



# MTM Launches New DLA-20 Tool *Supporting Consumer Engagement Through Outcomes Self-Report*

---

**Consumer engagement can make or break even the best treatment plan. Research has shown that an early focus on engaging and empowering consumers in their own treatment is effective at changing health behavior across all populations.**

For 20 years, the [Daily Living Activities–20](#) (DLA-20) has enabled clinicians to measure the everyday parts of life impacted by mental illness or disability and, in turn, support the functional assessment data needs of service providers. But outcomes measurement and monitoring tools that only capture a clinician’s point of view potentially miss valuable information and opportunities for consumer engagement.

Beginning in 2019, providers using the DLA-20 will have an important new tool to enrich their measurement and assessment efforts while increasing consumer engagement in the treatment process.

The DLA-20 Self Report is a breakthrough companion designed to measure consumers’ perception of their well-being along the same 20 areas of functioning in order to identify areas of both alignment and misalignment in scores. This added data invites important clinical discussions about progress, goals and treatment planning.

---

## **Self-Reporting – Fostering Consumer Engagement, Driving Positive Outcomes**

Since 2009, the [Community Guidance Center](#) in Pennsylvania had used the standard DLA as a functional assessment tool and one of the primary outcome measures in its clinical programs. They found the DLA extremely useful. But the leadership team recognized that it did not capture the full picture. So, when the opportunity arose to take part in a pilot test of a new DLA-20 Self Report tool, they were eager to participate.

Working with MTM's [Annie Jensen](#) and [Willa Presmanes](#), the Center launched a pilot study in 2018 to assess the validity and reliability of the Self Report, in addition to evaluating consumer and clinician satisfaction with the tool.

Both clinicians and consumers rated the DLA-20 Self Report tool helpful, easy to use and understand. Interestingly, in several categories, clinicians' scores were higher than their patient's. **This "misalignment" presented a meaningful opportunity for discussion and exploration.**

Fostering engagement and ownership in one's treatment and recovery is an essential component of effective treatment, and the DLA-20 Self Report present an opportunity to do just that.

With the Self Report, clinicians could ask their patients 'help me understand why you see X and I see Y,' and use this information to inform goal setting and treatment planning. Conversely, alignment between clinician and consumer provided confirmation of a clinician's observations.

Many consumers commented that the Self Report 'lets me know where I need help,' 'helps me to think about things,' 'reading the questions and filling them out myself was very useful' and 'should be used all of the time.' Many therapists noted that they obtained a better sense of the consumer's ability to self-evaluate, which lead to useful treatment discussions and collaborations.

---

## Measuring Progress, Fostering Engagement and Improving Value

The new DLA-20 Self Report helps answer the question asked by consumers and payers – 'how do you know you are helping people get better.' With the comprehensive, integrated DLA-20, clinicians and consumers can answer that question with greater confidence.

For more information on the DLA-20 Self Report and the MTM Consultation Team, please visit [www.mtmservices.org](http://www.mtmservices.org) or, to schedule a free planning meeting, please email MTM director of operations [Jodie Giboney](#) or call (919) 387-9892.