

The Impact of the Care Predictor Index on Key Performance Indicators

This case study highlights the scientific correlation between the Care Predictor Index (CPI) and various Key Performance Indicators (KPIs) at different treatment centers utilizing the predictive assessment tool. Learn how the strength and nature of these correlations corroborate the positive impact of higher CPI scores, leading to better clinical and organizational outcomes overall.



Care PredictorTM



SUMMARY

The Care Predictor Index is an assessment tool that is used to predict a care provider's ability to form a strong Therapeutic Alliance or Working Alliance. The Therapeutic Alliance - the bond formed between a client and their therapist - is considered an important aspect of the therapeutic process and is the strongest clinically-influenced indicator of treatment outcomes.

Care Predictor has a number of clients who have implemented the CPI across their organizations for the purpose of enhancing their workforce and improving outcomes. In an effort to determine the impact of the CPI at these treatment centers, the research team at Care Predictor has conducted a number of reverse-validation studies correlating CPI scores to a variety of key performance indicators specific to behavioral healthcare.

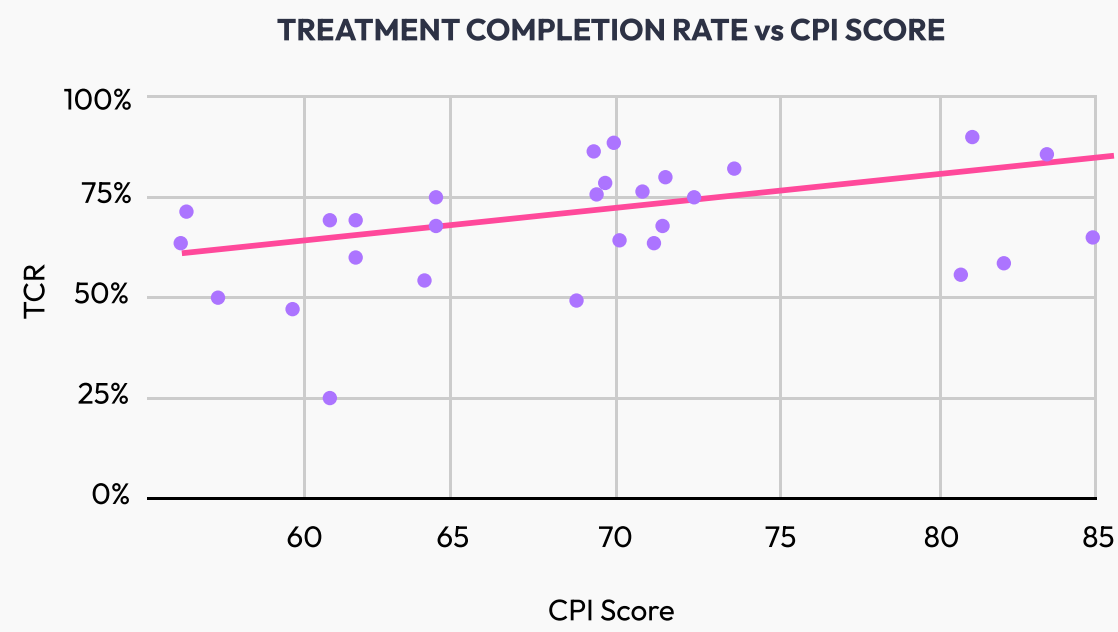
Upon examining metrics gathered on 30 individual therapists across 4 unique Care Predictor customers (henceforth referred to as Treatment Centers A, B, C and D), our research and data analytics team determined the following:

1. There is a positive correlation between CPI scores and Treatment Completion Rate (TCR), indicating that clinicians with higher CPI scores have higher rates of clients on their caseloads who complete treatment.
2. There is a negative correlation between CPI scores and AMA Rate (AMAR), indicating that clinicians with higher CPI scores have lower rates of clients on their caseloads who leave treatment against medical or clinical advice.
3. There is a negative correlation between CPI Scores and PHQ-9 scores, indicating that clients of clinicians with higher CPI scores experience a decrease in symptoms of depression over time.
4. There is a negative correlation between CPI Scores and GAD-7 scores, indicating that clients of clinicians with higher CPI scores experience a decrease in symptoms of anxiety over time.
5. There is a positive correlation between CPI scores and Client Satisfaction, indicating that clients of clinicians with higher CPI scores have higher levels of satisfaction with their experience in treatment.
6. Clinicians with CPI scores ≥ 70 generate more revenue than clinicians with CPI scores < 70 .

Aggregate Findings (Treatment Centers A, B, C and D combined)

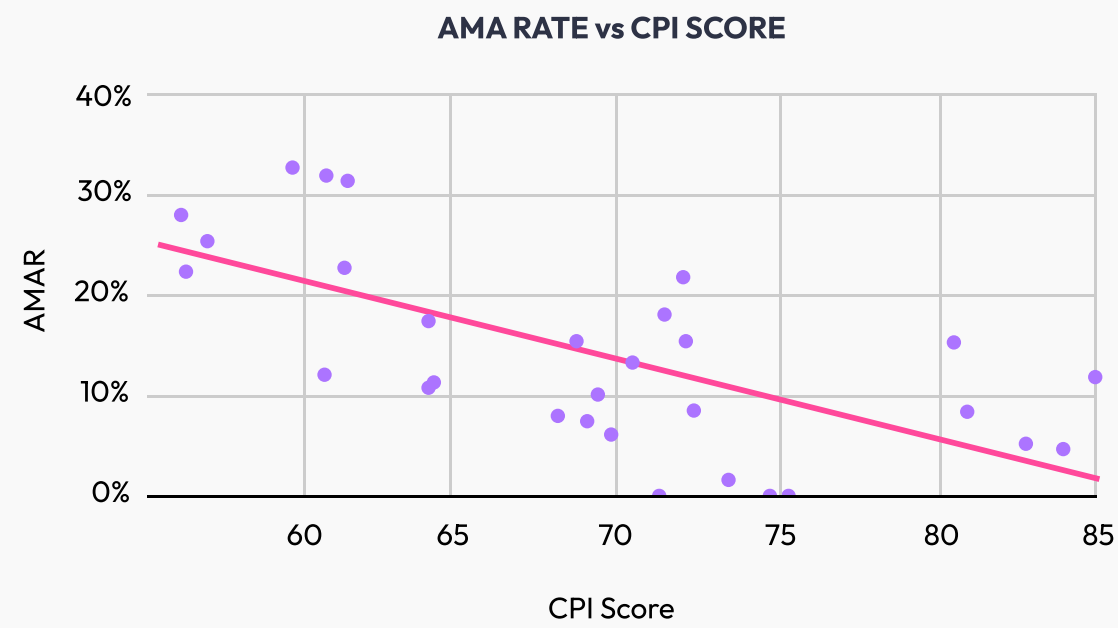
HIGHER CPI SCORES ASSOCIATED WITH AN INCREASE IN CLIENTS COMPLETING TREATMENT

- 1. There is a positive correlation of 0.45 between CPI scores and Treatment Completion Rate.



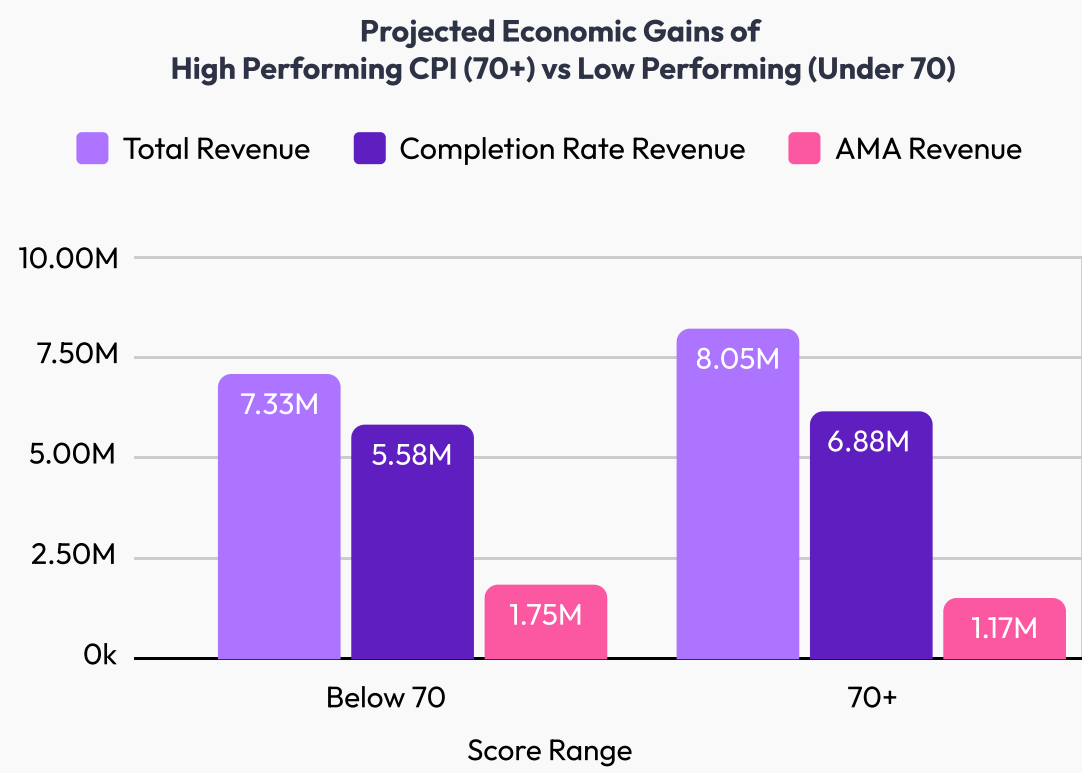
HIGHER CPI SCORES ASSOCIATED WITH A DECREASE IN CLIENTS LEAVING TREATMENT EARLY

- 2. There is a negative correlation of -0.66 between CPI scores and AMA Rate.



Projected Economic Gains

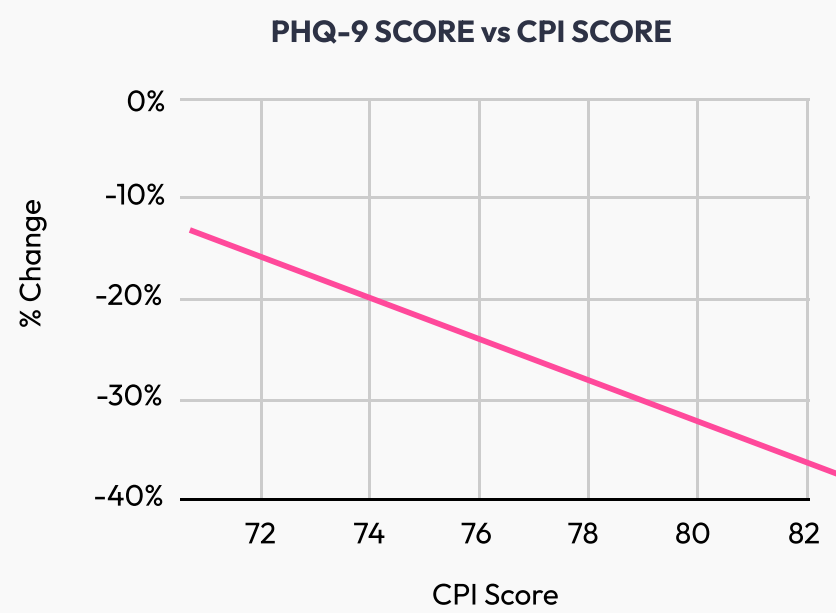
Clinicians with CPI scores ≥ 70 garner \$720,000 more in revenue per year than clinicians with CPI scores <70 .



Treatment Center A:

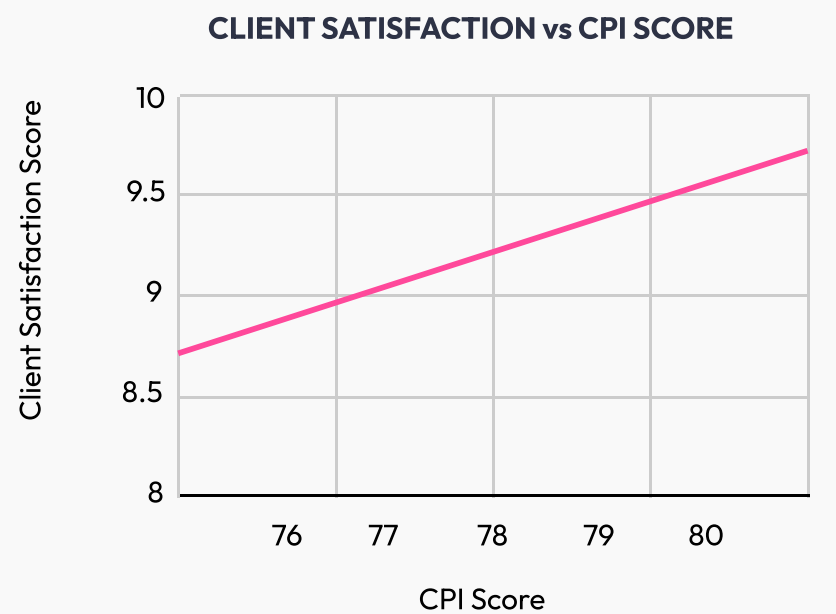
HIGHER CPI SCORES ASSOCIATED WITH A DECREASE IN DEPRESSIVE SYMPTOMS

- 1. There is a negative correlation of -0.52 between CPI scores and PHQ-9 scores, indicating that clients of clinicians with higher CPI scores experience a decrease in symptoms of depression throughout their treatment episode.



HIGHER CPI SCORES ASSOCIATED WITH AN INCREASE IN CLIENT SATISFACTION

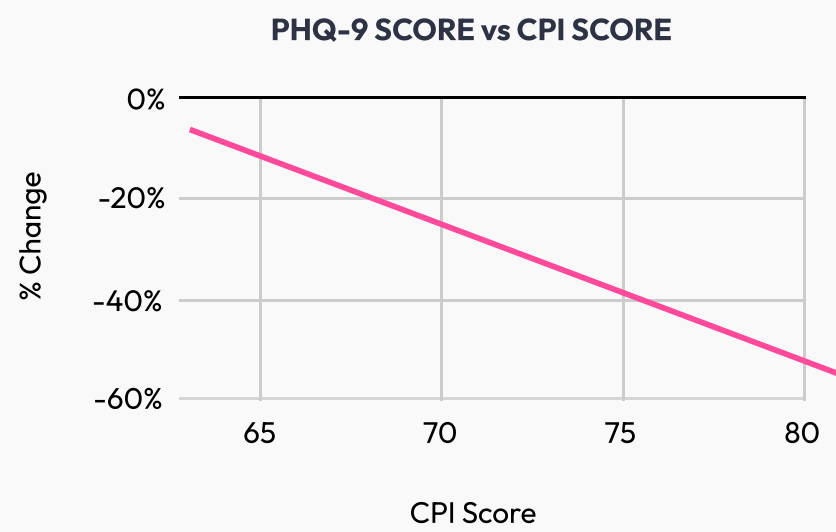
- 2. There is a positive correlation of 0.53 between CPI scores and client satisfaction, indicating that clients of clinicians with higher CPI scores have higher levels of satisfaction with their treatment experience.



Treatment Center D:

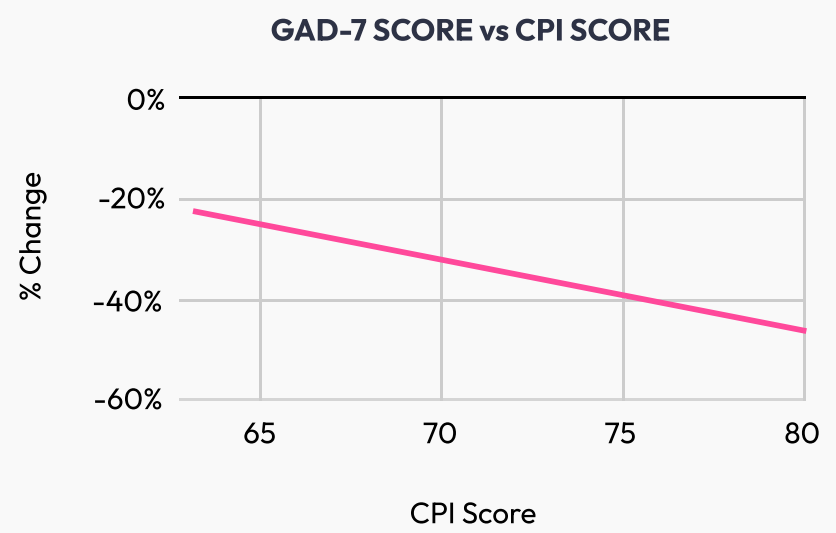
HIGHER CPI SCORES ASSOCIATED WITH A DECREASE IN DEPRESSIVE SYMPTOMS

- 1. There is a negative correlation of -0.36 between CPI scores and PHQ-9 scores, indicating that clients of clinicians with higher CPI scores experience a decrease in symptoms of depression throughout their treatment episode.



HIGHER CPI SCORES ASSOCIATED WITH A DECREASE IN ANXIETY SYMPTOMS

- 2. There is a negative correlation of -0.40 between CPI scores and GAD-7 scores, indicating that clients of clinicians with higher CPI scores experience a decrease in symptoms of anxiety throughout their treatment episode.



Conclusion

These validation studies corroborate the correlation between CPI scores and Key Performance Indicators - in this case, clinical outcomes such as Treatment Completion Rate, AMA Rate, PHQ-9 scores, GAD-7 scores, and overall client satisfaction. The data indicates that a clinician's ability to create a strong therapeutic alliance with clients can significantly affect outcomes in the following ways:

1. Increased Client Satisfaction

Clients who are strongly aligned with their therapists feel that their needs, expectations, and goals are being met. Satisfied clients feel empowered and are consequently more likely to remain engaged in treatment. As a result of the support they are receiving, these clients generally have increased optimism and motivation.

2. Improved Clinical Symptomatology

Research shows that a robust therapeutic alliance is the strongest clinically-driven predictor of outcomes. Clients who experience a trusting and collaborative relationship with their therapist show reduced symptoms of anxiety and depression, leading to an overall improvement in their mental health and well-being.

3. Strengthened Commitment to Treatment

A strong alliance can enhance a client's commitment to the therapeutic process by increasing their hope in the possibility of improvement. Clients who feel seen and understood by their therapist are more likely to willingly collaborate with care providers, adhere to clinical recommendations and complete their treatment episode.

4. Enhanced Financial Performance

Clients who feel effectively aligned with their therapists are less likely to leave against medical or clinical advice. This leads to higher numbers of clients completing their treatment episodes, resulting in additional revenue for the organization overall.