TIPS TO ASSESS POST-DISHARGE OUTCOMES

Use these tips to promote safety, ethics, and high-quality data when following up to collect data from clients after discharge from services.

GET ORGANIZATIONAL BUY-IN

- ☐ Discuss the project with staff at all levels of the organization.
- ☐ Assess and plan for expanding staff capacity to take on additional tasks.
- ☐ Provide updates to program staff throughout.

Notes:

DESIGN THE INTERVIEW

- ☐ Determine the long-term outcomes of interest based on program goals, review of the literature, and benchmarks from peer organizations.
- ☐ Start small – pilot at one program/site for one time-point and refine the interview before expanding.
- ☐ Tailor the interview for different programs and age groups.
- ☐ Determine if you will collect data after discharge from a) the program or b) from your agency.
- ☐ Decide if you will be interviewing the clients themselves or parents/caseworkers/collaterals and create consent processes accordingly.
- ☐ Train staff to conduct the interview in multiple languages.

Notes:

CREATE AN INFORMED CONSENT PROCESS & PROTECT PRIVACY

- ☐ Create a consent form for follow-up data collection post-discharge in multiple languages.
- ☐ Work with program leadership to determine how they will complete the informed consent process.
- ☐ Determine how to access and store client information.

Notes:

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CREATE CONTACT PROCEDURES

☐ Collect contact information and methods the person consents to being contacted by at the informed consent process and at discharge.

☐ Determine how often and for how long you will reach out to the client/family. For example:

- Up to six calls twice a week
- Emails & text messages if haven't heard back after the second call
- Call collaterals if haven't heard back after the fourth call
- Call 1 week before to 5 weeks after the ideal interview date

☐ Create an online survey to offer people unable to complete by phone.

☐ Ensure evaluation staff are informed of client discharges and pertinent safety information via an EHR or program communication.

Notes:

KEEP CLIENTS AND INTERVIEWERS SAFE

☐ Determine any safety concerns or other important information to be sensitive when calling from the program staff.

☐ Develop safety protocols as applicable for:

- Suicidality
- Child abuse/neglect
- Dysregulated emotions

☐ Adapt client grievance procedures for complaints registered after discharge.

Notes:

SHARE RESULTS

☐ Determine a response threshold for sharing results.

☐ Incorporate follow-up outcomes into existing outcome reports/presentations.

☐ Determine which additional formats would be best for which stakeholder groups.

Notes:

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