

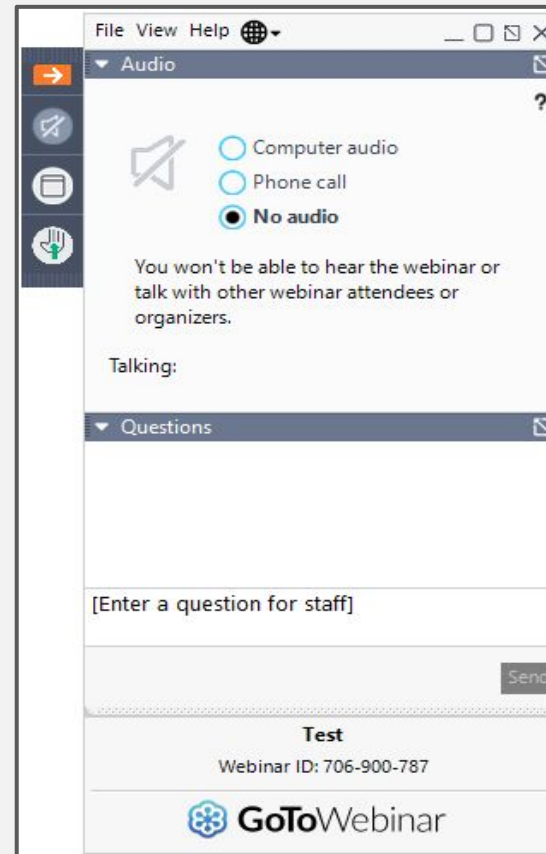
Measuring Success with MOST Interactive

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Training Specialist



Housekeeping

- All attendees will be muted.
- Please enter your questions into the Questions box in the Go To Training control panel.



What is MOST?

M₃

Measure

O₁

Of

S₁

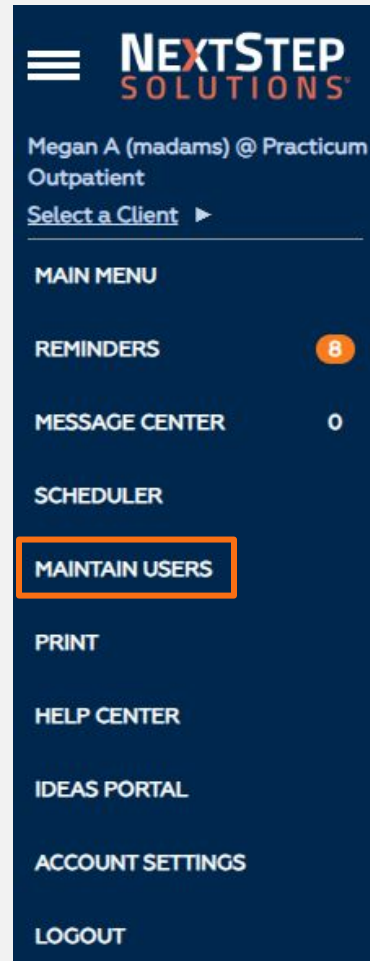
Success

T₁

Tracking

MOST Interactive Permissions

Path: Main Menu > Maintain Users



MOST Interactive Permissions

Clinical Forms:

- Assessment Forms
- Follow-Up Forms
- MOST Interactive
- Inventory Point-of-Sales Tracking



MOST Interactive Permissions:

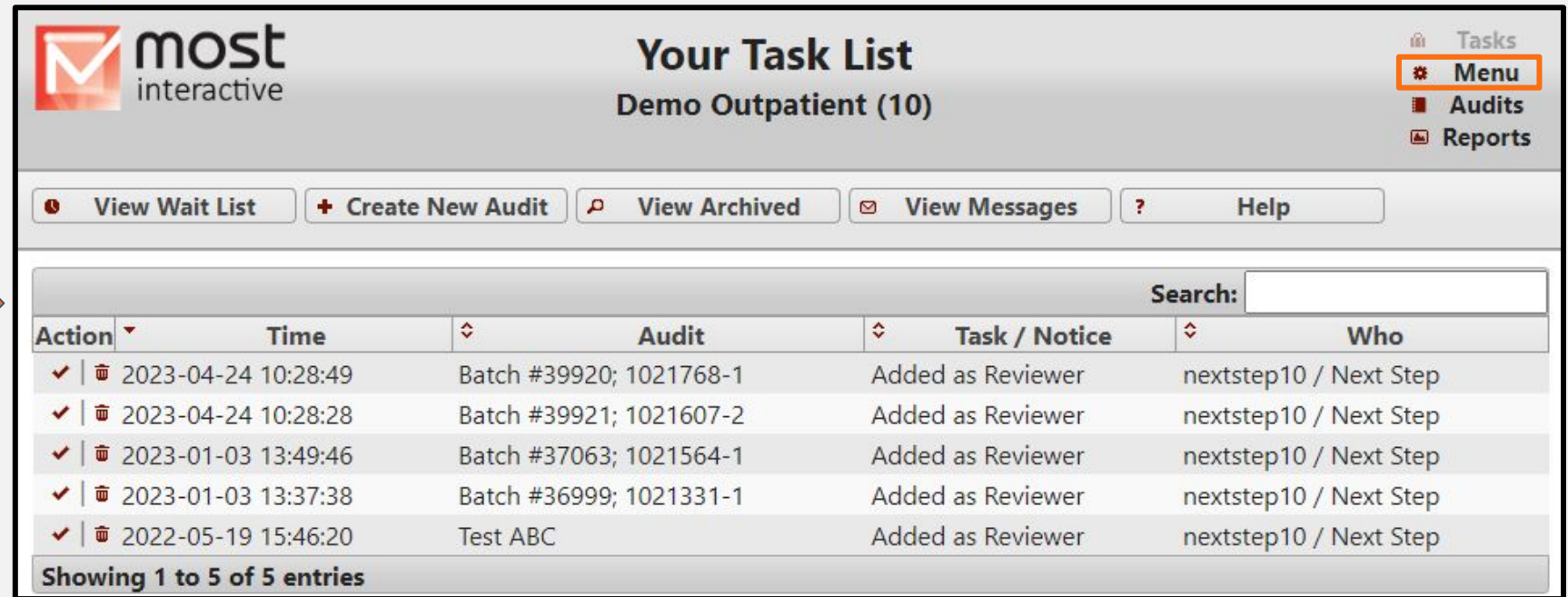
Manage Audit tags, persons, roles Run/View Organization-wide Reports Create/Edit Questions/Sets

Role:

Accessing MOST

Path: Main Menu > Clinical Forms > MOST Interactive

- Clinical Forms
- Assessment Forms
- Scheduled Forms
- Unscheduled Forms
- Follow-Up Forms
- Attach Forms
- MOST Interactive**



most interactive **Your Task List** Demo Outpatient (10)

Tasks
Menu
Audits
Reports

View Wait List Create New Audit View Archived View Messages Help

Search:

Action	Time	Audit	Task / Notice	Who
✓ 🗑️	2023-04-24 10:28:49	Batch #39920; 1021768-1	Added as Reviewer	nextstep10 / Next Step
✓ 🗑️	2023-04-24 10:28:28	Batch #39921; 1021607-2	Added as Reviewer	nextstep10 / Next Step
✓ 🗑️	2023-01-03 13:49:46	Batch #37063; 1021564-1	Added as Reviewer	nextstep10 / Next Step
✓ 🗑️	2023-01-03 13:37:38	Batch #36999; 1021331-1	Added as Reviewer	nextstep10 / Next Step
✓ 🗑️	2022-05-19 15:46:20	Test ABC	Added as Reviewer	nextstep10 / Next Step

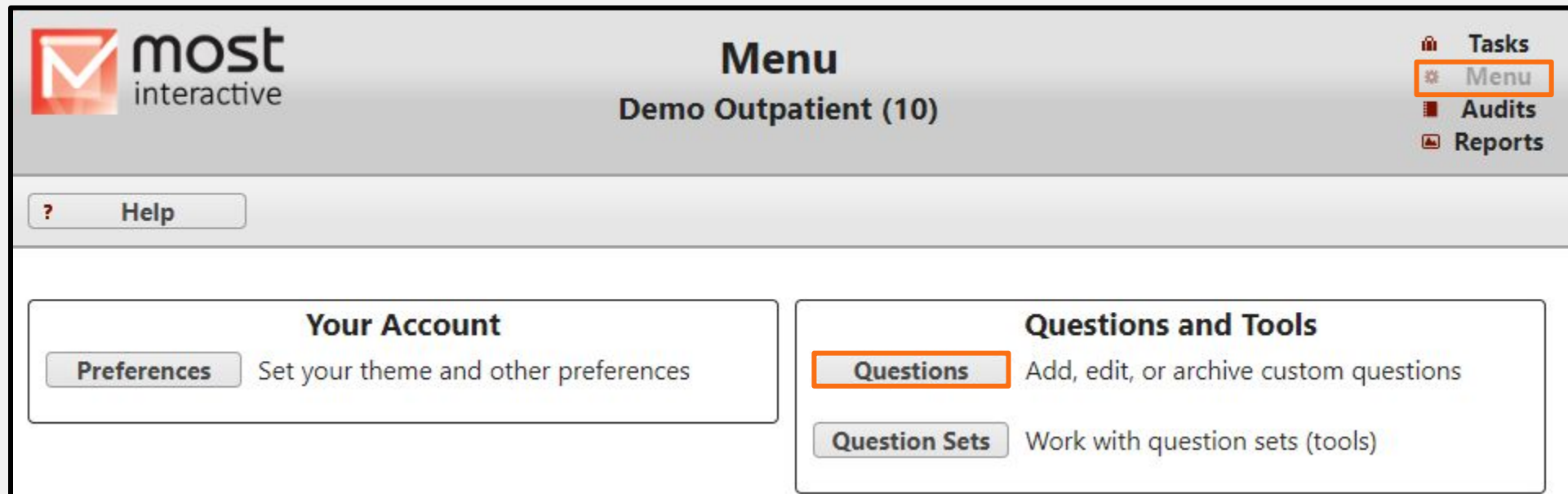
Showing 1 to 5 of 5 entries



Creating Custom Questions

Creating Questions

Path: Upper Right Hand Corner > Menu > Questions (under Questions and Tools)



most
interactive

Menu
Demo Outpatient (10)

- Tasks
- Menu**
- Audits
- Reports

? Help

Your Account

- Preferences Set your theme and other preferences

Questions and Tools

- Questions** Add, edit, or archive custom questions
- Question Sets Work with question sets (tools)

Creating Questions

most
interactive

Manage Questions

Demo Outpatient

- Tasks
- Menu
- Audits
- Reports

+ Add Question View Archived Manage Types Advanced Filters

Creating Questions

Add Question

Type

Question

Section

Sub

Subsub

Citation

Help Text

Hyperlink to Chart

No Link

Link to Form

Form Type

Form Name

Form Field

Link to Note

Note Type

Link to Document Center

Link to Treatment Plan

Clinical

Non-Clinical

Link to...

Hyperlink to Chart

No Link

Link to Form

Form Type: Face Sheet

Form Name: Face Sheet

Form Field: Select Form Field ...

Link to Note

Note Type: Select Note Type ...

Link to Document Center

Link to Treatment Plan



Select Form Field ...

- Referral Source
- Annual Income**
- Veteran Status
- Clinician Preference
- Line Before Guardians
- Guardians/Parents and Contact Information
- Risk of self-harm
- Risk of violence
- Guardian/Parent 1
- Guardian/Parent 2
- Responsible Person/Contact Person 1
- Responsible Person/Contact Person 2
- Gender
- Ethnicity
- Client Insurance
- Sex
- Release of Information Obtained/Signed for
- Race
- Marital Status



Creating a Question Set

Creating a Question Set

Path: Upper Right Hand Corner > Menu > Questions Sets (under Questions and Tools)

The screenshot shows the 'most interactive' software interface. At the top left is the 'most interactive' logo. The main header is 'Menu Demo Outpatient (10)'. On the right side, there is a vertical menu with 'Tasks', 'Menu', 'Audits', and 'Reports'. The 'Menu' option is highlighted with a red box. Below the header, there is a 'Help' button. The main content area is divided into two sections: 'Your Account' and 'Questions and Tools'. Under 'Your Account', there is a 'Preferences' button with the text 'Set your theme and other preferences'. Under 'Questions and Tools', there are two buttons: 'Questions' with the text 'Add, edit, or archive custom questions' and 'Question Sets' with the text 'Work with question sets (tools)'. The 'Question Sets' button is highlighted with a red box.



+ Add Question Set

Creating a Question Set

Path: Upper Right Hand Corner > Menu > Questions Sets (under Questions and Tools)

The screenshot shows a web form for creating a question set, divided into three main sections highlighted with red boxes:

- Choose a Name:** Contains the instruction "Enter a name for this question set as you want it to appear in menus and reports." and an empty text input field.
- Select a Standard:** Contains the instruction "Identify the standard upon which this type of audit will be based." and a dropdown menu labeled "Select a Standard ...". A dropdown list is open, showing options: "Custom-Built Questions Only", "CARF (Mar 2023)", "CARF (Jun 2022)", "CARF (Jan 2021)", "CARF (Feb 2020)", "CARF (Jan 2019)", "CARF (May 2018)", "CARF (Apr 2017)", and "Ohio Behavioral Health (Sep 2022)". A "Next >>" button is visible to the right of the dropdown.
- Select Questions, Fee & Type:** Contains the instruction "Choose keywords to display question ribbons. Ribbons can be opened/closed to select questions." and a dropdown menu labeled "Regular Question Set". To the right of this dropdown is a "Fee" field with the value "0.00".

Below these sections, there is a "Reviewer Instructions" section with the instruction "Enter instructions to be provided to reviewer" and an empty text area.

Creating a Question Set

Admission 0/6 Selected

+ Select All **- Unselect All**

- Admission History (CMS Florida Guideline A2-345)--Has the Family Medical and Psychiatric History been recorded? ★
- Admission History--Has the Family Medical and Psychiatric History been signed by the client? ★
- Admission Intake Forms--Has the New Intake Form been filled out in its entirety? ★

Custom Sections

- Admission
- Assessment
- Compliance
- Face Sheet - K
- Intake
- MIPS Compliance
- MOST Training
- zIntake

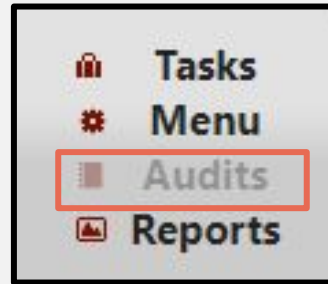
 **Save & Make Available**

 **Save & NOT Available**



Creating a Batch

Creating a Batch









+ Create New Audit **Audit Batches** **Advanced Filters** **Help**

See per page since Search:

Action	Audit Name	Date	Reviewers	Status	%Done	Lk
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Batch #39922; 1021550-3	04/24/2023	Step, Next	Created	0	
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Batch #39918; 1021211-1	04/24/2023	Step, Next	Created	0	
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Batch #39915; 1021505-2	04/24/2023	Step, Next	Created	0	
<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Batch #39919; 1021766-1	04/24/2023	Step, Next	Completed	100	

Creating a Batch

+ Create Batch		View Archived		Search: <input type="text"/>		
Action	Batch Date/Time	Request Sz	Actual Sz	# Audits	Filters Applied	
 	2023-04-24 10:25:44	10	8	8	Admitted: between 2023-01-01 and 2023-04-24; Duplicates not removed	
 	2023-03-07 13:38:04	10	10	0	Admitted: between 2010-03-07 and 2023-03-31; Seen By: Next Step (Primary Therapist); Duplicates not removed	
 	2023-01-03 13:49:17	100	3	1	Admitted: between 2018-08-17 and 2018-08-18; Duplicates not removed	


Creating a Batch

Filters

<input checked="" type="checkbox"/> Admit Date	From	<input type="text"/>	To	<input type="text"/>	Into	<input type="text" value="Any Program"/>
<input type="checkbox"/> Discharge Date	From	<input type="text"/>	To	<input type="text"/>		
<input type="checkbox"/> Last Seen Date	From	<input type="text"/>	To	<input type="text"/>		
<input type="checkbox"/> Therapist	Who	<input type="text"/>		Role	<input type="text"/>	
<input type="checkbox"/> Location		<input type="text"/>				

How Many? Num Or % (Results are capped at 100)

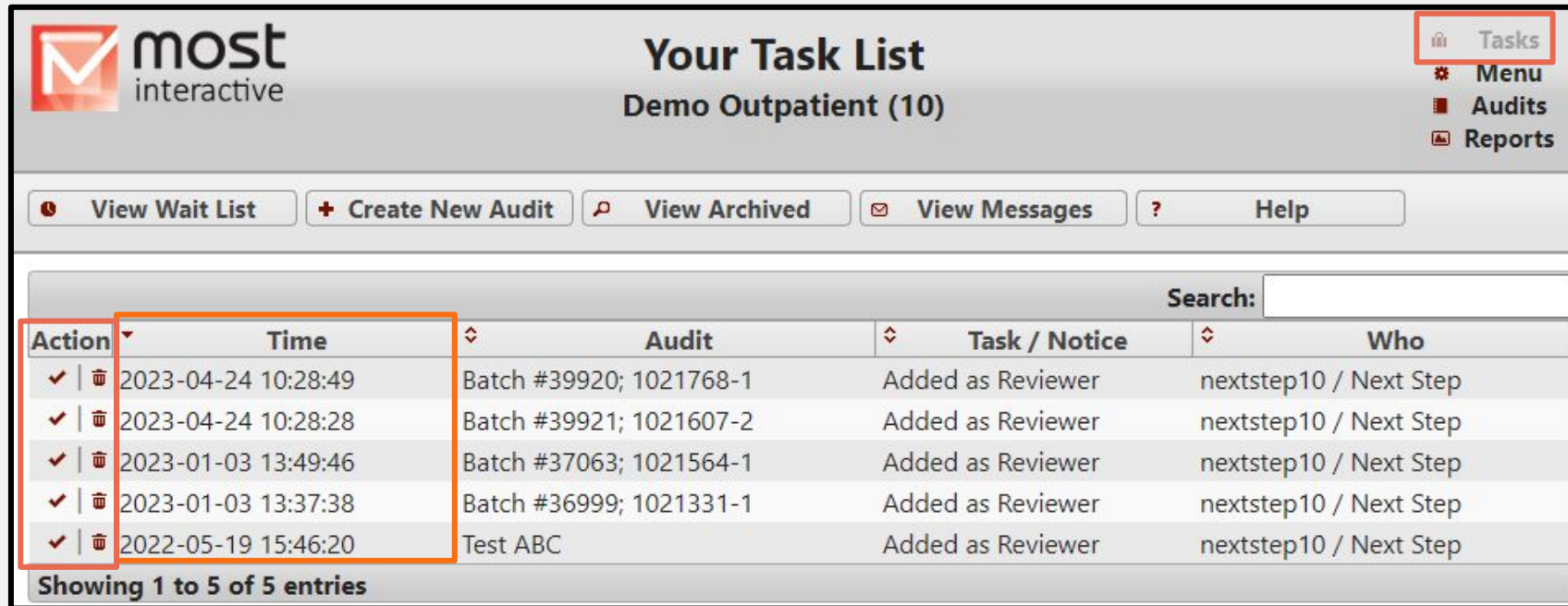
Remove entry from results if visit exists in previous batches





Working the Audit

Working the Audit



most interactive

Your Task List

Demo Outpatient (10)

- Tasks
- Menu
- Audits
- Reports

View Wait List | Create New Audit | View Archived | View Messages | Help

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Showing 1 to 5 of 5 entries

Client Audits

Audit Name : Batch #39920; 1021768-1 **People** : Test, Molly (Client)
Audit Date : 04/24/2023 **Tags** : Admin - Building Maintenance (Location)
Case # : 1021768-1

Ribbons **Editing** **Status & History**

+ Add Ribbon ↓ Expand All Edit Header Notes Docs/Memos See History Save/Return Finished

↓ Test Audit MGA Tag \$ 0.00 [Icons] Order by Section 0/2 Answered ×

Questions	GT	Yes	No	N/A	Undo	Notes
Admission Facesheet--Has the phone number been filled out on the Facesheet?	★	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	↶	Add
Admission Intake Forms--Has the New Intake Form been filled out in its entirety?	★	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	↶	Add

MOST Reports

Answer Totals Report

- Shows users an overall compliance rate

Question Set Detail Report

- Shows overall compliance rates per question set by month

Resources



- <https://nextstep.knowledgeowl.com/help/most-qrq>

If you have questions related to our topic today, please contact Support:

1. Email Support @ support@nssbehavioralhealth.com
2. Call Support @ 248-309-3402, option 3
3. Click on the Support Hub Button on the NextStep Solutions Help Center

If you would like to have 1:1 training, or would like more information on MOST, please contact your account manager:

1. Email Account Managers @ accountmanagers@nssbehavioralhealth.com

Questions



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