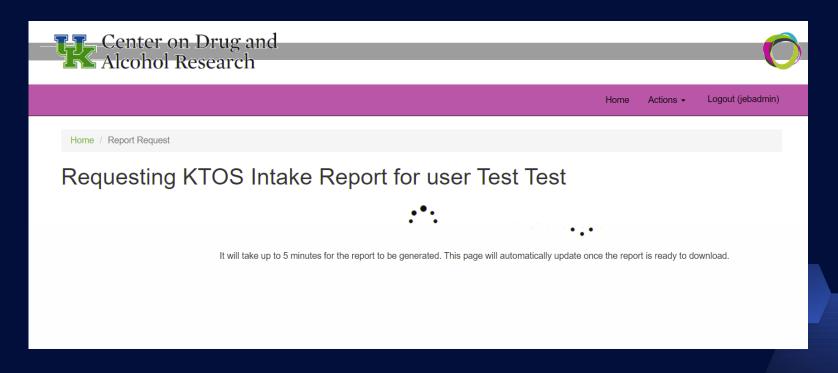
Home Screen - Client List

• Also from the Client List (or Completed Intakes) screen, you can access the narrative report for each client that has completed an intake interview. Clicking this link will send a request to the system to generate that client's Self-Report Substance Abuse Assessment based on the client's KTOS interview responses.



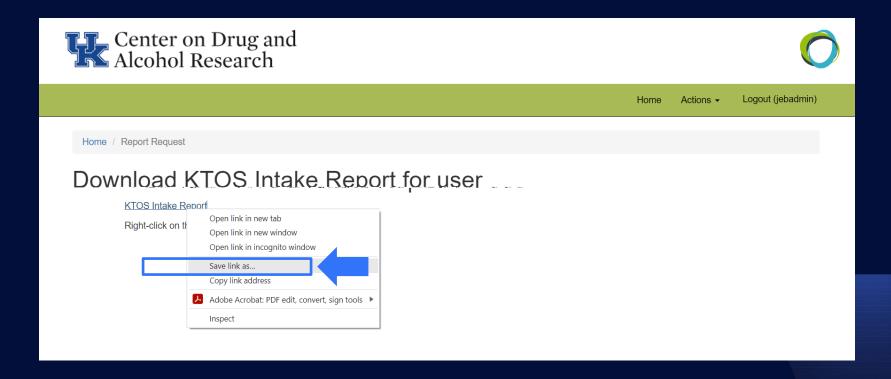
Generating the Report

 Once you select the report link, the Client Self-Report Substance Abuse Assessment will be requested from the system. For security purposes, each report is generated upon request. On average it takes around 1 minute for the report to be generated but may take up to 5 minutes sometimes.



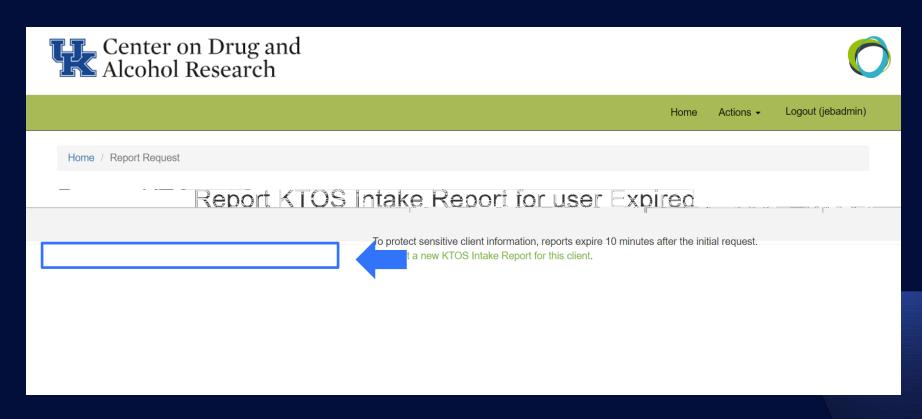
Saving the Client Self-Reported Substance Abuse Assessment

After the report generation has completed, a link will appear titled "KTOS
Baseline Report." To save this file to your computer, right click on the
link "Save link as..." or "Save target as..." and select a location on your
computer to save the file.



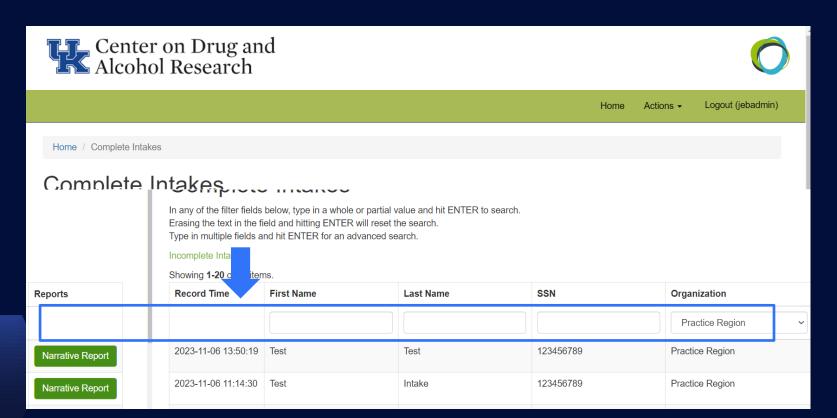
Report Timing Out

For security and confidentiality reasons, the Client Self-Report Substance Abuse Assessment report is only available to download for 10 minutes. If you do not download and save it within 10 minutes of creating the report, you will need to go back through the process to request and generate the report again.



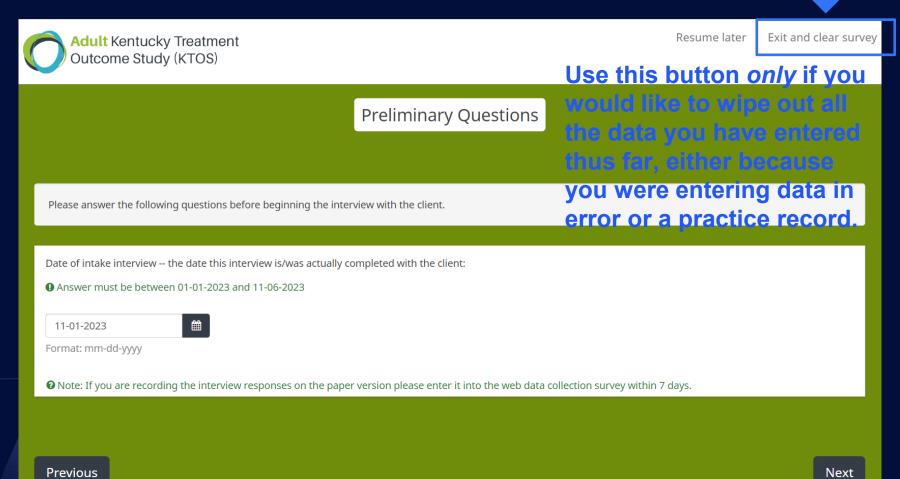
Locating a Client - Search by Name, SSN, or DOB

- Another way to locate a client is to search for them by entering an interview date, first name, last name, or SSN into the white boxes below each of the column names.
- Type some or all of the information that you know into the box for the column that you're searching and then press the ENTER key or click out of the white box to run the search.
- To return to the full list of clients, erase what you typed into the white box and then press ENTER or click out of the white box.



Exit and Clear Survey

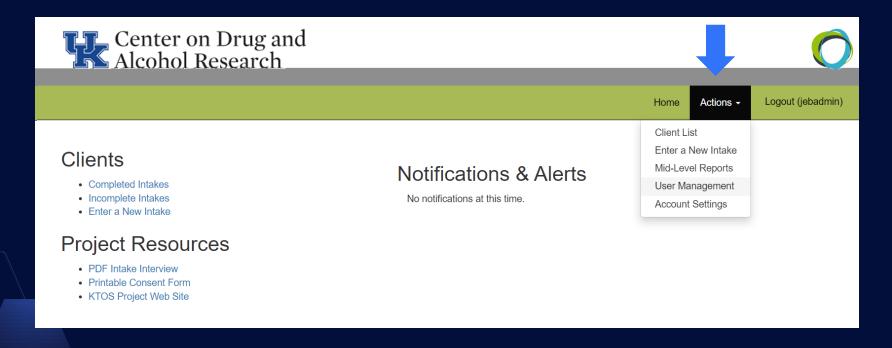
 If you have started entering an Intake in error or would like to delete all of the client's responses and start over, you can click Exit and Clear Survey at any time.



Program Management Tools

Program Manager Options – Home Screen

- When you log in as Program Manager, the home screen displays ALL CLIENTS 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.



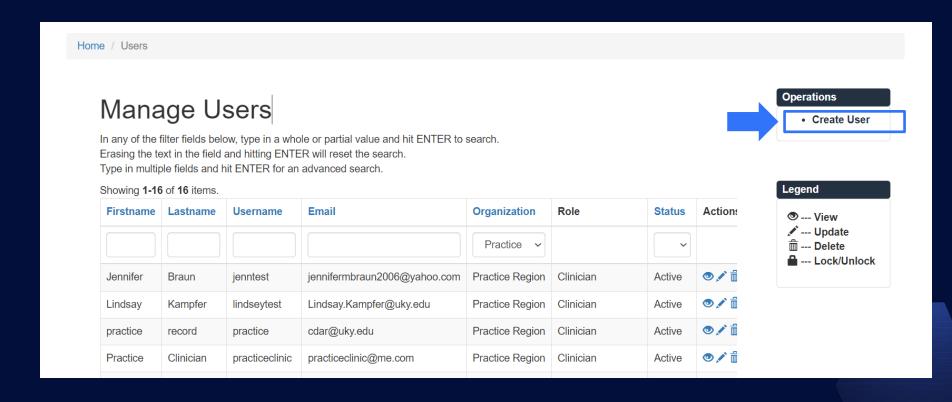
User Management

 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.



User Management – Create New Users

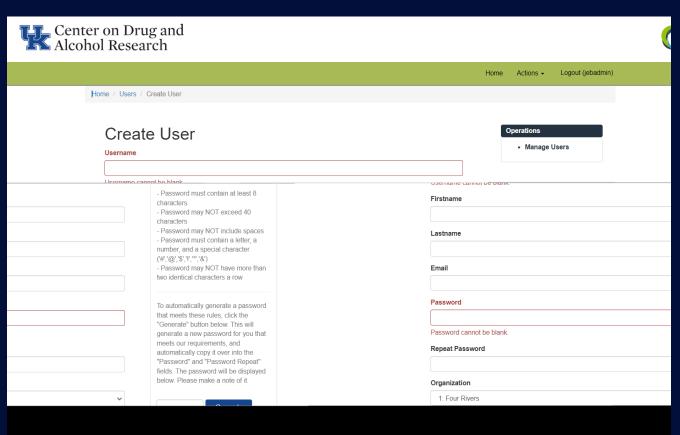
 When you click on Create User from the User Management screen, you will see the screen below. You must fill out all fields completely and then click on Create to add the new user.



User Management – Create New Users

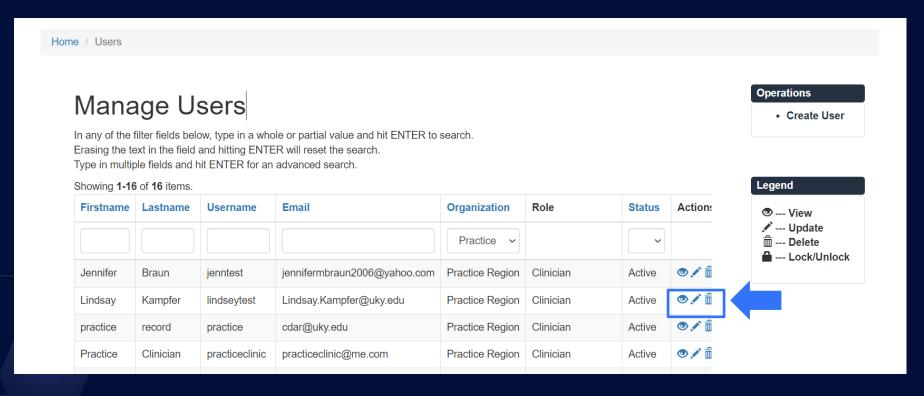
User name should be First Initial and Last name with no spaces, and passwords should be at least 8 characters with some mixture of capital and lower case letters (they are case sensitive!). We highly recommend using a random password generator for maximum security.

www.freepasswordgenerator.com is a reliable source.



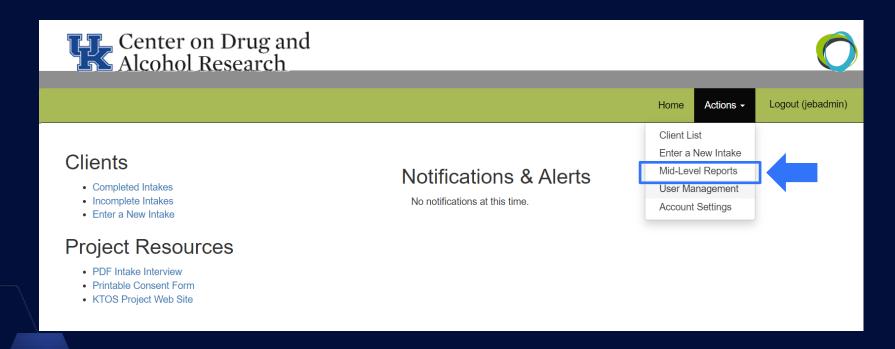
User Management – Deleting Users

- 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** icon (small blue trashcan shown below)
- The system will ask if you are sure you want to delete the item. If, so, click yes and clinician will be removed.



Mid-Level Reporting

View Mid-Level Reports to see summary counts of all clients and baselines by clinician. (This feature will only produce clinician-specific lists after all clinicians are assigned login passwords and the previous link to KTOS baselines is disabled.) You can specify certain date ranges or select the last 30, 90 or 180 days using the pre-set buttons.



Summary and Where Can I Get Help if I Have Questions?

- KTOS provides Kentucky with information about who gets SUD treatment through the CMHCs, recovery outcomes, risk and protective factors associated with recovery outcomes, and program satisfaction/feedback.
 - KTOS data provides program quality indicators (e.g., client-level outcomes)
 - Because KTOS is collected annually, trends over time in Kentucky are presented in annual reports.
- The intake surveys are conducted by staff and are not considered research data.
- Follow-up surveys are conducted by UK CDAR interviewers who are trained and monitored.

- The CIS provides a one-stop shop for entering the intakes and obtaining a client narrative report.
- Program managers/supervisors can also obtain a variety of other reports through the CIS.
- All the data entered into the CIS is behind UK Medical Center firewalls and identifying information is encrypted.

Questions? Need more help?

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

KTOS Technical Questions

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

Programmatic or KTOS 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 KTOS Client Information System https://ukcdar.uky.edu/KTOS