

PTSD Provider Service Delivery Assessment Tool



The PTSD Provider Self-Assessment Tool is an opportunity to examine care and services provided to people with Posttraumatic Stress Disorder (PTSD) and to gain useful insight into areas in need of improvement. The tool can be completed by one independent provider or by a treatment team that either stands independently or is nested within a full-service health care system.

Providers + PTSD Team + Facility

The tool systematically evaluates psychological and pharmacological services and provides opportunities to change treatment programming to best align with the Veterans Affairs and Department of Defense Clinical Practice Guideline (VA/DoD CPG) for PTSD. (See the full VA/DoD CPG for PTSD: <https://www.healthquality.va.gov/guidelines/MH/ptsd/>.)

Figure 1



The National Center for PTSD has resources available to help you synthesize the clinical practice guideline into your practice: https://www.ptsd.va.gov/professional/treat/txessentials/cpg_ptsd_management.asp.

Other organizations have developed PTSD Clinical Practice guidelines, for a comparison of those guidelines we suggest you review: <https://www.ptsd.va.gov/professional/articles/article-pdf/id52066.pdf>.

A process schematic for iterative use of the PTSD Provider Service Delivery Assessment Tool is Figure 1.

Using resources offered at the end of the assessment can help improve your professional practice and satisfaction, as well as your community of care. If the tool and resources are applied in a coordinated way as a team, group practice or health care system, the beneficial effects are multiplied.

The ultimate beneficiaries of the process are people with PTSD, their friends, families and caregivers, and the communities we all share.

RATING SYSTEM: (1) Unsatisfactory (2) Needs Improvement (3) Meets Expectations (4) Exceeds Expectations (5) Excellent (N/A) Not Applicable

RATE EACH COLUMN (1-5 OR N/A) **PTSD**
ME TEAM FACILITY NOTES

PTSD Practice Foundation

1	Therapists are trained in recommended trauma-focused psychotherapy treatments for PTSD. (e.g., Prolonged Exposure, Cognitive Processing Therapy, Eye Movement Desensitization and Reprocessing or other trauma focused treatments)				
2	Therapists are trained in recommended non-trauma-focused psychotherapy treatments for PTSD and commonly co-occurring disorders. (e.g., Present-Centered Therapy, Cognitive Behavioral Therapy (CBT) for Insomnia or CBT for Pain)				
3	Therapists are willing to learn and able to deliver recommended psychotherapy treatments for PTSD.				
4	Prescribing providers are aware of specific recommended pharmacologic treatments for PTSD (sertraline, venlafaxine, fluoxetine, paroxetine).				
5	Prescribing providers are aware of pharmacologic treatments that are not recommended for treating PTSD symptoms. (e.g., benzodiazepines, atypical antipsychotics, cannabis)				
6	Prescribing providers are willing, supported, and know how to slowly taper and discontinue medications (e.g., benzodiazepines, atypical antipsychotics) to reduce risk in patients without a clinical indication for use.				

Community Engagement

1	Educational materials, that have been vetted by mental health professionals, about PTSD and recommended treatments are readily available for patients and family/friends in clinic offices, waiting rooms, and public areas.				
2	Providers promote PTSD awareness and actively work to address barriers to mental health treatment. (e.g., stigma)				
3	Providers educate patients and family/friends about evidence based cognitive behavioral treatments for PTSD and co-occurring difficulties such as insomnia, pain, & depression.				
4	Providers network with other local PTSD providers, Vet Centers, health care and community organizations about available PTSD services and how to refer.				
5	VA PROVIDERS ONLY: Direct outreach campaigns to PTSD prescribers are utilized to promote recommended treatments and educate on harmful prescribing practices in PTSD. (e.g., Academic Detailing)				
6	VA PROVIDERS ONLY: Direct outreach campaigns to PTSD patients are utilized to promote recommended treatments and educate on harmful pharmacological treatments. (e.g., Eliminating Medications Through Patient Ownership of End Results; EMPOWER)				

RATING SYSTEM: (1) Unsatisfactory (2) Needs Improvement (3) Meets Expectations (4) Exceeds Expectations (5) Excellent (N/A) Not Applicable

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ME TEAM FACILITY NOTES

Shared Decision Making

1	All evidence-based PTSD treatment options are discussed in detail, including information about treatment guidelines and research supporting each treatment. (e.g., PTSD Treatment Decision Aid)				
2	Patient preferences and logistical barriers are considered in determining the PTSD treatment plan.				
3	Patients are explicitly invited to be involved in their treatment decisions and are given adequate time to deliberate and decide.				

Access to PTSD Treatment

1	Access to recommended PTSD psychotherapy treatments is possible when needed or requested.				
2	Access to recommended PTSD pharmacotherapy is possible when needed or requested.				
3	Flexible treatment options are available to patients that face logistical barriers to enrolling in therapy. (e.g., alternative appointment times, alternative modes of delivery (VA PROVIDERS ONLY: such as telemedicine or VA Video Connect (VVC))				
4	Patients can request direct referral to a recommended psychotherapy treatment for PTSD.				
5	Staff and providers outside Mental Health know how to refer to PTSD treatment.				
6	Staff and providers in Mental Health know how to refer to PTSD treatment.				
7	Protocols, assessments, and worksheets are readily available to initiate and maintain patients in recommended treatments for PTSD.				
8	Streamlined processes exist for scheduling patients weekly for the full protocol of psychotherapy treatment.				
9	Providers of PTSD psychotherapies have access to internal or external case consultation resources.				
10	Clear clinic guidance is available on when to discharge at the end of treatment, on the occasion of no-shows, and when non-adherence exists.				

Screening & Measurement-Based Care

1	Patients have a complete psychosocial intake that includes assessment of trauma history and PTSD.				
2	All patients are screened for trauma history and PTSD on initiation of care using a valid instrument. (e.g., PC-PTSD-5)				
3	PTSD diagnosis is established with a validated clinical interview. (e.g., CAPS-5, SCID)				
4	Patient progress in treatment is monitored and shared with patient by an objective assessment. (e.g., PCL-5)				
5	VA PROVIDERS ONLY: Other providers can easily access PTSD assessments to support treatment planning and care coordination.				

Supportive Resources

If you found yourself with low scores in specific domains, below are resources and ideas to help kickstart the improvement process. Free consultation about clinical questions, program development, educational resources, and anything else related to Veterans and PTSD is available from the PTSD Consultation Program.

Online: <https://www.ptsd.va.gov/consult>

Email: PTSDconsult@va.gov

Phone: (866) 948-7880

PTSD PRACTICE FOUNDATION

- Take part in PTSD training and consultation; here are a few places to start:
 - » PTSD treatment essentials: <https://www.ptsd.va.gov/professional/treat/txessentials/index.asp>
 - » PTSD Lecture Series: https://www.ptsd.va.gov/professional/consult/lecture_series.asp
- Create a central location as a “grab and go” for all paperwork associated with PTSD care (e.g., homework sheets, within session educational sheets).
- Discuss the availability of consultation times for clinicians; offering “Lunch and Learns” for clinicians may provide an opportunity for meetings without cancelling clinics.
- Utilize the Clinicians Guide to Medications for PTSD to help support your clinical practice: https://www.ptsd.va.gov/professional/treat/txessentials/clinician_guide_meds.asp.
- **VA PROVIDERS ONLY:** Make use of the Academic Detailing SharePoint for supportive materials: <https://vaww.portal2.va.gov/sites/ad/SitePages/Home.aspx>.



- **VA PROVIDERS ONLY:** Utilize VIONE resources to help reduce polypharmacy: <https://vaww.portal2.va.gov/sites/ad/SitePages/VIONE.aspx>.
- Order educational flyers, handouts, brochures and other print materials that can be used to help educate patients and family members about PTSD. They can be used by health providers to distribute to patients or by family members to help someone with PTSD: <https://orders.gpo.gov/PTSD.aspx>.

COMMUNITY ENGAGEMENT

- Utilize National Center for PTSD videos about PTSD care in educating Veterans.
 - » Whiteboard videos for Veterans: <https://www.ptsd.va.gov/appvid/video/index.asp>
- Choose and display documents about PTSD treatment options for your patients. Information you may want to share:
 - » How to choose a treatment: <https://www.ptsd.va.gov/apps/decisionaid/>



- » Why get treatment:
www.ptsd.va.gov/understand_tx/why_tx.asp
- » Information for family/support systems:
www.ptsd.va.gov/family/effects_ptsd.asp
- Utilize VA EMPOWER (Eliminating Medications Through Patient Ownership of End Results) mailers and VA Academic Detailing PTSD materials: <https://www.pbm.va.gov/academicdetailingservicehome.asp>.

SHARED DECISION MAKING

- Create time to familiarize yourself with the PTSD Decision Aid: <https://www.ptsd.va.gov/professional/patient/index.asp>.
- **VA PROVIDERS ONLY:** Utilize National Center for PTSD materials to help educate patients: <https://www.ptsd.va.gov/professional/patient/index.asp>.

ACCESS TO RECOMMENDED PTSD TREATMENTS

- Meet as a team to create an internal document for providers and Veterans regarding referrals to your service and share with Primary Care within and outside of your treatment center.
- Meet with clinical leadership to identify appointment blocks that can be dedicated to Evidence Based Psychotherapy (EBP) patients.

- Utilize events such as PTSD Awareness Month and Sexual Assault Awareness Month to educate patients and staff on available PTSD treatments and how to refer to PTSD.
 - » PTSD Awareness Month materials: <https://www.ptsd.va.gov/understand/awareness/index.asp>
- Host a “Lunch and Learn” for providers in your community about PTSD services offered and how to refer.
- For your outreach, consider using our materials:
 - » PTSD AboutFace videos:
www.ptsd.va.gov/apps/aboutface/
 - » The Understanding PTSD booklet:
www.ptsd.va.gov/publications/print/understandingptsd_booklet.pdf
 - » Trauma focused psychotherapies:
https://www.ptsd.va.gov/understand_tx/tx_basics.asp

SCREENING AND MEASUREMENT- BASED CARE

- Create a central location as a “grab and go” for commonly used assessments.
 - » PC-PTSD-5: <https://www.ptsd.va.gov/professional/assessment/screens/pc-ptsd.asp>
 - » PCL-5: <https://www.ptsd.va.gov/professional/assessment/adult-sr/ptsd-checklist.asp>
 - » CAPS-5: <https://www.ptsd.va.gov/professional/assessment/adult-int/caps.asp>
- Gather measurement tutorials and trainings to watch: https://www.ptsd.va.gov/professional/continuing_ed/find_a_course.asp.
- Utilize team meeting time to discuss measurement-based care and ways to implement it in your facility.

FOR MORE INFORMATION, VISIT WWW.PTSD.VA.GOV



U.S. Department of Veterans Affairs
Veterans Health Administration

