

NC-TOPPS

North Carolina – Treatment Outcomes and Program Performance System



The North Carolina – Treatment Outcomes and Program Performance System (NC-TOPPS) is a web-based program by which the North Carolina Department of Health and Human Services measures the quality of publicly funded substance use disorder and mental health services and their impact on individuals' lives. NC-TOPPS is designed to assist the provider, agency, clinician and consumer or their family in determining and updating service needs through a planned in-person interview and discussion. The NC-TOPPS interview questions can be used as a tool during a clinical discussion to drive the treatment planning process.

Using Collaborative Documentation While Conducting an NC-TOPPS Interview

Collaborative Documentation is a model of documenting the session content with the consumer and/or family concurrently while they are still present in the session with the service provider. There are many benefits to documenting the NC-TOPPS interview collaboratively during the treatment session.

What are the benefits to the consumer and/or their family?

- Involves consumer/family in the therapeutic process and recording of interview content encourages review, feedback, description, and insight.
- Empowers consumer/family to know and determine the course of clinical assessment, interventions, and progress of treatment¹.
- Increases consumer/family “buy in” to treatment participation through real-time feedback².
- Shortens out-of-session documentation time, resulting in increased hours per clinician per year for direct service, thus increasing access to services for consumers/families.

What are the benefits to the staff?

- Enhances the therapeutic value of the session by documenting what was said in front of the consumer.
- Ensures greater content accuracy by reducing time between the interview and notetaking or data entry¹.

What are the benefits to the agency?

- An NC-TOPPS Interview that is completed with the consumer/family as a part of an in-person service is a reimbursable treatment activity.
- Sets a standard for clinical formulation among all staff to assure documentation is complete, consistent, and complies with all applicable state, federal and accreditation standards.
- Increases staff morale and enhances quality of life which could reduce staff burn-out and turnover rates³.
- Allows the agency to service an increased number of consumers/families¹.
- Provides agency with outcome data that can be used for quality improvement and meeting accreditation requirements.

For More NC-TOPPS Tools & Information:

[Getting Started with NC-TOPPS \(ncdmh.net\)](#)

[NCDHHS: NC Treatment Outcomes and Program Performance System \(NC-TOPPS\)](#)

References: ¹ Maniss, S. & Pruit, A. G. (2018). Collaborative documentation for behavioral healthcare providers: An emerging practice. *Journal of Human Services: Training, Research, & Practice*, 3(1): 1-23 • ² Sheehan, L. & Lewicki, T. (2016). Collaborative documentation in mental health: Applications to rehabilitation counseling. *Rehabilitation, Research, Policy, & Education*, 30(3): 305-320. • ³ Stanhope, V., Ingoglia, C., Schmelter, B., & Marcus, S. C. (2013). Impact of person-centered planning and collaborative documentation on treatment adherence. *Psychiatric Services*, 64(1): 76-7



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