

Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Centerstone of Tennessee
Call Summary
September 10, 2014 • 1:00 p.m. ET

Submitted to: Matthew Hardy and Dina Passman

Date of Submission: September 11, 2014

Attendees:

Substance Abuse Mental Health Services Administration (SAMHSA): Dina Passman

Centerstone of Tennessee (Centerstone): Matthew Hardy

JBS International (JBS): Dave Wanser, Iris Chai, and Leslie McElligott

Meeting Purpose

The purpose of the call was to discuss Centerstone's progress on the technology-assisted care (TAC) project following the February 2014 implementation site visit and submission of their recent biannual report.

Discussion

Focus Groups and Surveys

Matthew Hardy (Centerstone) has explored many of the suggestions shared during the implementation site visit conducted by JBS on February 6-7, 2014.

His team completed 3 focus groups in which clients provided feedback on the patient portal platform they adopted from Centerstone of Indiana (www.v-recover.com/). They also surveyed a large group of clients at the Clarksville office to better understand their access to and preferences for using technology. These sessions served to inform the technology-based features that clients value and the capacity in which they can use them.

Telehealth Services

Centerstone began offering teletherapy services to clients using Cisco's Jabber platform. Clients report liking the opportunity to connect with their therapist without the burdens associated with traveling to an office.

Approximately 5 clients have used telehealth services, which can be accessed via any device equipped with a camera. One initial glitch was that the application was not accessible on Android platforms; however, this functionality has since been added.

Centerstone initiates client services in a traditional face-to-face setting. Some clients prefer to engage with their clinician's in-person. Others do not have access to technology to receive distance treatment

services. Centerstone has considered purchasing low-cost technology tools and data plans to overcome this barrier; however, even with a 4G network that includes video capacity, cell coverage is quite limited. In some cases, therapists have opted to travel to client homes.

Clients in the surrounding communities report several variables that impede their ability to come into the office (e.g., transportation, lack of available technology). Dave Wanser (JBS) suggested partnering with community-based organizations willing to offer space that could serve as a hub for clients to conduct telehealth sessions without having to visit the Clarksville office. Matt said he would explore sites with secure rooms where clients could meet privately with their therapists via a video-conference line.

Mobile Application Development

Centerstone is now focusing on developing a smartphone mobile application. They have narrowed down the features and functionality they want the tool to offer based on focus group and survey feedback. Matt recently met with Centerstone's IT department, and they are ready to begin securing bids from developers. He anticipates the mobile app will be available within several months' time.

GPRA Reporting

Recent GPRA reports show that Centerstone has exceeded its client enrollment goals; however, the program must differentiate the clients receiving clinical services in a face-to-face setting from those actively engaged in using technology. Dina Passman (SAMHSA) confirmed that the intent of the TAC project is that clients utilizing technology be counted toward GPRA targets. Matt will follow up with the individuals handling GPRA reporting to correct this discrepancy.

Matt anticipates an increase in GPRA intakes for clients utilizing technology when the mobile platform becomes available.

Program Performance

Dave expressed concern that the program has not progressed farther in the past year. The limited use of telehealth services, challenges with developing the patient portal, and the late launch of the mobile app impact the number of clients that Centerstone can reach over the course of the grant.

Matt echoed Dave's concern, stating that it has been more complicated than he expected to apply technology to the delivery of clinical services. He is redoubling efforts to move things along.

Dave said that a critical factor in the program's success is having leadership onboard who understand the broader applicability of the grant to the fabric of the organization. Support from organizational leadership and a solid project management plan to coordinate program design, procurement, implementation, and evaluation will be essential.

Next Steps

Dave said that Centerstone may benefit from technical assistance to develop a project management plan and identify strategic objectives that will meet the grant's clinical and technological needs. Dina added that JBS and SAMHSA are committed to providing any needed assistance.

Matt will coordinate another call during the week of September 22 with Centerstone's chief information officer –Wayne Eastwood. Matt will work with Leslie McElligott (JBS) to arrange the logistics. Dina indicated that she is available all days except September 25.