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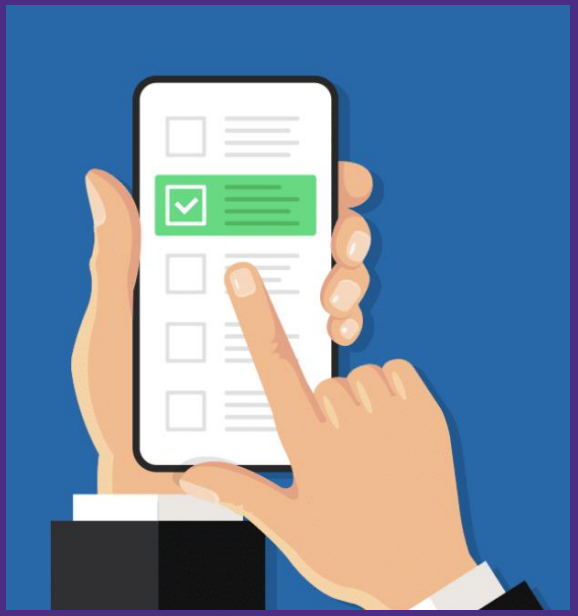
SMART-Wrap" Mobile Outcome Monitoring System Update and Information for Pilot Sites

Short Message Assisted Responsive Treatment for Wraparound



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3C Institute
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WERT Wraparound Evaluation & Research Team

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Agenda

- Introduction
- What is SMART-Wrap?
- How was SMART-Wrap Informed by Wraparound experts?
- Results from pilot testing with caregivers and youth
- How to get involved in piloting SMART-Wrap
- Questions

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Introductions

- Wraparound Evaluation and Research Team, University of Washington
- 3C Institute

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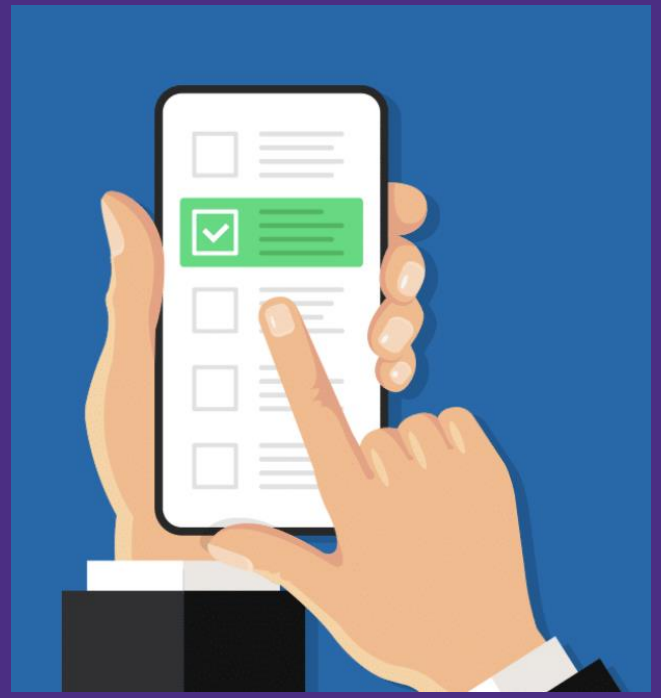

SMART WRAP

Short Message Assisted Responsive Treatment for Wraparound

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What is SMART-Wrap?

- Text-based 'Mobile Routine Outcomes Monitoring" (mROM) system
- Aims to assess Wraparound quality, fidelity, satisfaction, and outcomes in an efficient, low burden way
- Sends caregivers and older youth participating in Wraparound single-item text-based outcome measures
- Project funded by National Institute of Mental Health 1R43MH126793-01A1 (Bruns, DeRosier, PIs)

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Why SMART Wrap?

SMS addresses inconsistent or incomplete data collection

–Clients and providers find text-based data collection feasible and acceptable

SMS been found to be <u>clinically useful</u>

- enhancing MH service delivery by care providers

Integrating SMS messages has been shown to ***increase treatment adherence and engagement, <u>and outcomes</u>***

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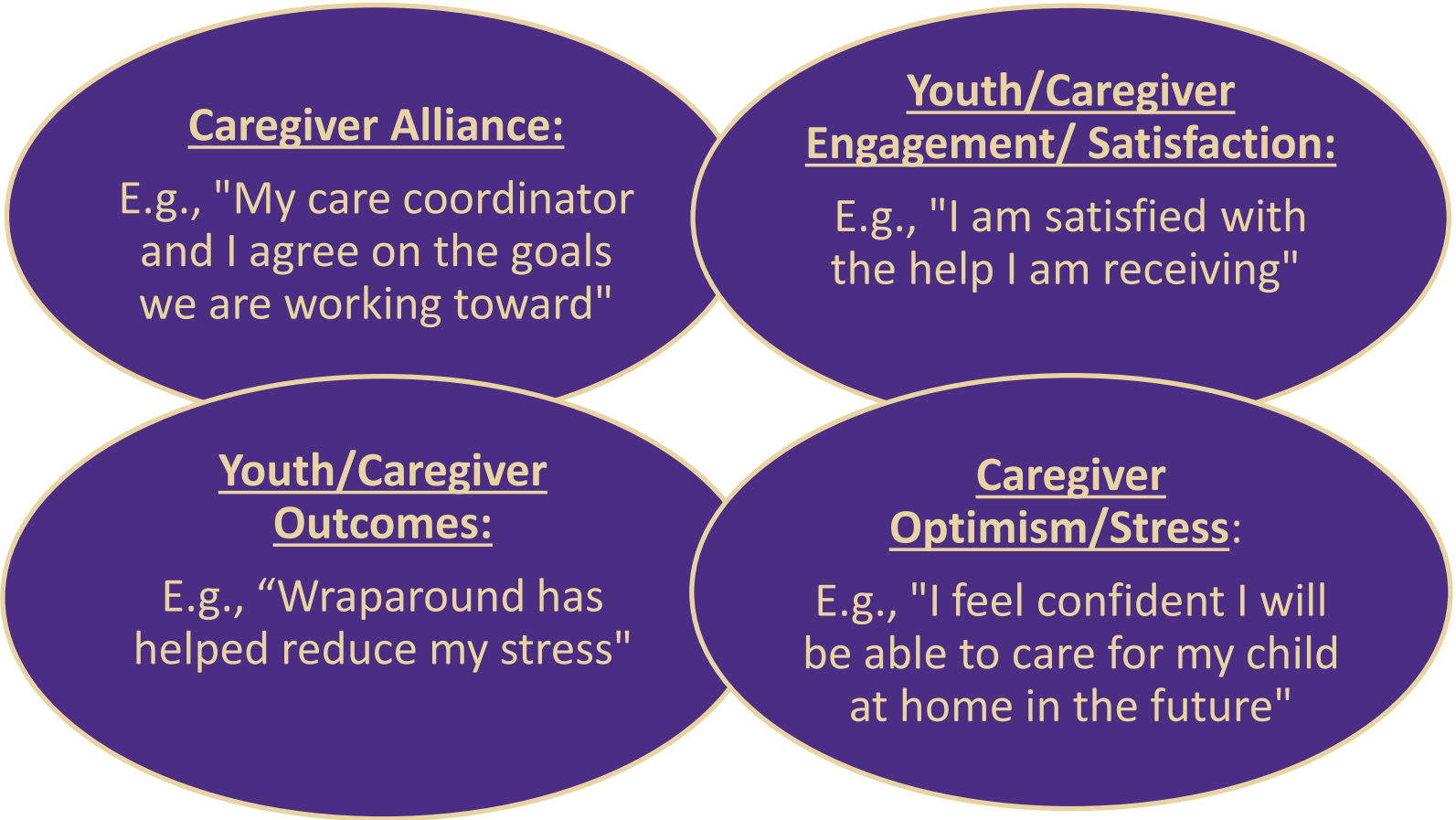
What does SMART-Wrap measure?



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SMART Wrap items were developed with feedback from a *Delphi* review process

Participating experts:

- Rated draft items for each intermediate outcome
- Proposed wording changes
- Defined benchmarks to trigger alerts and outreach messages

> The process was repeated once to provide convergence.

> We also gathered feedback on system functionality.

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SMART Wrap items were developed with feedback from a *Delphi* review process

DOMAIN 1: ALLIANCE WITH CARE COORDINATOR/WRAPAROUND PROVIDERS

(Example rating scale: "How much do you agree with the following? – 0 = not at all, 1 = somewhat, 2 = very much")

1. PROPOSED ITEM: My care coordinator and I agree on what we are working on together

Overall rating:

- 35 (94.5%) Essential
- 2 (5.5%) Optional

Please indicate if the wording of this item is:

- 21 (57%) Acceptable
- 15 (40.5) Acceptable with minor revisions
- 1 (2.5%) Unacceptable

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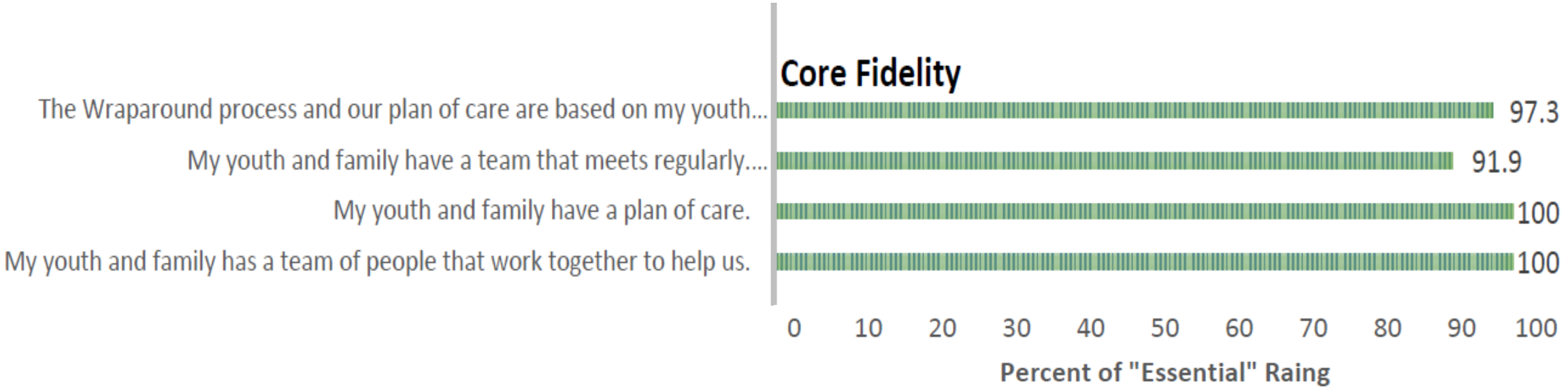
Experts rated proposed fidelity items "essential"…



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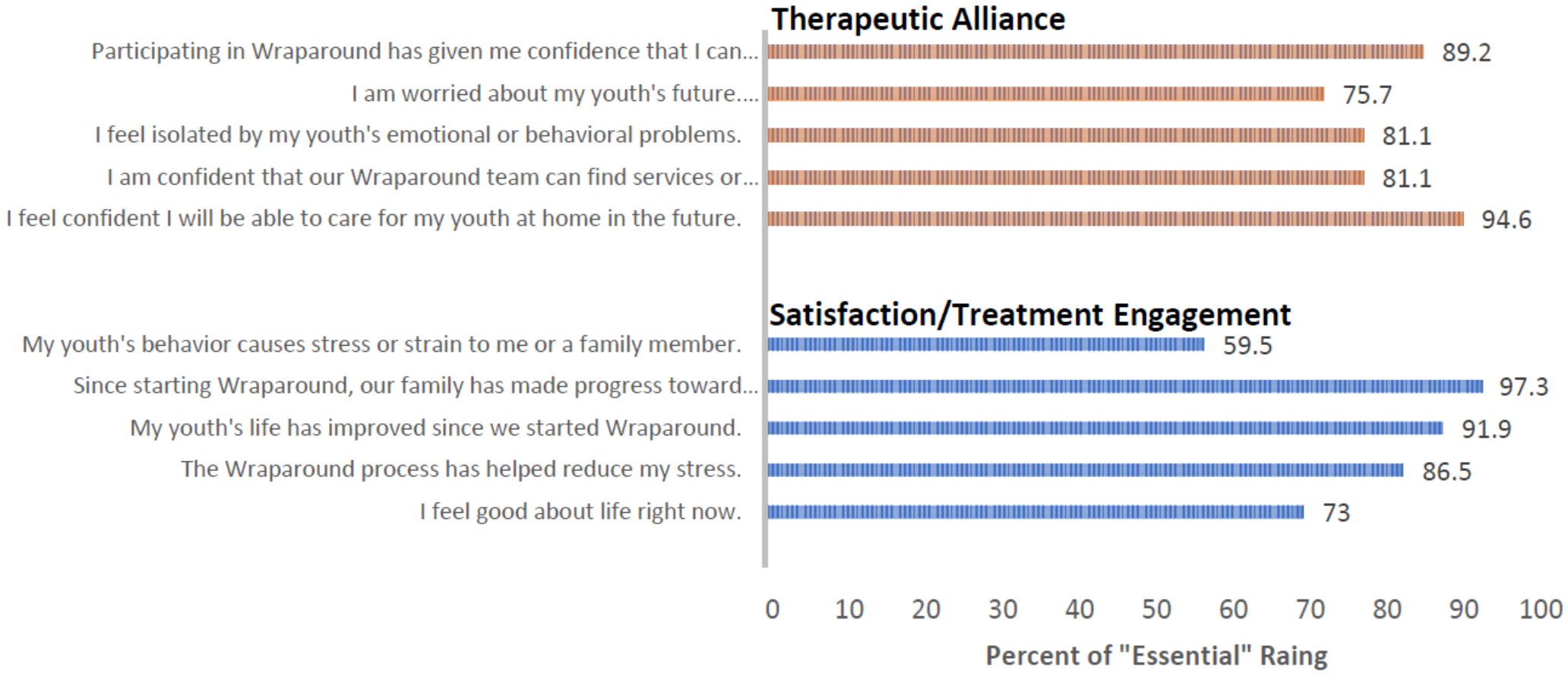
Experts were less unanimous about alliance and engagement items



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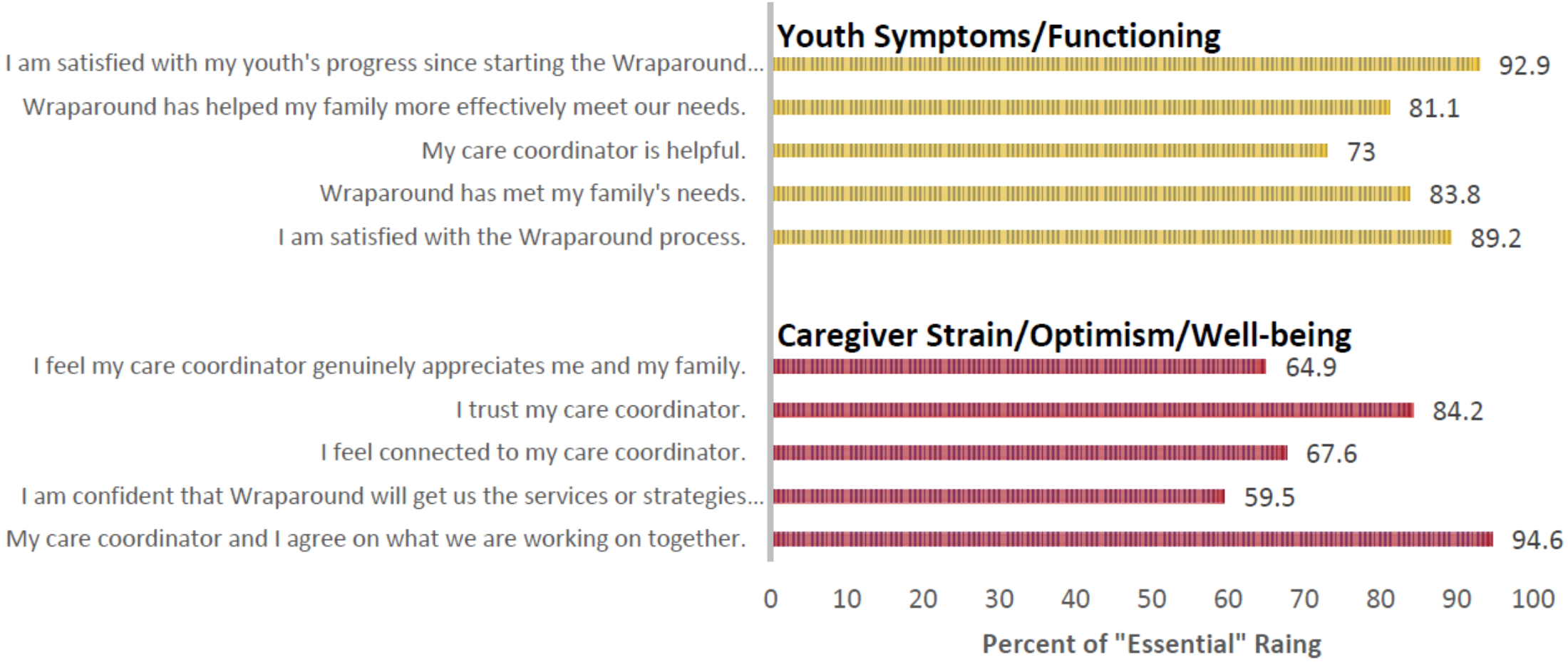
Outcomes include well-being and caregiver strain/optimism



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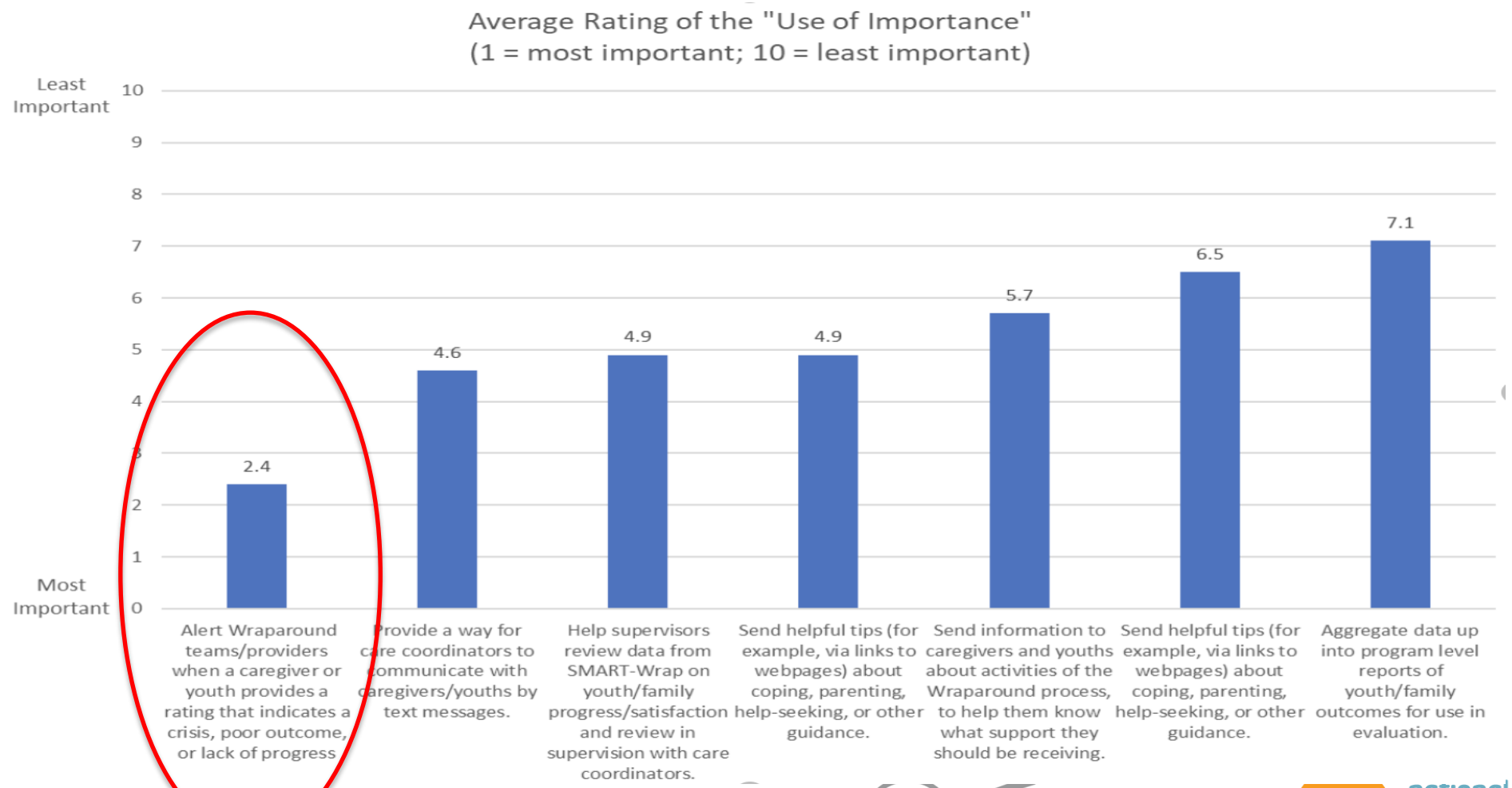
Wraparound Experts Also Gave Input on the Most Important Functions for the System



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Delphi results helped in refining the items and SMART Wrap focus

- Simplified the language of the assessment items to be developmentally appropriate for youth ages 14 – 17
- Developed and refined automatic replies and outreach messages that the system will send participants following each SMS survey completion
- Confirmed importance of the system from parent and youth advocates

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Example feedback from parents and advocates

> “I think this will be very helpful to care coordinators and family partners in the field. Real time feedback will improve wraparound and hopefully overall progress of youth/families.”

> “I just want to say, thank you so much for considering my feedback as "parent with lived experience” – I appreciate this team’s willingness on trying your best to get it right for us… it means a lot and will go a long way.”

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After “expert” input, we did Initial Usability Testing to improve SMART-Wrap

- Round 1 included **16 participants**
  - 10 caregivers, 3 young adults, and 3 youth
- Caregivers and youths completed consent form and attended orientation
- Caregivers and youth/young adults interacted with the system over a 2-week period
- Participants completed survey evaluating usability, feasibility, and acceptability
- We examined response times and responses

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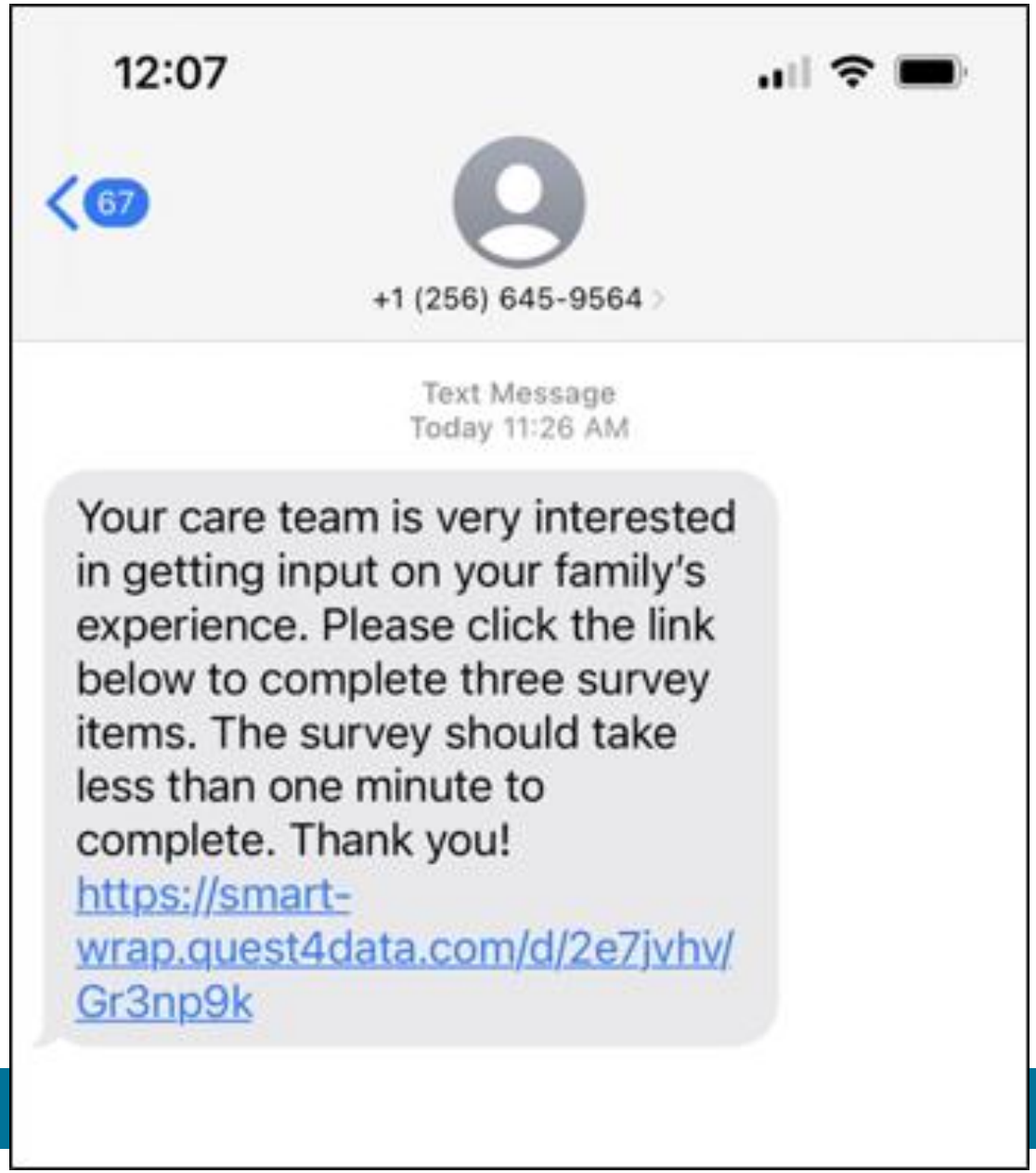
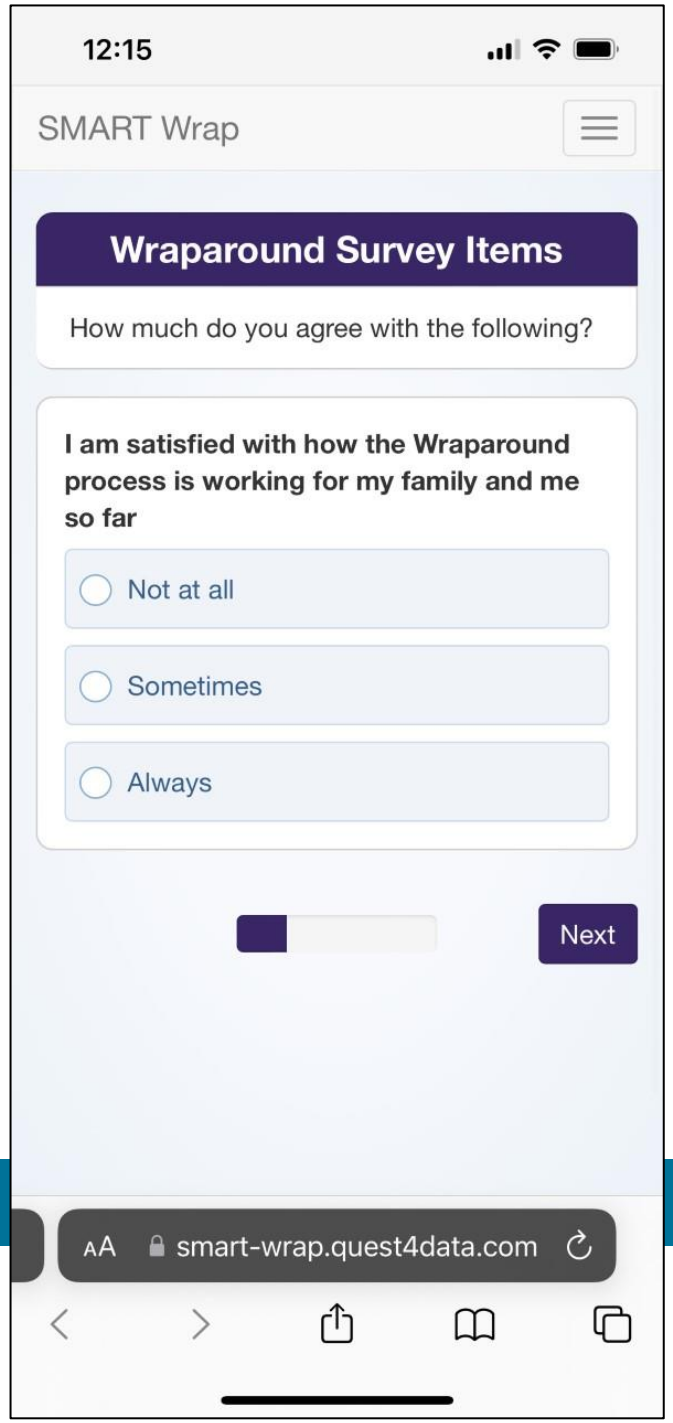
EXAMPLE SMS NOTIFICATION

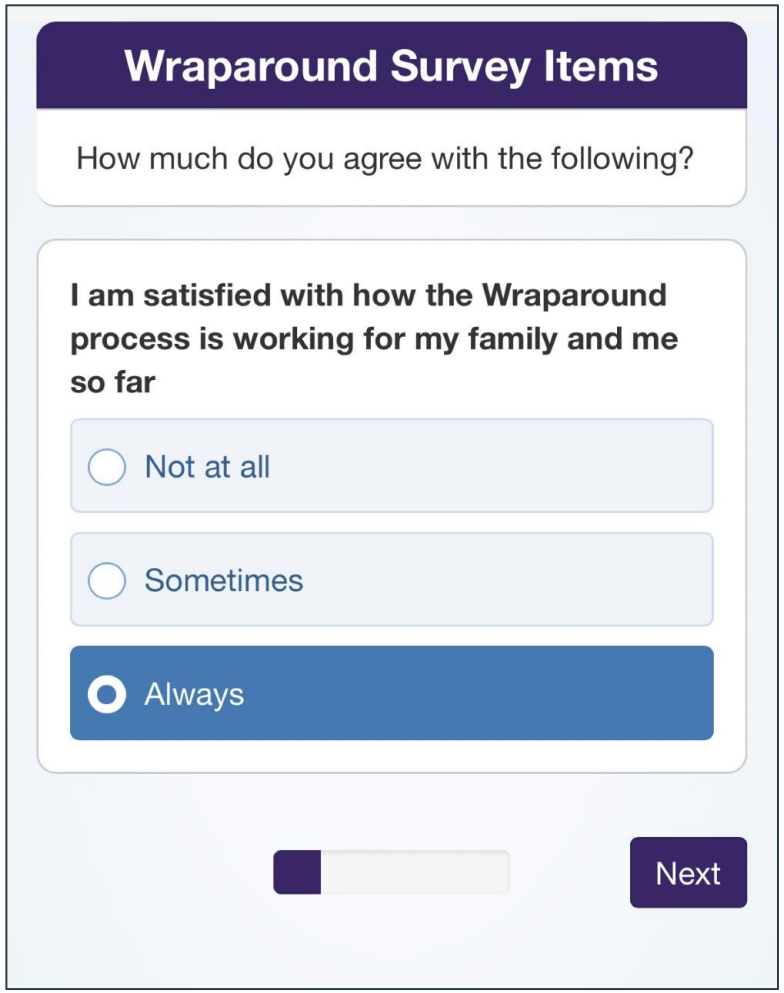


EXAMPLE SURVEY VIEWED FROM PHONE

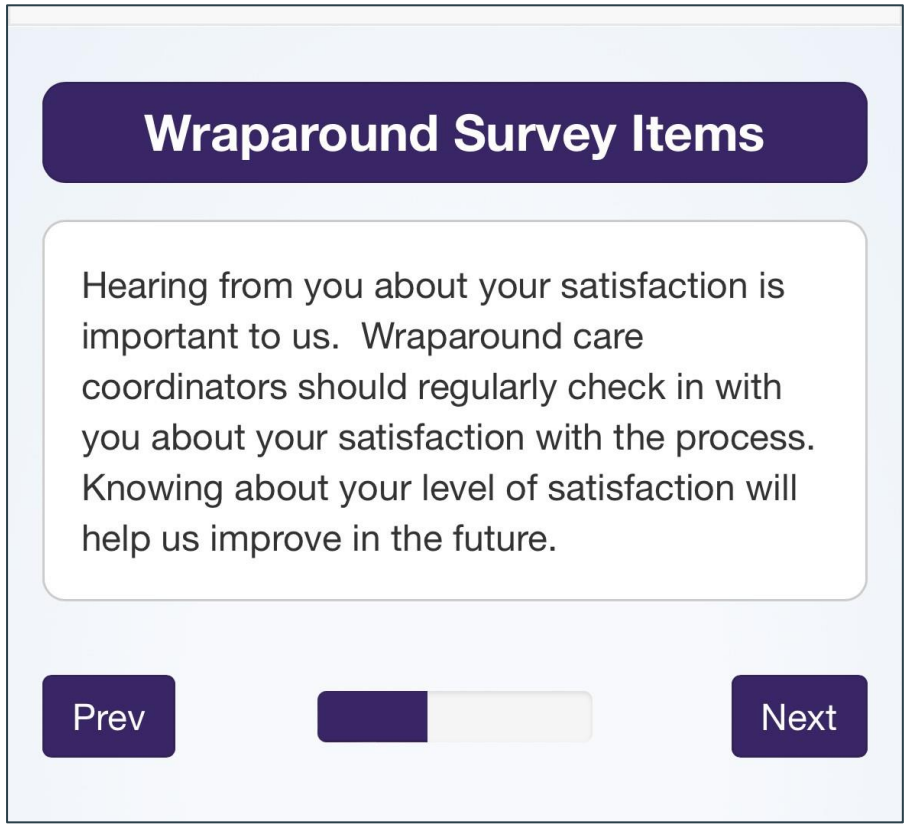


TRYING OUT AUTOMATED RESPONSES

Choosing the following:



Had the Associated Feedback:



TRYING OUT AUTOMATED RESPONSES

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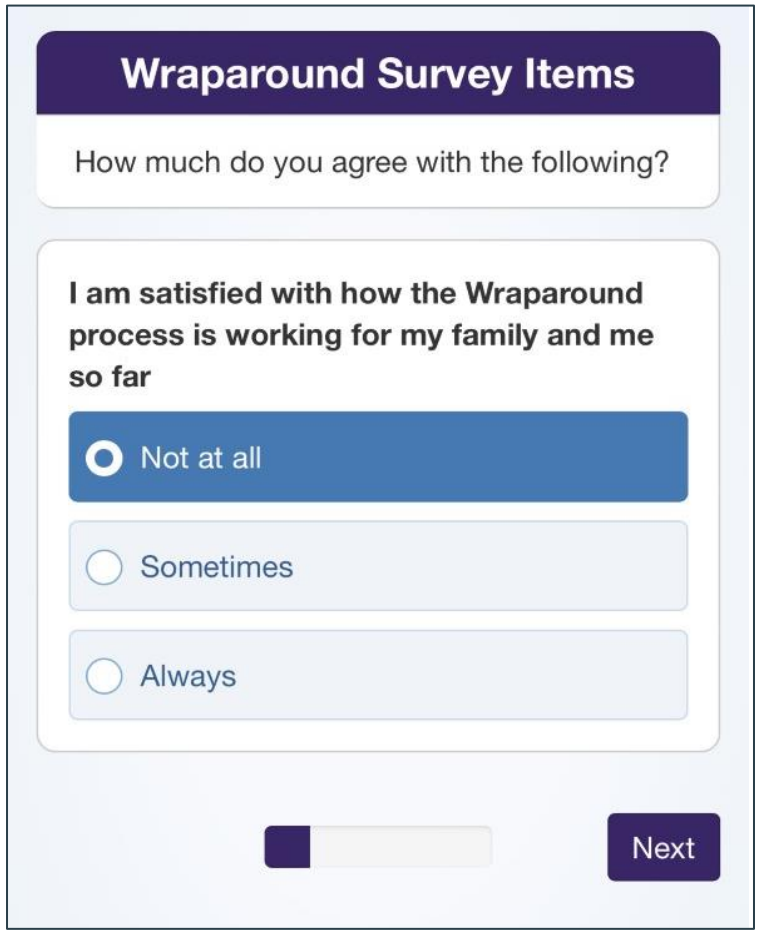
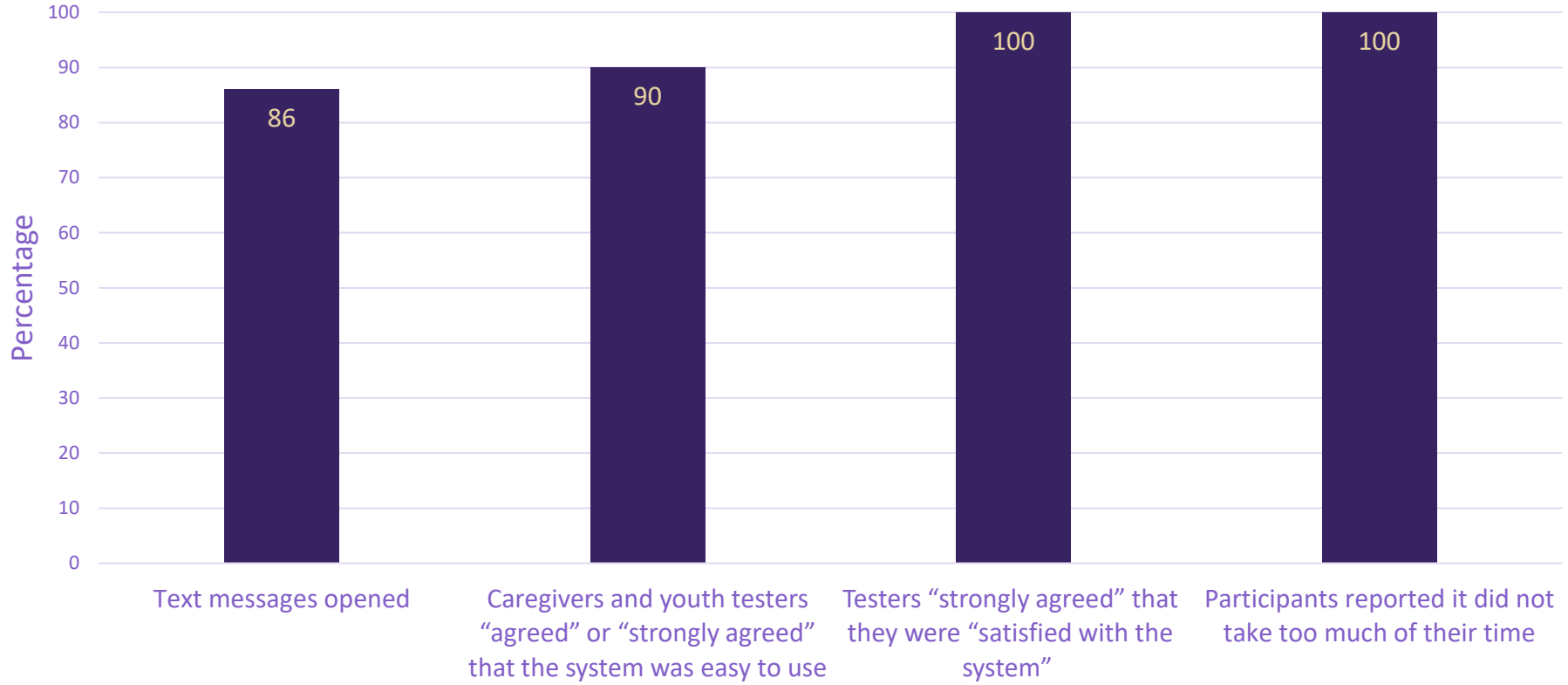


Had the Associated Feedback:

Results of Initial Usability Testing were encouraging

- **Surveys took an average of approx. 30 seconds to complete**



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Focus groups were instrumental to improving the system

- **SMART-Wrap Items:** Parents said satisfaction and fidelity items should specify the time period for feedback
- **Item wording:** Youth said to simplify items
- **Response scales:** Youth suggested using emojis 😊
- **Timing of sending surveys:** Parents and youth both suggested the system should send texts at more convenient times
- **Setting up for success:** Parents and youth both recommended care coordinators should help families set the system up in their phone as part of the engagement phase

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Next Steps for SMART-Wrap

- Based on results from user testing:
  - Survey items were revised to be more accessible, esp for youth
  - Adding reminder texts
  - Revised auto-generated response messages
- A dashboard and reporting system are now being developed for Wraparound providers and organizations
- **UW WERT and NWI are now seeking additional SMART-Wrap pilot testing sites for a second round of testing**

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Second Round of SMART-Wrap Testing

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Second round of SMART-Wrap testing will further refine the tool and test the provider "dashboard"

- We are seeking 10 Wraparound provider organizations (or sites within an organization) across the U.S.
- Sites will:
  - Identify 3 Wraparound care coordinators (CC) to participate in the pilot
  - One supervisor who oversees the work of the CCs
  - One manager/administrator who oversees the supervisors and CCs.

Each CC will obtain consent for one family to participate in the study

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Caregivers, youths, care coordinators, and supervisors/ managers will all participate in SMART-Wrap testing

- **Parents/caregivers** (CGs) and **youths** will use the SMART-Wrap prototype for two months
- **CCs and managers/supervisors** will use a web-based SMART-Wrap interface to monitor engagement, satisfaction, fidelity, and outcomes
- **CGs, youth, CCs**, and **managers/supervisors** will complete a post-test online evaluation survey after 2 months
- Selected **CGs, youth, CCs, and managers/ supervisors** will participate in interviews or focus groups

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SMART-Wrap and the data collection software is completed with strict security measures

- Rigorous security measures will be employed for:
  - Data transfer
  - Storage to protect privacy
  - Confidentiality of client data

- The research team will track use of the system by all users during the test period including:
  - Logins
  - Response time
  - Amount of time spent in system
  - Number/type of technical assistance requests

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Pilot testers will rate the usability of the system

> After the 2-month pilot period, all participants will evaluate experience with the components they used

> Examples of ratings to be obtained include:

- SMART-Wrap usability e.g., ease of use, navigation, technical problems
- Acceptability e.g., satisfaction, motivation to use, worthwhileness
- Feasibility e.g., time efficient, practical to use, doable in everyday life / care
- Value e.g., valuable for improving care/outcomes, motivation to use after pilot
- Compatibility of the SMART-Wrap product for integration with existing Wraparound systems (e.g., existing EMR/data system(s), existing evaluation methods)

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All participants piloting SMART-Wrap will be compensated for their time

- Caregivers and youth will receive **$60 in incentives**
  - Testing the system by receiving text messages with links to surveys
  - Completing usability measures via online survey after pilot testing
  - Focus groups/interview participants will receive an additional $100
- Care Coordinators will receive **$100**
  - referring CGs and youth
  - completion of summary survey
- Each participating supervisor and manager will receive **$100** for
  - Helping recruit and encourage the participation of their staff
  - Reviewing results via the site-level "dashboard"

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How to get involved:

- Email:
  - Lia Musumeci at UW WERT at Lrm94@uw.edu (Or wrapeval@uw.edu)
- From each participating initiative or organization, we seek to identify those interested in participating
  - 2-3 care coordinators
  - A supervisor, a manager
- First steps will be to convene with 3C Research staff to get oriented to
  - The SMART-Wrap system
  - Study procedures

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Questions

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