CVN Growth and Measured Performance

*Data Collected from CVN Electronic Health Record through 8/31/17

Media contact: Anthony Guido
anthony.guido@cohenveteransnetwork.org | 914-924-3179
CVN has treated more than 3,700 clients nationwide. Of Which:

- 42% were family members and children
- 58% were veterans (23% of veterans were female)
- 100% have received high-quality care regardless of discharge status
Data from Electronic Health Record
Client Outcomes

**Quality of Life Enjoyment and Satisfaction** is measured through the Q-LES-Q SF

- 14 Questions on a scale of 1 to 5
- Clients at CVN clinics improved 4.4 points on average
- At intake, 29% of clients reported poor or very poor satisfaction
- After treatment, 83% of the clients reported that they were satisfied with their quality of life
Data from Electronic Health Record
Client Outcomes

**PTSD Reported by Veterans** is measured through the PCL-5 Assessment
- 20 Questions on a 0 to 4 scale, completed by individuals with potential symptoms of PTSD
- Scores greater or equal to 33 are interpreted as “Provisional PTSD”
- Clients at CVN Clinics improved 10.3 points on average
- Upon intake, 78% report a score that meets the clinical threshold for PTSD
- After treatment, 46% of clients did not meet the clinical threshold
Depression is measured through the PHQ-9 Assessment
• 9 questions on a scale from 0 to 3
• Clients with a score of 10 or higher are considered to be suffering from depression
• Clients at CVN clinics improved 3.6 points on average
• At intake, 69% of clients reported meeting the threshold for depression
• After treatment, 52% of clients reported scores indicating that they were below the threshold for depression
Data from Electronic Health Record
Client Outcomes

**Generalized Anxiety Disorder** is measured through the GAD-7 Assessment

- 7 questions on a 0 to 3 scale
- Scores greater or equal to 10 are interpreted as Generalized Anxiety Disorder
- Clients at CVN clinics improved 3.2 points on average
- At intake, 70% of clients had a score indicating Generalized Anxiety Disorder
- After treatment, 55% of clients did not meet the clinical threshold
Data from Client Experience Surveys
After Initial Intake

- The first appointment was as soon as I wanted it: 96%
- I am satisfied with the length of time between visits with my provider: 97%
- I was matched with a provider who was right for my needs and preferences: 98%
Data from Client Experience Surveys
After Treatment

Overall Clinic Experience

I am satisfied with the quality of therapy I received.
My needs were met by the clinic.
I would recommend this clinic to a friend or family member.

97%
97%
97%

Agree  Disagree
Data from Client Experience Surveys
After Treatment

Changes in Life Satisfaction

- My ability to deal effectively with my problems: 93% improved
- My relationship with my partner/spouse: 76% improved
- My relationship with my children: 71% improved
- My relationships with my friends and other non-family members: 77% improved
- My functioning at work: 71% improved

- 5% did not change
- 20% did not change
- 29% did not change
- 21% did not change
- 26% did not change

Legend:
- Improved
- Did Not Change
- Declined