

PROACT+F: A Digital Platform for Routine Person-Reported Outcome Measurement and Personalised Feedback in AOD Services

Authors: Leanne Hides¹, Nina Pocuca¹, Shaoyang Fan¹, Rhiannon Ellem¹, Tara Alcorn¹, Catherine Quinn¹, Chloe Alcorn², Julie Dignan³, Nick Kerwell³ & Gabrielle Campbell¹

¹*National Centre for Youth Substance Use Research (NCYSUR), School of Psychology, The University of Queensland, Brisbane Australia,*

²*School of Psychology, University of Wollongong, Wollongong, Australia*

³*Lives Lived Well, Brisbane, Australia*

Presenter's email: l.hides@uq.edu.au

Background: There is increasing focus nationally on the collection of Person-reported outcome measures (PROMs) in alcohol and other drug (AOD) treatment. However, few services have access to the digital tools required to collect PROMs, and little is known about how to best implement PROMs.

Description of Model of Care: The Person-Reported Outcome Assessment, Continuous Tracking + Feedback (PROACT+F) system was developed to provide AOD services with the digital infrastructure to routinely collect PROMs and deliver personalised feedback to clients. This co-designed secure platform automatically distributes, scores, interprets and provides visually engaging normative feedback and progress charts on substance use, mental health and functioning at service entry and follow up.

Effectiveness/Acceptability/Implementation: QuikFix, a previous version of PROACT+F, has delivered PROM-F to more than 30,000 people accessing treatment from Lives Lived Well, a large non-government AOD treatment provider in QLD and NSW. A recent stepped-wedge cluster randomised trial (N = 7,403) which evaluated the impact of service-wide staff PROM-F training and the direct delivery of feedback to clients found increases in PROM completion at service entry (65-89%), one (28-39%) and three (15-20%) months follow up. Clients who attended at least one treatment session, received baseline feedback from or were introduced to progress charts by their clinician, reviewed their own baseline feedback or attended treatment after the PROM was due were more likely to complete PROMs at follow up.

Conclusion and Next Steps: Together these findings indicate that clients are willing to self-complete PROMs at service entry and follow up. Training clinicians in PROM-F, alongside providing clients with direct access to feedback can improve PROM completion rates.

Implications on communities, practice, policy: PROACT+F provides a scalable and sustainable approach to implementing PROMS into routine AOD treatment. The PROACT+F platform is freely available to AOD treatment services across Australia.

Disclosure of Interest Statement: *This work was supported by a National Health and Medical Research Council (NHMRC) Centre for Research Excellence Grant (APP2007049) and Lives Lived Well.*