

Heartview Foundation: Biannual Summary

1. Reporting Period: February 1, 2015 – July 31, 2015
2. RFA Number: TI024735
3. Project Director: Elizabeth Stroup-Menge

Program at a Glance

What are the current technologies being utilized by the grantee?

Heartview Foundation's Network-Assisted Recovery (NAR) program uses the following technologies to provide client services: a telehealth portal called Recovery Kit (in development), smart phones and mobile applications, computers, iPads, REDCap, an electronic health record, social network platforms (NING), text messaging, and email.

NAR is introduced in the initial phase of treatment. Participants receive daily therapeutic information from NAR staff, as well as didactic sessions and surveys to help continuously improve the program. Patients are also trained on how to access their health records.

Are there any notable changes this reporting period?

Heartview is preparing to launch a secure, HIPAA-compliant patient portal (designed by Color Outside the Box) to enhance individual counseling and provide access to resources/information. Beta-testing was completed in early 2015, and the portal is expected to be moved to a secure server in September 2015. Screenshots were included as part of the report submission.

The client no-show rate remains higher than desired – 27 percent. Strategies to decrease no-show rates have consisted of phone and letter reminders and will soon include reminders via the Heartview patient portal.

Another treatment site opened in Cando, North Dakota in August 2015. Once fully operational, NAR will be introduced into the clinic.

Heartview purchased 8 VeaMea ports to support telehealth service delivery and has developed policies and procedures for staff using the technology.

Internet vouchers, phone cards, and gift cards are used to incentivize participation.

What are the grantee's GPRA rates?

	Target	Actual	Percent
Intakes (Baseline)			<i>See Below</i>

6-Month Followup			<i>See Below</i>
If intake or followup is below 80 percent, has the grantee described its plan to increase GPRA rates?			
<p>Heartview reported that GPRA data has been unavailable since February 2015. They indicated that intake and follow-up totals have fallen short of targeted goals; however, program staff are committed to improving performance. Migration to rural areas has posed a challenge for follow-up. The grantee reported that, <i>“Heartview continues to strive to increase NAR activity and postings. Emphasis will continue on the daily messages and increasing support from the Recovery Community,”</i> including Recovery Coaches, alumni, and volunteers.</p>			
Does the grantee need technical assistance? If yes, does the grantee have a request in SAIS?			
<p>Heartview did not request technical assistance; however, additional support may be useful. The proposed sustainability site visit would be an ideal opportunity to explore client engagement and follow-up strategies and to get more information on the grantee’s overall sustainability plan and general lessons-learned.</p>			
Are there any areas of concern in the report that require GPO attention?			
<p>It appears that intake and follow-up have been a constant challenge for Heartview staff, and a follow-up call may be helpful to assess where technical assistance might be useful to enhance client engagement and retention strategies. Certainly, the introduction of new technologies, including the patient portal is a step in the right direction.</p>			