Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Centerstone of Tennessee
Call Summary
September 22, 2014 • 1:00 p.m. ET

Submitted to: Dina Passman, Wayne Easterwood, and Matthew Hardy
Date of Submission: September 24, 2014

Attendees:
Substance Abuse Mental Health Services Administration (SAMHSA): Dina Passman
Centerstone of Tennessee (Centerstone): Wayne Easterwood and Matthew Hardy
JBS International (JBS): Dave Wanser and Iris Chai

Meeting Purpose

The purpose of the call was to follow-up with Centerstone's chief information officer, Wayne Easterwood, regarding Centerstone's expansion of technology for providing services.

Discussion

Technology- Mobile Application
- Extending services to the mobile platform was a positive step for the program. However, the clients felt the system was fairly complex to use. Wayne Easterwood (Centerstone) noted that this feedback led to focusing on a simpler approach – an approach that would fall on the spectrum between in-person and on-demand contact.

- With many other projects within Centerstone, the program has the privilege of gleaning lessons learned from the experiences of other projects.

- There are several challenges Centerstone is currently experiencing with using technology to provide services:
  1. Some of the third party applications do not work on certain devices, limiting its use for patients who fall outside of the device requirements.
  2. Complexity in the connection and use of the application is a deterrent to patient's using technology to support their recovery. A complicated system would require a client to be trained and guided by a clinician or health navigator, an already limited resource. Consequently, having a product with a minimal set of functionalities that clients can learn by themselves would be the most viable solution.

- A storyboard has been developed for the mobile application product and the program is currently undergoing a vendor selection process. Wayne anticipates the selection process will take approximately 45-60 days. In the interim, the program is obtaining client feedback from testing the functionalities of other products. This will help assess that the client needs are consistent with the

product being built. It is expected that 20-30 clients will be involved in the first deployment. Some of the applications the program will be experimenting with include:

1. HipaaChat, a text messaging application that is HIPAA-compliant and supports video calls. The application uses secure data transfer instead of Short Message Service (SMS). Unfortunately, the application currently only works on the iPhone device, which constitutes about 65% of the program's clients.

2. Ginger.io is an application based on predictive modeling that generates patterns of health data. For example, the application can push assessments and alerts to case manager when there are warning signs and actions need to be taken. The application also delivers informed care, providing information on a patient's activities (i.e., how well the patient sleeps, when the patient checks their phone, etc). Discussions will be made regarding the use of the recovery capital scale in sustaining recovery through the use of the application.

- Dave Wanser (JBS) commented that SAMHSA stresses the important of intake and Centerstone's progress in providing services to clients via technology is rather delayed. Matt Hardy (Centerstone) stated that the acquisition of the applications was imminent and once the devices are loaded and secured, they can be deployed to the clients currently being seen by clinicians. Wayne anticipates that the mobile devices will be fully loaded and ready to distributed to the clients by late fall.

Next Steps
Dina noted that JBS will follow-up with Centerstone's progress on its technology implementation in the following weeks. Dave also added that JBS will check in with Centerstone and provide assistance as needed.

Wayne said SAMHSA and JBS are welcome to contact him if there are any questions about Centerstone's implementation and strategy.