Meta House: Biannual Summary

1. Reporting Period: February 1, 2014 – July 31, 2014

2. RFA Number: TI024728

3. Project Director: Christine Ullstrup

Program at a Glance

What are the current technologies being utilized by the grantee?
Meta House's Healthy Connections' program uses PsyTech Solutions' Epitomax electronic health record system (EHR) and recovery-oriented smartphone mobile applications to enhance outpatient services and increase client engagement and retention opportunities. Meta House intends to offer a client portal in the future to reinforce information exchange between staff and clients. Content development and other considerations for the portal will begin in October/November 2014. Healthy Connections has enrolled 24 women with co-occurring substance use and behavioral health issues into their program, to date.

Are there any notable changes this reporting period?
Efforts to integrate a patient portal and text messaging features with their current EHR platform are anticipated to take place in October/November 2014. In the meantime, Meta House is exploring text messaging options provided by other local vendors as a backup strategy. An additional mobile application on medication monitoring was added to the program's current menu of approved apps. Staff are trying to identify unique/creative strategies to increase clinician buy-in of mobile apps as a means to supplement care. Meta House noted that because implementation of the primary technology tools (e.g., text message reminders and the patient portal) was delayed, they do not have sufficient data available to demonstrate if/how technology has improved client engagement. The program anticipates that Year 2 data will provide more telling information. Meta House intends to focus on training and engagement strategies to encourage/promote the use of technology among program staff. They are offering EHR training on recent vendor improvements and training to encourage the use of mobile apps.

	Target	Actual	Percent
What are the grantee's GPRA rates?			
	Target	**Actual**	**Percent**
Intakes (Baseline)	*23*	*24*	*104.3%*
6-Month Followup	*9*	*5*	*55.6%*

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

Meta House noted that 2 follow-up GPRA interviews were completed since the SAIS report was run (bringing the total to 7 interviews). Program staff anticipate completing several additional follow-up GPRA interviews now that the window has opened for participating clients.

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

As mentioned during the implementation site visit (conducted in June 2014): Meta House may consider submitting a technical assistance request to see examples of other TAC grantee patient portals. JBS staff followed up with Meta House shortly after the site visit to facilitate the TA submission process, but program staff were not ready to move forward at the time. JBS staff will continue to assess their readiness.

Program staff are actively prioritizing recommendations outlined in the site visit report and are in the process of developing a strategic plan to guide the roll-out of future technologies. The team is soliciting feedback from Meta House staff and clients to inform next steps. Meta House may need assistance developing aspects of their strategic plan (to be determined).

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

As noted during the implementation site visit, Meta House has focused extensively on building their EHR platform, and less emphasis on implementing technology-based tools that directly benefit clients seeking care. It will be important to track Meta House's progress toward launching client-focused tools such as developing the text messaging reminder system and patient portal and building a more robust menu of mobile applications. Training for staff and clients on the use of available smartphone applications is a step in the right direction.