

SAMHSA TCE (HIT) River Edge Behavioral Health Center Technology Initiative



**Ideas Exchange
August 1, 2013**



RIVER EDGE

BEHAVIORAL HEALTH CENTER

We Make Life Better™

Serving predominantly Georgia's
Baldwin, Bibb, Jones, Monroe, Putnam, Twiggs & Wilkinson Counties



Shannon Terrell Harvey, LCSW- CEO

[*sharvey@river-edge.org*](mailto:sharvey@river-edge.org)

Ali Yallah, PMP, Six Sigma - CIO and Project Director

[*ayallah@river-edge.org*](mailto:ayallah@river-edge.org)

[*www.river-edge.org*](http://www.river-edge.org)

River Edge Partner Agency

View Point Health



History of River Edge



- ❧ River Edge began in 1950 as a county Board of Health Agency
- ❧ 1994 Georgia law changed status to legislatively created public corporation serving as the foundation of service delivery for persons with mental illness, addiction, and/or developmental disabilities.
- ❧ One of 25 such entities in Georgia that contracts for funding from DBHDD to provide services to the uninsured.

History of River Edge



- ❧ Most individuals served are un- or publicly insured & socioeconomically challenged
- ❧ Served 15,000+ youths and adults during FY 12
- ❧ Serve 4 populations predominantly:
 - ❧ Individuals with addiction
 - ❧ Individuals with mental illness
 - ❧ Adults with mental retardation
 - ❧ Persons with HIV infection

FY 13: River Edge outpatient services touch residents of 63 counties!

 *Full Outpatient Service Site*

What We Stand For..



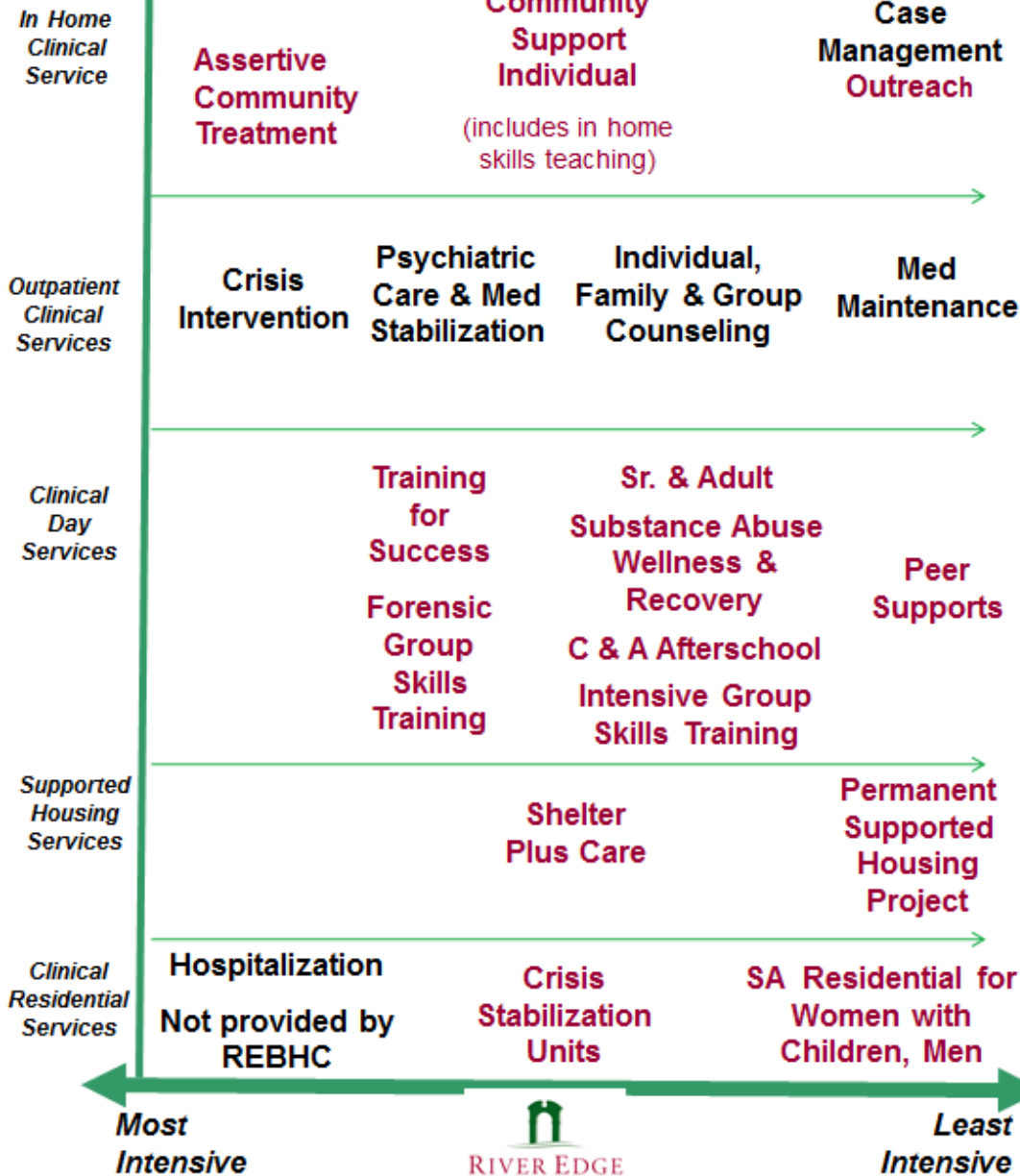
Our Focus

Prevention

Recovery & Resilience

Independence & Inclusion

River Edge C & A/Adult Mental Health & Addictive Disease Services



Through multiple locations, River Edge provided services to more than 15,000 child, adolescent & adult residents of Georgia in FY 13.

River Edge has special expertise serving people who have intensive support needs to help them achieve recovery, valued social roles, & a good life of their choosing!

Additional Evidence-Based MH/SA Services



- ❧ Mental Health Clubhouse for Youth
- ❧ Supported Employment
- ❧ In-house, open formulary pharmacy
- ❧ 24/7/365 Crisis Service Center Outpatient Site
- ❧ Crisis Apartments
- ❧ Crisis Transport
- ❧ Emergency Room Mental Health Assessment & Disposition Facilitation
- ❧ Youth & Adult Mental Health, Drug, & Braided Courts
- ❧ Male Recovery Residence
- ❧ Family Violence Intervention
- ❧ DUI Schools
- ❧ Anger Management Skill Building
- ❧ Supported Housing for persons with HIV/Behavioral Health Disorders

Partnered with ViewPoint Health for Grant



- ❧ At the time of grant application, CIO was a shared position between River Edge & ViewPoint
- ❧ Gave opportunity to expand technology reach outside central Georgia into more northeast metro Atlanta
- ❧ ViewPoint, a partner Georgia Community Service Board serves 3 counties of northeast metro Atlanta

Context Of The Grant



- ❧ Build a robust sustainable IT infrastructure
- ❧ Use technology to enhance SA treatment outcome
- ❧ Train clinicians in technology enabled treatment outcomes

Core Project Components



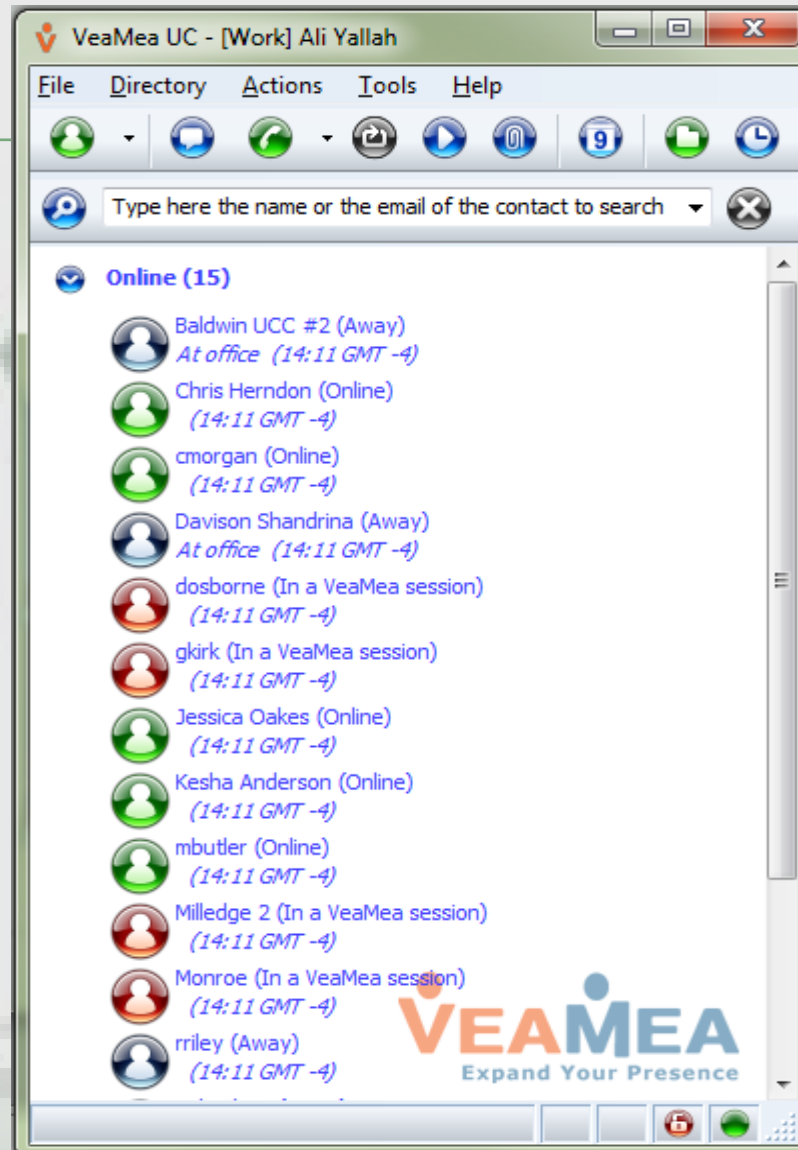
- ❧ Telemedicine system
- ❧ Client appointment reminder system (Smoke Signal)
- ❧ iCareRecovery website
- ❧ Client computer labs

Telemedicine



- ❧ Ideal Telemedicine system
 - ❧ Secured system
 - ❧ Little bandwidth
 - ❧ Any Microsoft platform
 - ❧ Easy to use

Telemedicine



Telemedicine



Fiscal Year	# Of Clients Seen Via Telemedicine
2008/2009	2
2009/2010	4
2010/2011	423
2011/2012	352
2012/2013	516

Unduplicated clients, not number of appointments

Reporting



VeaMea's robust reporting capabilities allow system managers to:

- ❧ Report activity on a domain
- ❧ Report on event or session
- ❧ Report per user

Reporting



Management Console

~ web based management console tools for administration ~



Welcome, Sid Tobias - July 30 2013 11:19:31 AM

= HOME =

System Management

Global Directory

Reports

- ☒ Domains
- ☒ Events
- ☒ Users
- ☐ Recording
- ☒ Downloads

Software Released

Monitoring

Tech Support

My Account

My Domain

Open Management

Quit

[x] Users statistics

Page: [1](#) [2](#) [3](#) [4](#)

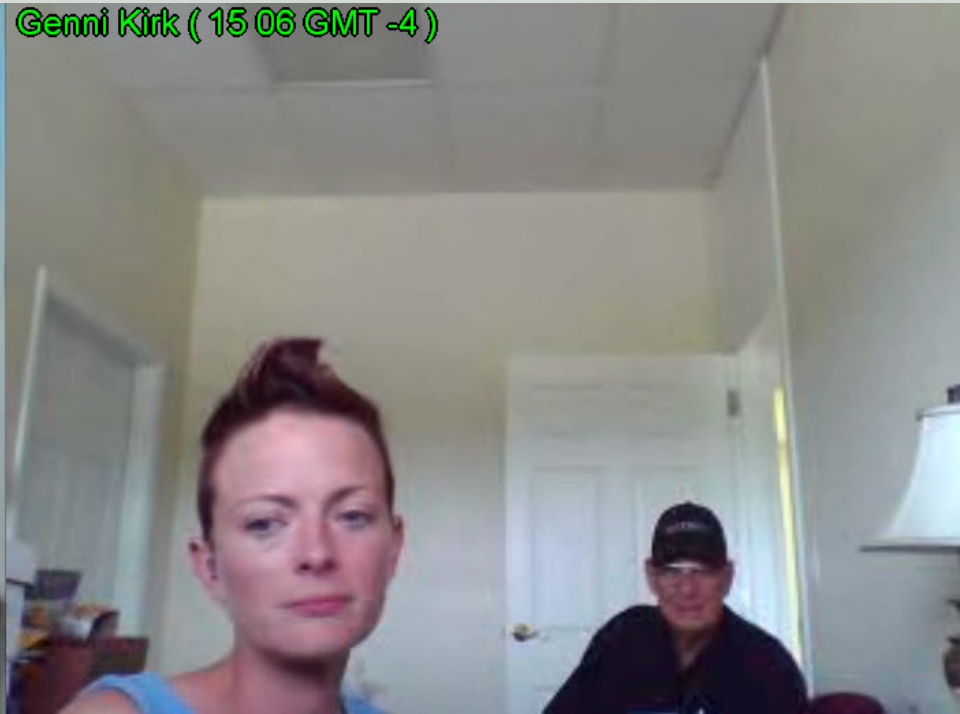
Select Id to see details.

User Id	Member	Name and surname	Live Consume	On Demand Consume	Domain
297	actdr	ACT DR	11:43	00:00	retelemed
314	adupree	Amy Dupree	07:19	00:00	retelemed
334	anorthrup	Alissa Northrup	00:00	00:00	retelemed
226	ayallah	Ali Yallah	09:55	00:00	retelemed
269	BIBBLEC	Bibb LEC	01:01	00:00	retelemed
342	btcart	Baldwin Telemed Cart	83:47	00:00	retelemed
237	btyler	Beth Tyler	00:00	00:00	retelemed
303	bucc2	Baldwin UCC #2	226:10	00:00	retelemed
338	bwells	Bessie Wells	00:00	00:00	retelemed
341	cbenz	Cheryl Benz	07:26	00:00	retelemed
328	ccooksey	Crit Cooksey	39:54	00:00	retelemed
348	cesarmazzotta	Cesar Mazzotta	00:03	00:00	retelemed
329	challman	Christv Hallman	02:43	00:00	retelemed

Rick Riley (15 06 GMT -4)



Genni Kirk (15 06 GMT -4)



Sid Tobias (15 06 GMT -4)



Local video



(14 06 GMT -5)

Client Appointment Notification System (Smoke Signal)



- Tied into Electronic Medical Record
- Fully Automated
- Client Opt Out Option

Smoke Signal



Fiscal Year (July 1 to June 30)	Total Appointments made	Total Clients Notified	Total Appointments Kept	% of Appointments Kept
2012	617,172	0	376,475	61%
2013	595,423	583,340	436,890	75% of notified

Appointment Reminder Implemented during 2013

ICARECOVERY.ORG



[Contact](#) | [Log In](#)



[Home](#) | [News](#) | [Community Resources](#) | [About Us](#)



Welcome to iCare Recovery!

A Partnership Between River Edge Behavioral Health
and View Point Health

This website is a collaborative resource developed by River Edge and View Point Health, two Georgia behavioral health care providers, as part of the **SAMHSA** TCE Health IT Project. On September 30th 2010, River Edge Behavioral Health Center in Macon in partnership with View Point Health in Lawrenceville were awarded a 3 year TCE Health IT grant to leverage technology in assisting SA clients track their recovery outcomes.

We plan to develop this site into a source of support for your recovery, where you can connect to resources and use tools to track and maintain your recovery. Please check back with us frequently to see what's new!



Recovery Goals



[Contact](#) | [Log Out](#) | [My iCare](#)



[Home](#) | [News](#) | [Community Resources](#) | [About Us](#) | [My iCare](#)

Recovery Goals

Here you set and track personal goals. Create lists and add as many goals to that list as you would like. Use the calendar tool to set a target date for completion of each goal that you set.

[Click Here For Step-by-Step Help](#)

▼ Recovery	+ x	
<input type="checkbox"/> Stay alcohol and drug free for a month	05/03/2013	📅 x
<input type="checkbox"/> Avoid friends and situations that put me at risk to relapse	05/07/2013	📅 x
<input type="checkbox"/> Attend AA meetings every week	06/30/2013	📅 x

▼ Employment	+ x	
<input checked="" type="checkbox"/> <i>Create a resume</i>	03/15/2013	x
<input checked="" type="checkbox"/> <i>Research interviewing skills</i>	03/22/2013	x
<input checked="" type="checkbox"/> <i>Submit resumes at 5 places</i>	03/29/2013	x
<input type="checkbox"/> Follow up with potential employers	03/22/2013	📅 x

▼ Family	+ x	
----------	-----	--

Get the Newsletter

To subscribe to our newsletter simply add your email below. A confirmation email will be sent to you!

Subscribe!

Upcoming Events

- Apr 1, 2013 - Apr 30, 2013
Alcohol Awareness Month
- Sep 1, 2013 - Sep 30, 2013
National Recovery Month

[View All Events](#)

Admin Page



iCare Recovery WPSQT Events

 Dashboard

 Posts

 Events

 Links

 Wysija

 WP-Client

 Goals

 WPSQT

 Collapse menu

Goal Summary

Name		Completed Goals	Incomplete Goals	Overdue Goals
		3	8	4
		0	4	0
		0	29	4
		0	10	0
		0	5	5
Totals		3	56	13

Name		Completed Goals	Incomplete Goals	Overdue Goals
------	--	-----------------	------------------	---------------

Client Computer Labs



Client Computer Labs



Client Computer Labs



Questions?



Please feel free to reach out to me:

Ali Yallah

ayallah@river-edge.org