

Pretera Center for Mental Health Services, Inc. Biannual Summary

1. Reporting Period: February 1, 2015 – July 31, 2015
2. RFA Number: TI024757
3. Project Director: Matthew Kinhead

Program at a Glance

What are the current technologies being utilized by the grantee?

Pretera Center for Mental Health Services was utilizing two portals: MyHealth and Viverea Health (formerly OneHealth). The MyHealth portal provided clients with the ability to see portions of their health record and managed appointments. Viverea Health offered an online recovery and wellness community similar to Facebook. Other portal options are being explored at this time.

iPads, laptops with webcams, and other videoconference equipment are used to enable telehealth services across the program's 8-county catchment area. Lifesize Clearsea, for example, allows mobile and videoconference devices to communicate throughout Pretera's internal network and over the Internet. This functionality supports the expansion of telemedicine capacity. Additionally, Pretera also uses a certified electronic health record system, CareLogic by Qualifacts.

Are there any notable changes this reporting period?

Project Director, Brent Burgess, is no longer employed at Pretera. Matthew Kinhead, has assumed the role of Project Director (as of September 2015).

Pretera will soon be transitioning away from the MyHealth portal because its EHR provider, CareLogic, has plans to begin using Health Vault. According to Pretera, *"This transition has been extremely slow and has left us without access. The transition to the portal is still being worked on."*

The Viverea Health portal has been discontinued. Pretera staff are considering other portal replacements, but none have been identified (as of this report).

The client no-show rate (at 23 percent) is slightly above the target threshold of 22 percent. Appointment attendance, however, has increased to 64 percent. Clients report improvements in employment and education status, housing stability, and social connectedness.

What are the grantee's GPRA rates?

	Target	Actual	Percent
Intakes (Baseline)			See below
6-Month Followup			See below

If intake or followup is below 80 percent, has the grantee described its plan to increase GPRA rates?

Data has not been entered into the Common Data Platform; however, Prestera continues to meet and exceed the 80 percent target threshold for client intakes (based on data provided in Table 1, page 10 of the report).

Prestera reported, *“that there are concerns regarding the percentage of 6 month follow-ups being completed and subsequently reported in the GPRA SAIS/CDP reporting system.”* Details regarding areas for concern were not elaborated.

Does the grantee need technical assistance? If yes, does the grantee have a request in SAIS?

See below. The grantee did not express immediate need for technical assistance at this time; however, the proposed sustainability site visit would be an ideal opportunity to explore client engagement and follow-up strategies (including challenges) and to get more information on the grantee’s overall sustainability plan and general lessons-learned.

Are there any areas of concern in the report that require GPO attention?

A follow-up would be appropriate to (1) introduce the team to the new Project Director - Matthew Kinkead, and (2) determine if technical assistance may be needed to amend issues related to six-month follow-up activities.