**PAPER NUMBER #149**

**Using digital technologies to achieve fidelity and impact in real-world mental health service delivery**

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**Objectives/aims**

The presenter will review the literature on and state-of-the-art in digital technologies to assess quality of implementation and outcomes for mental health programs delivered in real-world settings. She will present examples from three evidence-based programs to illustrate research-driven digital strategies for (1) tracking provider fidelity to the model over time, (2) providing data driven decision supports to help providers improve the quality of service delivery, and (3) ensuring those who are served achieve positive treatment outcomes. Attendees will gain a greater understanding of how technologies can be used to augment and enhance traditionally delivered mental health services.

**Methods**

With funding from the National Institute for Mental Health and the Annie E. Casey Foundation, 3C Institute collaborated with six developers of evidence-based programs (EBP) for mental health in the U.S. A systematic review of existing methods for fidelity and outcomes assessment was conducted for each EBP. Qualitative and quantitative data were gathered to identify gaps in each area and configure data collection, scoring, and reporting protocols for each EBP digital application. Similarities and differences were recorded for format, frequency, source, and benchmarks for assessments for each EBP.

**Main findings**

Findings from this study were used to establish a stepwise process for translating traditional fidelity and outcomes assessment methods into digital formats to meet recommendations established within the implementation science literature. While differences existed for administration across EBPs, several generally applicable best practices were identified for digital strategies that are both doable for providers (e.g., time efficient) and beneficial for fostering data driven making to help providers enhance both fidelity and outcomes with those they serve in real-world service delivery settings.