

FIT-OUTCOMES

User Manual

www.fit-outcomes.com

14-May-2018

Introduction	4
System Requirements	5
Security	6
Secure Hosting	6
Secure Communication	6
Secure Logins	6
Changing your password	6
Logging Out?	7
Screen Locking	8
Screen Unlocking	9
User Roles	9
Client Data	10
Data Backup	10
Creating a New Client, Scoring the Scales	11
Clients, Treatment Episodes and Sessions	11
Creating a New Client	11
Creating a Treatment Episode	13
Create the new episode:	13
Edit the new episode:	13
Assign clients and collateral raters to the new episode	14
Creating a Session	16
Scoring the ORS and SRS	17
The Scales	18
Editing and deleting scores	19
Terminating a treatment episode	20
Deleting Data	23
Client Labels and Filters	24
Creating labels	24
Assigning Labels to Clients	25
Using Labels in Client Searches	26
Email Feedback	27
Creating Email Feedback Link	27
The Predictive Trajectories	29
System Alerts	30

Aggregate Data	33
Episode Filtering	33
Label Filtering	34
Aggregate Data	35

Introduction

FIT-Outcomes is a web-based outcome management system designed to support the use of the Outcome Rating Scale (ORS) and the Session Rating Scale (SRS).

With FIT-Outcomes it's possible to administer the scales online and get instant feedback. This allows you to use the system for ongoing quality assurance of the services delivered and for ongoing treatment adjustment to ensure the maximum benefit of the treatment.

FIT-Outcomes calculates the most important outcome data giving you access to the numbers or graphs. This makes it possible for single providers or agencies in the private or public sector to document the effect of the services delivered.

System Requirements

FIT-Outcomes works in all the major browsers (Chrome, Firefox, Safari and Internet Explorer version 9 or later) both on computer and mobile devices. Other browsers may work, but they are not tested nor supported by FIT-Outcomes.

FIT-Outcomes requires JavaScript to be enabled in the browser. An error is shown at the top of every page if JavaScript is disabled.

FIT-Outcomes requires cookies to be enabled in the browser. An error is shown on the login-page if cookies are disabled.

FIT-Outcomes uses cookies to store session information, your email address, etc. We do not use any third party cookies (e.g. trackers) and will never send any data to third party.

Both JavaScript and cookies are normally enabled in all supported browsers.

Security

General Data Protection Regulation (GDPR)

FIT-Outcomes is fully GDPR compliant.

Secure Hosting

FIT-Outcomes is hosted in Amazon's datacenter in Ireland. The infrastructure is handled by security professionals.

Secure Communication

FIT-Outcomes can only be accessed through the encrypted HTTPS protocol. Our servers will automatically redirect any connections on HTTP to HTTPS.

While HTTP is a clear-text protocol (i.e. everything transmitted to and from your browser is not in any way obscured), HTTPS uses the cryptographic protocol TLS (or SSL for older browsers) and will encrypt all data sent to and from your browser so that nobody will be able to intercept any sensitive data (e.g. your login information).

Secure Storage

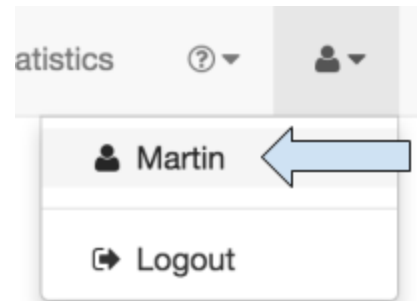
Data is stored in protected databases. The hard drives running the database are encrypted. In the unlikely event of a physical breach, the databases are still secure.

Secure Logins

We don't store your password. Instead we store a hash of your password combined with a salt. Only your password will match this hash and grant you access to your user account.

Changing your password

Click your user name to get to your profile page:



Click "edit":



On your profile page enter your password twice and click "Save":

A screenshot of the password input section of a profile page. It shows two input fields: "Password" and "Confirm password". Both fields are empty. Blue arrows point to the right side of each input field, indicating where to click to focus the input.

Logging Out?

For easy access to FIT-Outcomes, you can either have your web browser save your password or have your browser "remember" your session by checking "Remember me" when logging in:

Login

Email

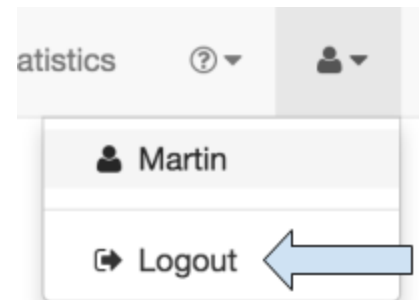
martin@example.com

Password

Password

Remember me

You should only use these options if you are sure that you are the only one accessing your computer. If that is not the case, we recommend always logging out when you are done:



Screen Locking

For extra security between sessions and/or clients, you can enable “screen locking.

When you enter a pin code in the “screen lock code” field on the right, the screen lock becomes active.

You can define how the screen lock should work in two ways:

1. “Lock when leaving scales”. When checked, the screen will be locked whenever somebody (normally a client) is done scoring the scales. It will also lock if the client tries to choose a different scoring mode.
2. “Lock when inactive”. Enter the number of minutes after which the screen should lock if there has been no activity (i.e. keyboard presses or mouse clicks). If the field is empty, the screen will not lock because of inactivity.

To completely disable the screen lock, make sure the “screen lock code” field is empty.

Screen lock

Screen lock code

The pin code unlocking the screen. Leave blank to disable screen locking.

Lock when leaving scales
Checked if the screen should lock whenever a client or collateral rater is done scoring the scales.

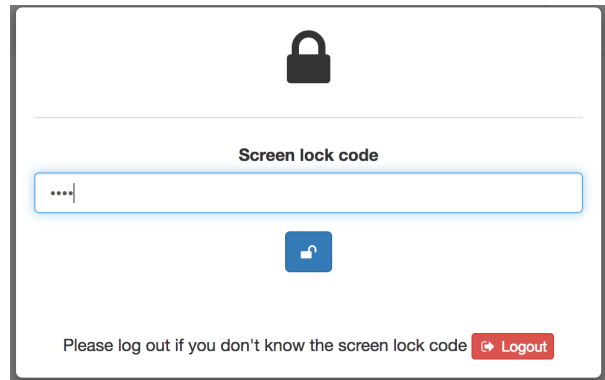
Lock when inactive (minutes)

Number of minutes the user can be inactive before locking the screen. Leave blank to disable inactivity locking.

Screen Unlocking

When the screen is locked you will need to enter the pin code to unlock it.

If you have forgotten your pin code, you have to logout and log back in to change it.

A screenshot of a screen lock interface. At the top center is a black padlock icon. Below it is a horizontal line. Underneath the line is the text "Screen lock code" in a small, dark font. Below this text is a white input field with a blue border and a blue cursor. To the right of the input field, there are four dots. Below the input field is a blue square button with a white padlock icon. At the bottom of the interface, there is a line of text: "Please log out if you don't know the screen lock code" followed by a red button with a white arrow and the text "Logout".

User Roles

FIT-Outcomes uses role-based access control to secure your data from other users on the system.

The two primary roles for users are "normal user" and "super user". The "normal user" role is implicit and all users by definition belong to it. The "super user" role is explicitly assigned to a user by either another superuser or by a system administrator.

All users belong to an agency or organization. Therefore all client data belonging to a user also belongs to the user's agency.

A "normal user" can only access his or her own client data.

A "super user" can access all client data in the agency, but will not be able to edit other users' scores.

Neither "normal users" nor "super users" are able to access any data belonging to another agency or organization.

Client Data

When creating a new client you can give him or her three different names or identities:

Name

Alias

ID

Only the "name" field is required.

If possible, we advise you not to enter any information that can be used to identify the client outside your agency. While FIT-Outcomes is a secure system, many countries have laws that explicitly state not to store any kind of data that could be used to identify a client. If you do need to store personally identifiable information, please make sure you understand the rules in your country or state.

Data Backup

Our servers create daily backups of all data and store them off-site.

All users can export all of their client data to an XML file:

 My clients

 Export clients

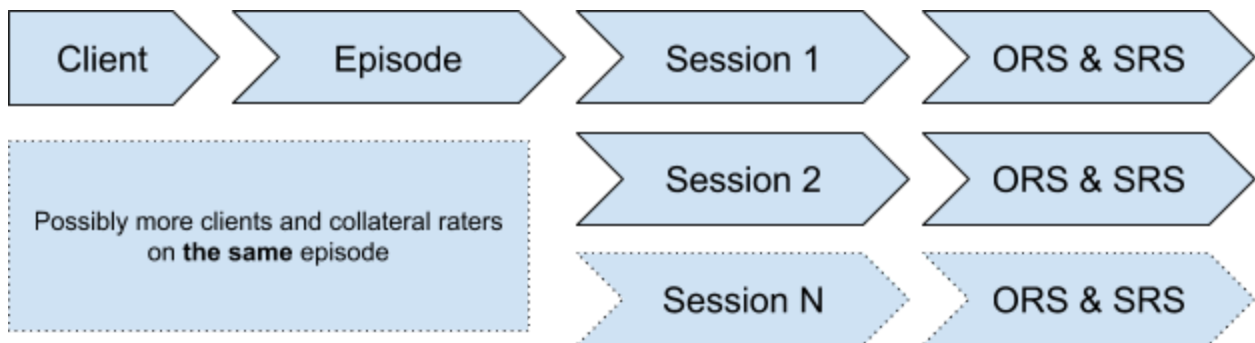


Creating a New Client, Scoring the Scales

Clients, Treatment Episodes and Sessions

Clients, (treatment) episodes and sessions are the primary entities in FIT-Outcomes and are interlinked as follows:

- A client belongs to zero or more episodes. A client with zero episodes or with all episodes being terminated, is an “inactive client”.
- An episode is the “starting point” for client treatment. The episode can contain one or more clients and each client on the episode can have zero or more collateral raters.
- A session represents the individual session between therapist and client(s)/collateral rater(s). A session has one ORS score and one SRS score for each client and collateral rater on the episode.



Creating a New Client

To create a new client, click "Clients" on the main menu:



Click the blue button labelled "Create new client":



New client

Name

Alias

ID

Birth date

Gender

Language

Phone

Email

Comments

The only required field is "name".
Avoid personal information that can be used to identify the client by 3rd party.

By adding the birth date
FIT-Outcomes automatically selects
the correct version of the scales

Remember to click "save" when you
are done

Save

Cancel

Creating a Treatment Episode

Once you have created your client, you need to create an episode of care for the client (e.g. "family therapy" or "couples counseling").

Create the new episode:

 Client

Miranda

Edit

Users

Delete

Back to my clients

This menu allows you to edit client information (click "edit"), delete the client, (click "delete") or share the client with other therapists in your agency (click "users").

+ Create new episode

Click here to create a new Treatment Episode

Ongoing treatment episodes (0)

Completed treatment episodes (0)

Title

Start date

Edit the new episode:

New episode

Title

New episode, started 29-Jun-2016

Start date

29-Jun-2016

Status

Ongoing

End date

Group SRS

Comments

Check this box if the client is attending group therapy

You can change the title of the episode to the correct description of the treatment (e.g. "individual therapy")

The system sets the status as "ongoing" by default.

The system automatically chooses the current date as "start date", but you can change the date by using the drop-down

Save

Cancel

Assign clients and collateral raters to the new episode

You can add more clients or collateral raters to the episode, to make sure scores are shown on a combined graph:

New episode, started 29-Jun-2016

Edit

Delete

Back to my clients

Edit or delete the episode here

Once you have added clients and/or collateral raters to the episode, click "to sessions"

To sessions

Add collateral raters

Clients in this episode (1)

Collateral raters in this episode (0)

Name	Alias	ID	Birth date
------	-------	----	------------

Miranda

Add new client

Add existing client

Add clients

Creating a Session

You will see a list of clients in the episode in the session overview. To create the first session, click "New session".

 New episode, started 29-Jun-2016

Sessions

[Back to my clients](#)

[Back to episode](#)

[Delete empty sessions](#)

[+ New session](#)



Scoring the ORS and SRS

To administer the ORS (or enter scores from paper scales) click "New ORS score", to administer the SRS click "New SRS score":



Note that you can change the session date by clicking in the edit-button:



The Scales

Miranda

Looking back over the last week, including today, help us understand how you have been feeling by rating how well you have been doing in the following areas of your life, where marks to the left represent low levels and marks to the right indicate high levels.

Individually
(personal well-being)

Interpersonally
(family, close relationships)

Socially
(work, school, friendships)

Overall
(overall well-being)

Click on the lines to score the scales

Click on the pen to enter scores from paper scales

Click to toggle between adult and child scores for ORS and adult, child and group for SRS

Remember to click save when done


Adult ORS ▲

Save Cancel

Editing and deleting scores

You can edit or delete ORS and SRS scores by clicking "edit" or "delete" below the listing of the scores:

ORS		
Individually	8.30	
Interpersonally	7.71	
Socially	8.53	
Overall	8.52	
Total	31.06	
		
edit		delete

SRS		
Relationship	9.45	
Goals and topics	9.28	
Approach or method	9.33	
Overall	9.25	
Total	37.31	
edit		delete

Terminating a treatment episode

When your treatment episode is finished, you should mark the client as "inactive". This will move the client out of your overview of clients on the client page, and will also include the client in the aggregate data for terminated clients.

First click "edit" below the treatment episode:

Episode

New episode, started 29-Jun-2016

Edit Delete Back to my clients

To sessions

Clients in this episode (1)		Collateral raters in this episode (0)	
Name	Alias	ID	Birth date
Miranda			

When you click on the drop-down box that is currently marked "ongoing", you will get three choices of how the episode was terminated:

Title

New episode, started 29-Jun-2016

Status

- ✓ Ongoing
- Terminated by client without effect (drop-out)
- Terminated by client with effect
- Terminated by mutual agreement

Comments

- **Terminated by client without effect (drop-out).** This means the client has stopped treatment without talking to the therapist about it, and that the latest ORS score is in the RED or YELLOW area.
- **Terminated by client with effect.** This means the client has stopped treatment without talking to the therapist about it, and that the latest ORS score is in the GREEN area.
- **Terminated by mutual agreement.** This means the termination was planned by therapist and client.

Edit episode

Title

New episode, started 29-Jun-2016

Start date

09-Jun-2015



Status

Terminated by client with effect



End date

09-Dec-2015



Group SRS

Comments

Mark the date of termination for the episode.

Save

Cancel

Deleting Data

It is purposely made difficult to delete data. Here's how to do it:

- **Delete a client:** first delete all ORS and SRS scores belonging to that client. If the client has any collateral raters, he or she must first be removed (after deleting all scores) from the treatment episode. Then remove the client from all treatment episodes. Now the client can be deleted.
- **Delete a treatment episode:** for each session, delete all ORS and SRS scores, delete the session. Now remove all clients and collateral raters from the episode. When the last client or collateral rater is removed, the episode is deleted.
- **Delete a session:** delete all ORS and SRS scores on the session. Then the session can be deleted.

Client Labels and Filters

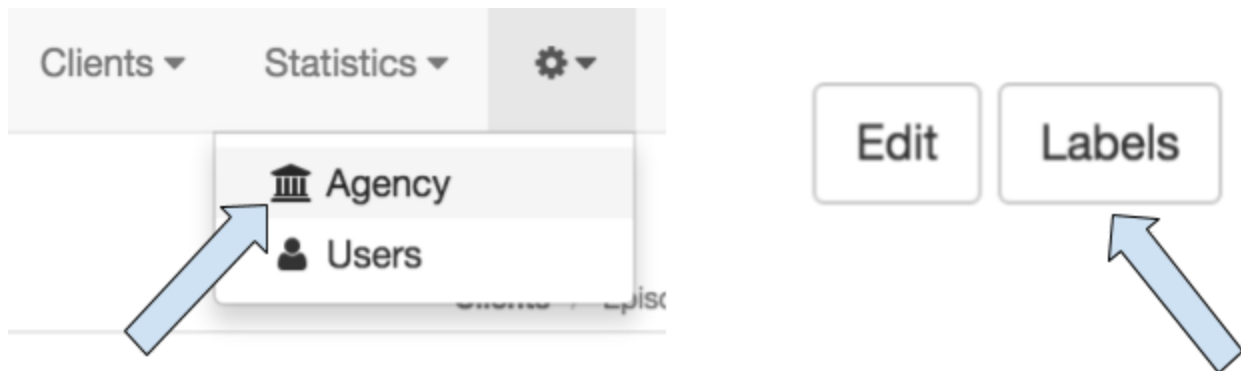
Clients can optionally have one or more labels "attached" to them. Labeling a client is a way of structuring clients in different groups. This in turn can make it easier to find specific clients or look at statistics for specific groups of clients.

Labels are agency-wide and only superusers can create them. If you can't see any labels, you should discuss a labeling strategy with a super user.

Creating labels

(super users only)

Click the gear-icon, click Agency and then click the "edit" button:



Click the white "plus" button and enter any number of labels:

Labels

Couples 

Family 



When you are done, remember to click the "Save" button.

Please note that you can also delete labels here. You will not be warned when pressing the red delete button, but the labels aren't deleted for real until you click the "Save" button.

Assigning Labels to Clients

On the client "edit" page, put a checkmark next to the labels the client should have. Click "Save".

Edit client

Name

Miranda

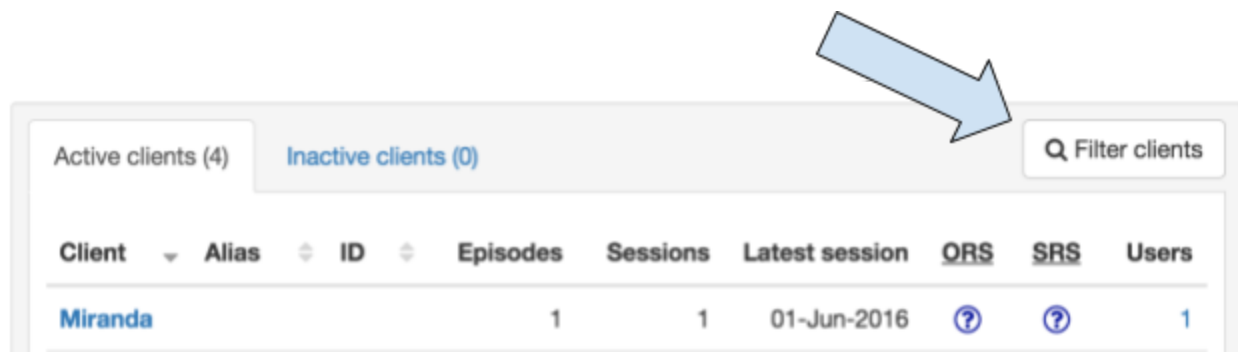
Alias

 Client labels

- Couples
- Family

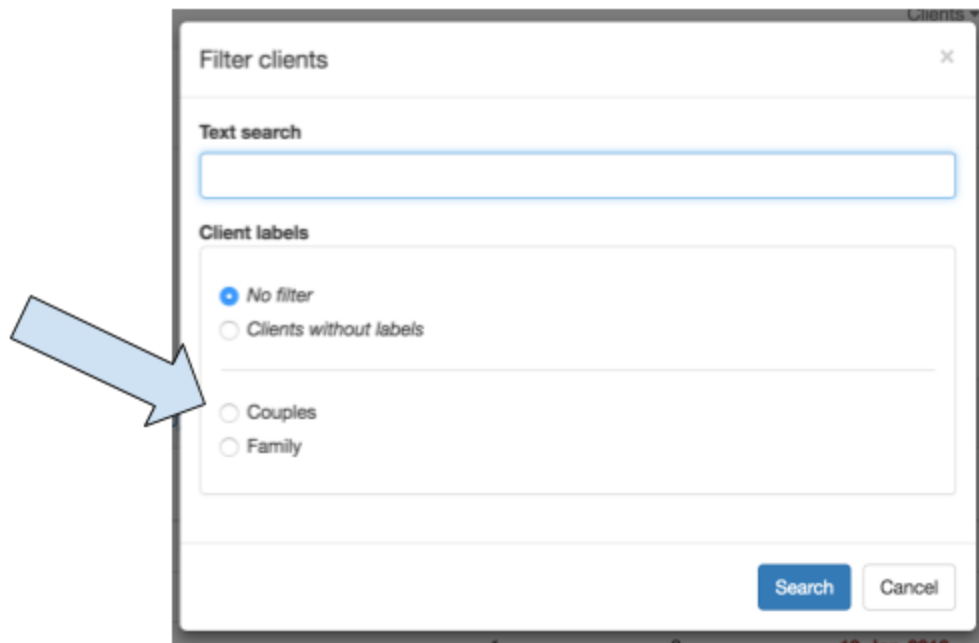
Using Labels in Client Searches

On the clients page you can combine text search (searching name, alias and ID) and client labels into a search filter. In this way you can limit the client list to only showing e.g. clients with a specific ID or clients belonging to a specific group.



Active clients (4) Inactive clients (0) Q Filter clients

Client	Alias	ID	Episodes	Sessions	Latest session	ORS	SRS	Users
Miranda			1	1	01-Jun-2016	?	?	1



Filter clients

Text search

Client labels

No filter

Clients without labels

Couples

Family

Search Cancel

Email Feedback

Instead of having the client or collateral rater use your device or computer to fill out the ORS and SRS scales, you can send them a link (e.g. via email or skype) with which they can complete the session's ORS and SRS feedback from anywhere.

You get notified by email once the client or rater has completed the feedback.

The links you send out are valid for 48 hours.

Creating Email Feedback Link

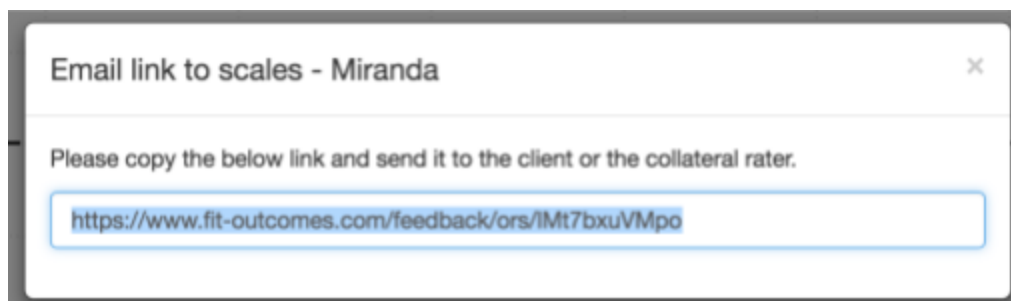
Click the drop-down arrow on the ORS and SRS buttons. Then click the "Email link" menu:



Copy the entire link (starting with "https" and ending in "VMpo") and send it to the client or the collateral rater using e.g. email or a chat session.

Then close the dialog box by clicking the X in the top right corner.

When the client or collateral rater completes the feedback, you will be notified by email.



Please note the following:

- The feedback link will expire after 48 hours.

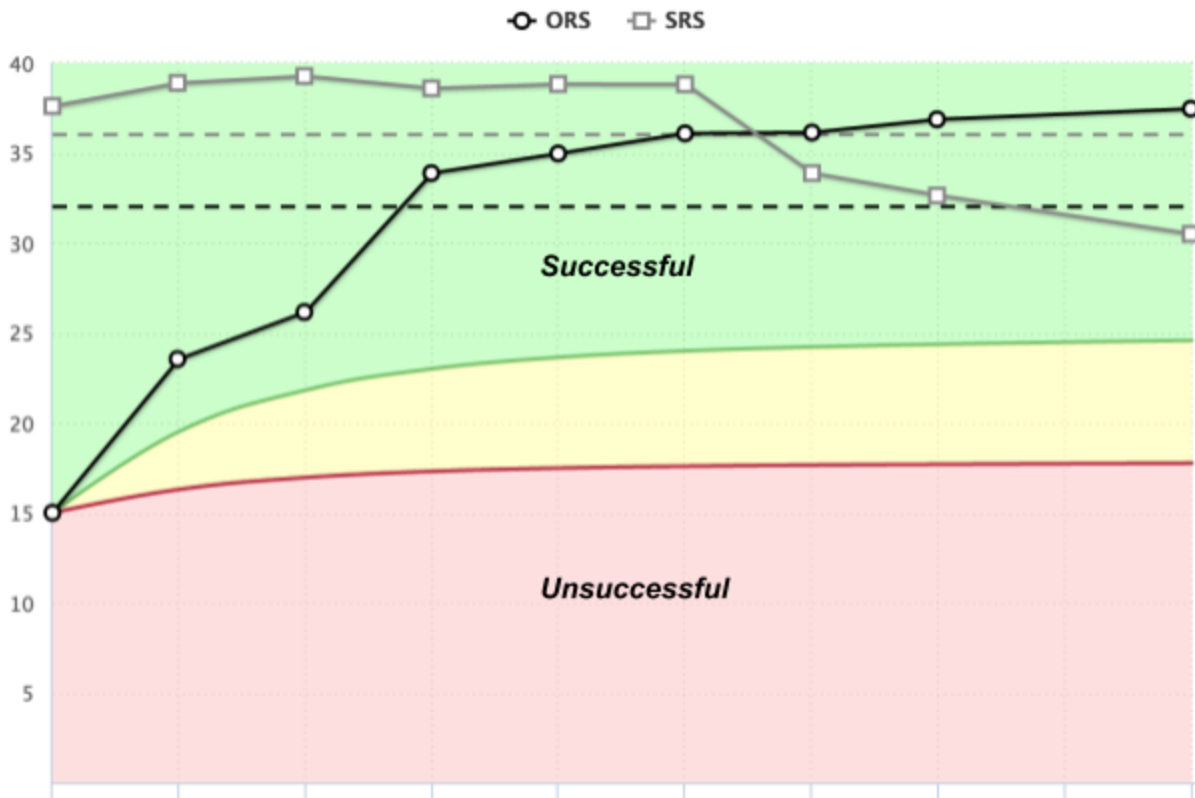
- The feedback links can only be used to score once. If the client or collateral rater makes a mistake, you will have to create and send him or her a new feedback link.
- If you send a feedback link by mistake (e.g. email it to the wrong person), simply create a new link to disable the old link.
- After sending a link you can still click the “New ORS” and “New SRS” buttons and score the session. If the client tries to score the scale using the link afterwards, the link will have expired.

The Predictive Trajectories

FIT-Outcomes uses the latest algorithms developed by Takuya Minami and Bruce Wampold. The algorithms are developed based on a sample of 427,744 administrations of the ORS, in 95,478 unique episodes of care, provided by 2,354 different clinicians.

Unlike prior formulas - which plotted the average progress of all consumers successful and not - the new equations provide benchmarks for comparing individual consumer progress to both successful and unsuccessful treatment episodes. Adjustments can then be made to the services when the clients ORS score is within unsuccessful zone.

In FIT-Outcomes the trajectories are produced immediately after filling out the first ORS making it possible for clinicians to have a transparent conversation with the client about the system feedback. (see image on the next page)



System Alerts

FIT-Outcomes provides immediate feedback to consumers and clinicians based on the latest score on the ORS and SRS. The feedback makes it possible for clinicians to adjust treatment as soon as possible according to the consumer feedback.

ORS feedback:

Green = on track - the latest score indicates progress similar to successful cases

Yellow = uncertain tendency - the latest score indicates smaller than expected change.

Red = off track - the latest score indicates progress similar to unsuccessful cases

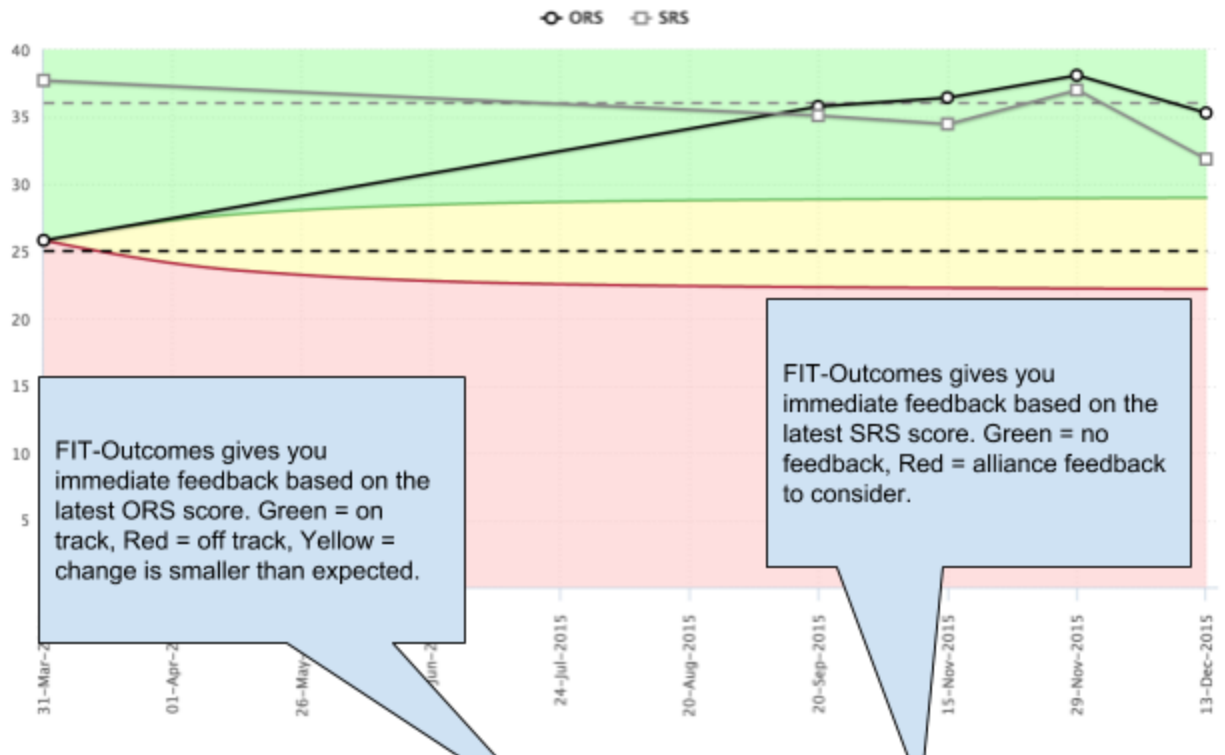
It is recommended that clinicians discuss **yellow** and **red** feedback with the consumer as soon as possible.

SRS feedback:

Green = no alliance feedback

Red = alliance feedback either due to a below cut-off score or a drop on the SRS of more than 1 point.

It is recommended that clinicians discuss the **red** SRS feedback with the consumer before ending the session.



FIT-Outcomes gives you immediate feedback based on the latest ORS score. Green = on track, Red = off track, Yellow = change is smaller than expected.

FIT-Outcomes gives you immediate feedback based on the latest SRS score. Green = no feedback, Red = alliance feedback to consider.

ORS		✔
Individually	9.15	
Interpersonally	8.74	
Socially	8.69	
Overall	8.69	
Total	35.27	
edit	delete	

SRS		!
Relationship	6.19	
Goals and topics	7.38	
Approach or method	9.13	
Overall	9.13	
Total	31.83	
edit	delete	

FIT-Outcomes provides you with an overview of system alerts of all your clients making it possible to quickly identify cases of concern. To access the overview click "clients" in the top menu.



Overview of ORS and SRS system alerts for all active clients

Client	Alias	ID	Episodes	Sessions	Latest session	ORS	SRS	Users
Jane Doe	Jane		1	10	13-Dec-2015	✓	!	2
John			1	2	19-Jan-2016	?	✓	1
John Doe	John		1	10	13-Dec-2015	✓	!	2
Miranda			1	1	01-Jun-2016	?	?	1

If a client episode has no scores in 90 days the date will go red, suggesting the episode may be terminated. If the client returns after the 90 day period (and the interval wasn't planned), a new episode of care should be started.

Aggregate Data

To access the aggregate data report, click "statistics" at the top bar, and click "calculate":

 Clients  Statistics



Episode Filtering

When calculating aggregate data, you can select a specific period to look at. The episode filter below allows you to set a from/to range specifying which episodes should be included in the calculation. You can specify intervals for both episodes' START date and episodes' END date. Only episodes with start and/or end dates within the selected intervals are included.

Note that it is possible to make an open-ended range by clearing the from and/or to dates.

To completely disable the episode filter, make sure the check mark next to the episode label is unchecked.

 Statistics

Me

Filter

Episode

Start date

23-Jun-2016 – 24-Jun-2016

End date

– 23-Jun-2016

Label Filtering

When calculating aggregate data, you can select specific client and/or episode labels you want to include in the calculation.

You must choose if the clients/episodes should have at least ONE of the selected labels or if the clients/episodes should have ALL of the selected labels.

If you have checked the label filter but deselected all labels, only clients/episodes NOT having any labels at all are included.

When the label filter is active, only clients/episodes matching above description are included in the calculation.

Labels

- Only include clients having all of the below selected labels
- Only include clients having at least one of the below selected labels

- Couples
- Family

Aggregate Data

Statistics

Me

Filter

June 30, 2016 10:16

No filter

Click the
"inactive"
number to get
to the charts

Martin (martin@example.com)	Active	Inactive
Clients with Treatment Episodes	4	0
Collateral Raters	0	0
Episodes	3	0
Sessions	13	0
Average Sessions	4.33	-
Average Treatment Length (months)	7.62	-
Dropout Rate	-	-
Clients		
Average Intake ORS	25.95	-
Average Intake ORS (Adults)	25.79	-
Average Intake ORS (Adolescents)	-	-
Average Intake ORS (Children)	14.99	-
Average Intake SRS	37.22	-
Average Raw Change	15.96	-
Percentage Reaching Target	100.0%	-
Effect Size	0.84	-
Relative Effect Size	0.07	-
Collateral Raters		
Average Intake ORS	-	-
Average Intake SRS	-	-
Average Raw Change	-	-
Percentage Reaching Target	-	-
Effect Size	-	-
Relative Effect Size	-	-

Data in FIT-Outcomes is divided into active and inactive clients.

The first section of data reporting provides you with an overview of:

- Total number of clients,
- Total number of treatment episodes,
- Total number of sessions,
- Average number of sessions per episode,
- Average treatment length (in months) and

- Dropout rate (unilateral termination without effect in the green zone)

The second section of data reporting provides you with an overview of:

- Average intake ORS score = average score for all clients on ORS at first session
- Average intake SRS score = average score for all clients on SRS at first session
- Average Raw Change = average number of points change for all clients on the ORS from first to last session
- Percentage of clients reaching Target = Percentage of clients scoring in the green zone at the last session
- Effect Size = The effect of treatment when correcting for number of sessions, regression to the mean, severity at intake and bias.
- Relative Effect Size = Comparing the effect size of the clinician or agency to the grand mean effect size of the normative sample. A positive relative effect size means an effect above average performance, a negative relative effect size means an effect below average performance.

The aggregate data reporting in FIT-Outcomes uses formulas representing the latest developments in reporting psychotherapy outcomes. The formulas correct for a number of factors that may artificially inflate effect sizes, providing clinicians and agencies with more realistic and solid data reporting.

FIT-Outcomes reports aggregate data from collateral raters separately allowing agencies with a majority of mandated clients to generate meaningful outcomes statistics based on their collateral raters.