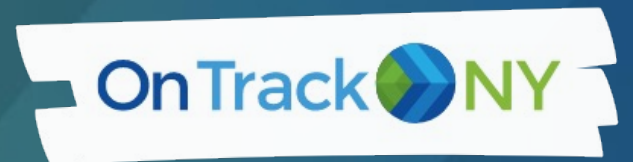


# Partnering with Young People to Improve Care

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*ontrackny.org*



# Disclosures

Presenters have no conflicts to disclose.

# Acknowledgements & Funding

- Amplify OnTrackNY team members
- OnTrackNY participant and family stakeholders
- OnTrack Central and OnTrackNY teams
- OnTrackNY Youth and Young Adults Leadership Council
- OnTrackNY Family Advisory Council
- Youth & Family Ambassadors
- New York State Office of Mental Health

# Our Agenda

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Overview of OnTrackNY and Amplify OnTrackNY

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Partnering with Young People to Improve Care

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# Overview of OnTrackNY

## OnTrackNY Learning Healthcare System

### Amplify OnTrackNY



# OnTrackNY

My Health, My Choices, My Future.

Supporting young people with mental health challenges across New York State

[ontrackny.org](https://ontrackny.org)



OnTrackNY

# What is OnTrackNY

OnTrackNY is an early intervention program that offers coordinated specialty care (CSC) services to young people with non-affective psychosis across New York state.

We put our participants at the center of all we do, empowering them to make meaning of their experiences and pursue their goals for school, work, and relationships.

[ontrackny.org](https://ontrackny.org)



OnTrack  NY

# What is coordinated specialty care?

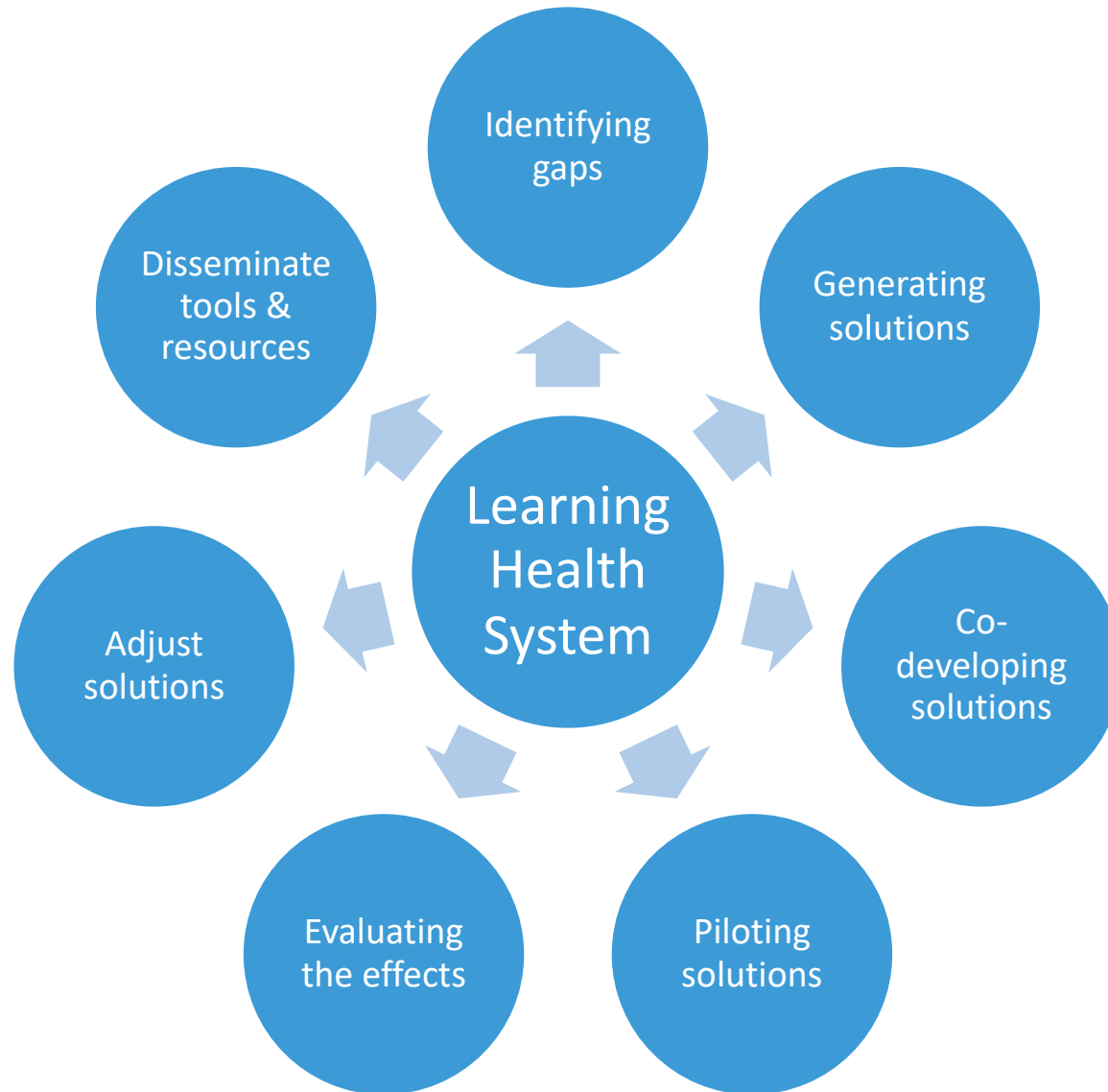
The gold standard model of care for early psychosis, offering evidence-based, comprehensive, personalized support, all in one place

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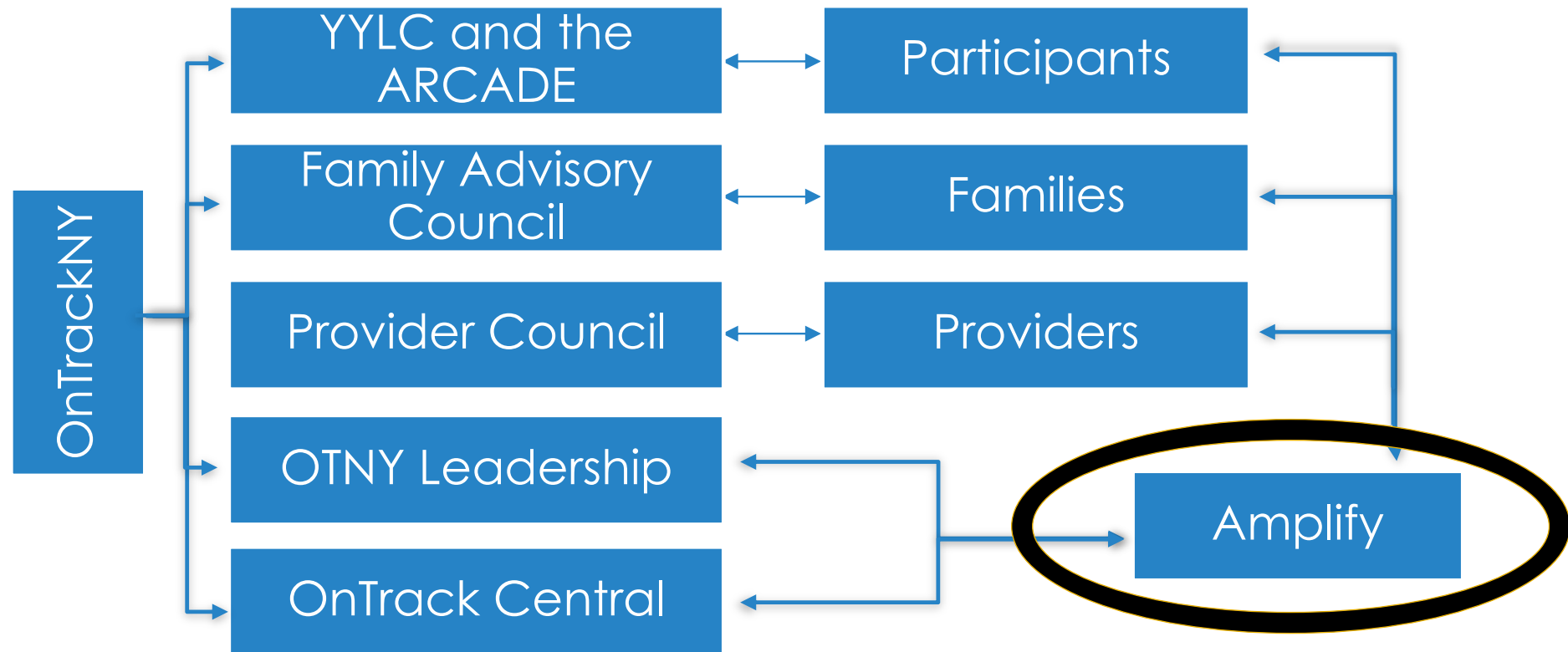


# Learning Healthcare Systems



# Amplify OnTrackNY Team

- A team of individuals with lived experience, CSC model implementation specialists, clinicians, and researchers who collaborate with stakeholders to identify needs and inform quality improvement for the OnTrackNY LHS.



# Amplify OnTrackNY Team

**Iruma Bello, Ph.D.**

**Adrienne Sheitman, B.A.**

**Sapana R. Patel, Ph.D.**

**Youth Ambassadors**

**Ana Stefančić, Ph.D.**

**Family Ambassadors**

**Ana Florence, Ph.D.**

**Leopoldo J. Cabassa, Ph.D.**

**Kaleigh Fidaleo, M.A.**

# Robust Stakeholder Input in the LHS

- Diverse stakeholder input is a foundation of an effective continuously learning health care system
- Need for systematic/structured monitoring, synthesis & evaluation of stakeholder input activities for quality improvement and learning
- Commitment to include families and program participants who are at greatest risk of being left out



# Overview of Stakeholder Experience Survey



Listen from OnTrackNY participants, graduates, family members, and providers



Experiences providing feedback about the OnTrackNY program

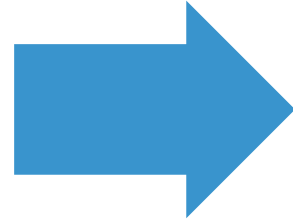


Preferences for providing feedback in the future

# Activities

## Survey 1 - 2020

- Participants
- Providers
- Family Members



## Survey 2 - 2022

- Participants
- Providers
- Family members

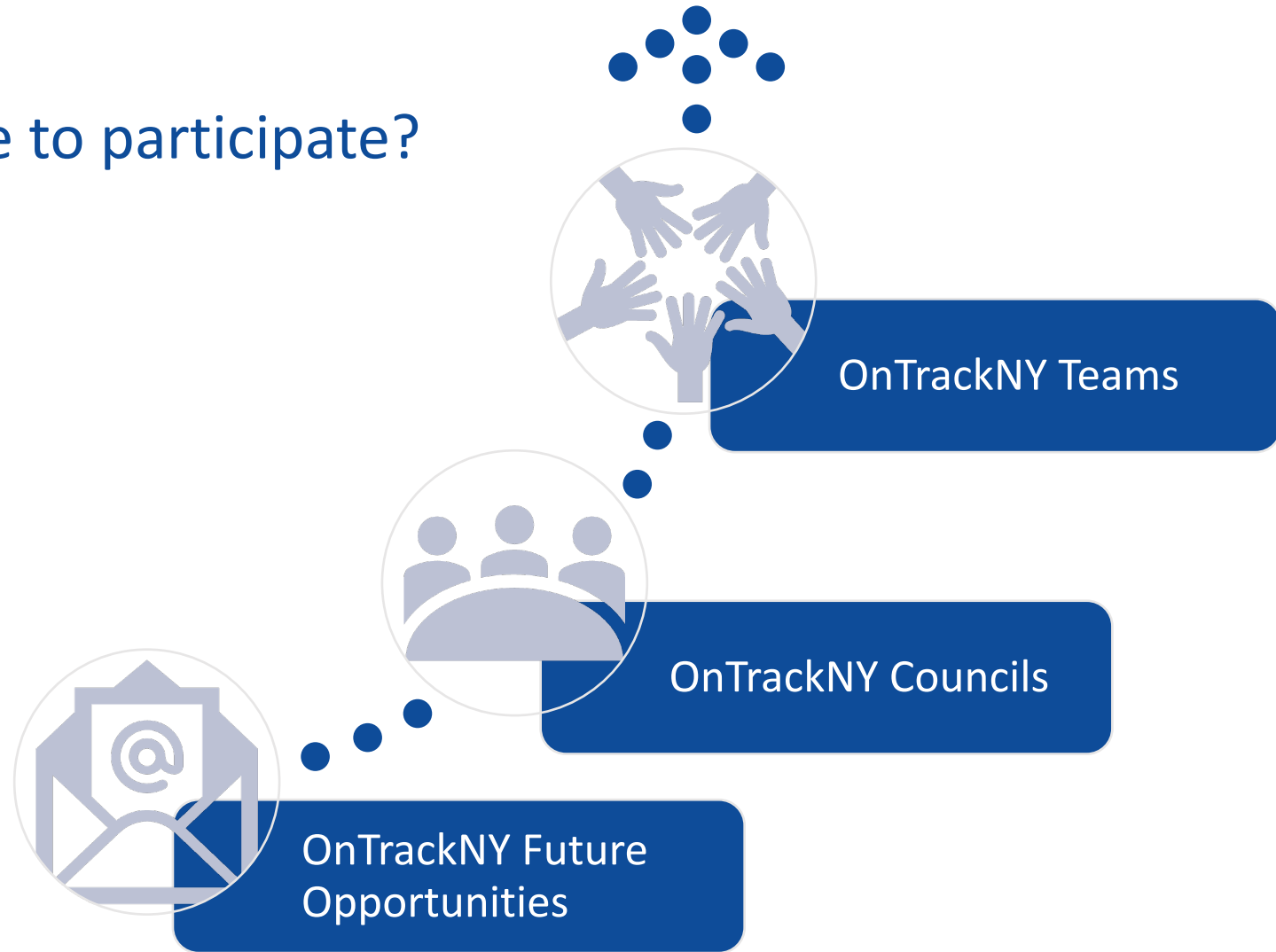
# Activities

## Survey Topics

- Ways to provide feedback
- Reasons for not providing feedback
- Topics of provided feedback
- Perceived impact of feedback
- Preferences for future feedback

# Activities

- How did we invite people to participate?





# What did we learn?

# What did we learn?

## Survey 1

- Participants, Family Members and Providers responded
- Most respondents were providers

## Survey 2

- Participants, Family Members and Providers responded
- Providers and participants responded in almost equal numbers

# Experiences providing feedback

## Survey 1

- Most survey respondents had provided feedback to OnTrackNY in the past

## Survey 2

- Most survey respondents had provided feedback to OnTrackNY in the past

# Feedback characteristics

## Survey 1

- Most respondents provided feedback to their OnTrackNY team

## Survey 2

- Most respondents provided feedback to their OnTrackNY team
- More than half also provided feedback to Amplify OnTrackNY



# What was feedback about?

## Survey 1

- Participants → therapy/groups; peer support services; medication services
- Family members → medication services; therapy and groups; family services
- Providers → OnTrackNY materials; staffing; data processes to inform care

## Survey 2

- Participants → therapy/groups; peer support services; staffing
- Family members → medication services; staffing; therapy and groups
- Providers → staffing; OnTrackNY materials; therapy/ groups

# What was the feedback about?

Compared to 2020, in 2022 survey respondents provided more feedback about medication, employment and education services, therapy and support groups, and fewer provided feedback about OnTrackNY materials and staffing

# Perceived impact of feedback

## Survey 1

- Most respondents → adequate response to feedback & impact in quality of services
- Some respondents → unaware of how their feedback impacted the program

## Survey 2

- Most respondents
  - Aware of how their feedback was used
  - Informed of what was learned from feedback
  - Felt that feedback had impact

# Satisfaction with feedback

Survey 2 inquired about satisfaction with their experience providing feedback

Most participants and providers &  
all family members

Reported being somewhat or extremely satisfied with their experience.



# Reasons for not providing feedback

## Survey 1

- Unaware of the opportunity to do so
- Did not feel comfortable giving feedback

## Survey 2

- Unaware of the opportunity to do so
- Did not feel comfortable giving feedback

# Comments about Positive Program Experiences

## Participants and Graduates

- **Positive Experience with the program** (“excellent, got all ideas through me”; “program is helpful and I like staff I work with”; “They are amazing. I can't find anything where they need improvement.”)
- **Impactful Care and Staff** (“How great staff are how much impact they had on my recovery journey as well as my whole life. Great people who love what they do and you can always feel it!”; “Helped me understand my diagnosis”; Medicine is working, staff is nice”)

## Family

- **Positive Experience with the program** (“Provided very positive comments about the program from our child’s perspective and ours”)
- **Impactful Care and Staff** (“we were feeling good how things were going for our child”; OTNY excellent, really care, supportive. Helped bring daughter a long way, including to be able to work”)

## Providers

- **Positive Experience with the program** (“no improvement necessary.. OTNY is very transparent about the services and programs rendered”; “I like how the program works and there is constant feedback between employees”)

# Comments about Positive Program Experiences

## Participants and Graduates

- **Text** (“Perhaps using text”)
- **Surveys** (“In person visit paper survey once a month by all participants”)

## Family

- **More Options for Feedback** (“OnTrack should reach out more to families about their feedback,”; “An easy way to submit feedback, maybe like a Glassdoor (employer review site) type review, something anonymous but with the ability to leave a name”; “Easier access to provide feedback, such as a way to reach someone at Amplify or OnTrackNY Central. Also, names of people who could be contacted for certain issues.”)

## Providers

- **Surveys** (“Surveys, actual de-identified data distributed to teams, information on how other state operated specialty care clinics meet the demands of their host agencies and the model.”)
- **Tracking Feedback** (“a list of feedback items from everyone shared to all teams to keep track of accountability and understand that we are heard”)
- **Listen/Acknowledge** (“LISTEN and do not dismiss.”)

# Key Takeaways

- Robust community input is crucial for learning and improving care
- Creative ways to partner with the community – structure
- Making sure we engage with those most at risk of being left out – participants and families
- Making sure Knowledge connects with Action
- Closing the loop

# Questions?

## Thank you

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