



# RECOVER<sub>e</sub>



## Technology Supports for Adults in Substance Abuse Treatment and Recovery

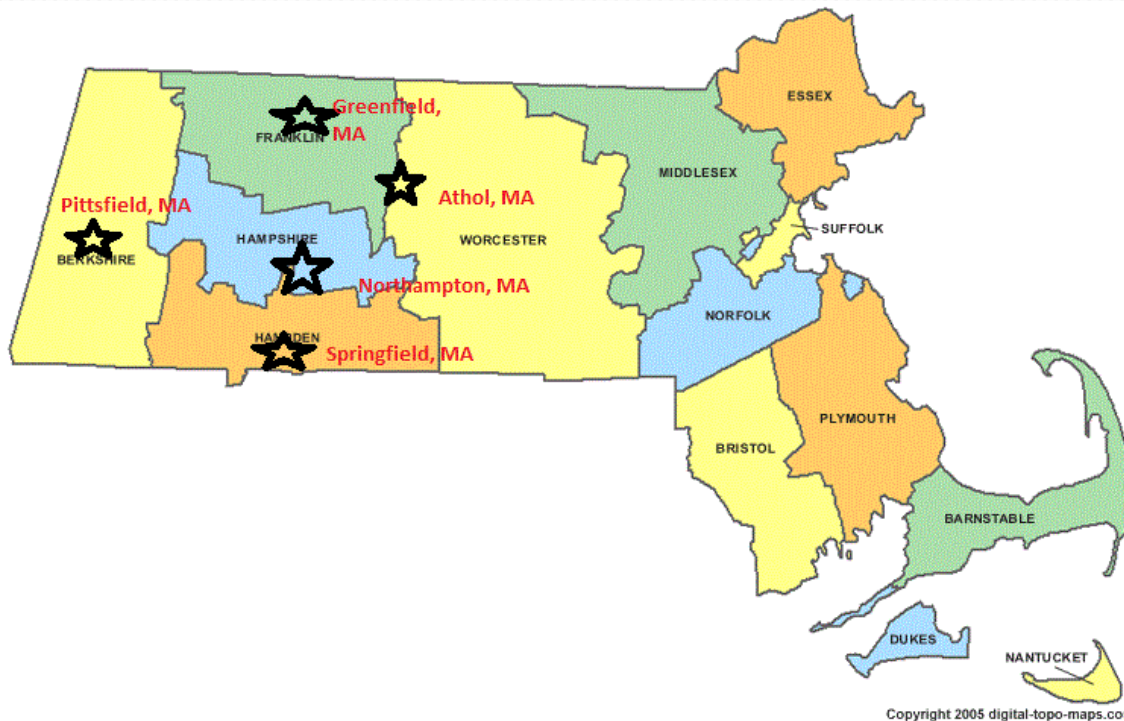
Allison Garriss, MS, HS-BCP  
[WWW.CSOINC.ORG](http://WWW.CSOINC.ORG)

Clinical & Support Options



Enhancing Lives. Strengthening Communities.

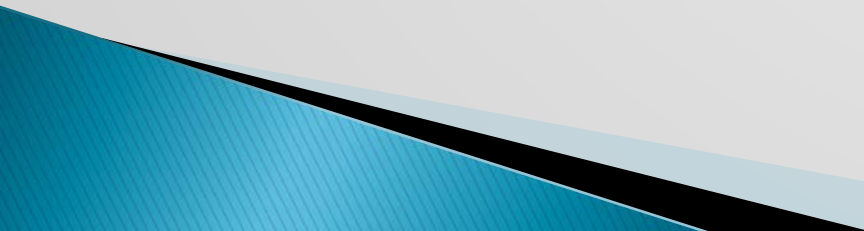
Outpatient Behavioral health (individual, family, group, psychiatry)  
Crisis Services & Short Term Respite      Intensive Care Coordination  
Family Support Services      Community Support Program  
Substance Abuse      Clubhouse



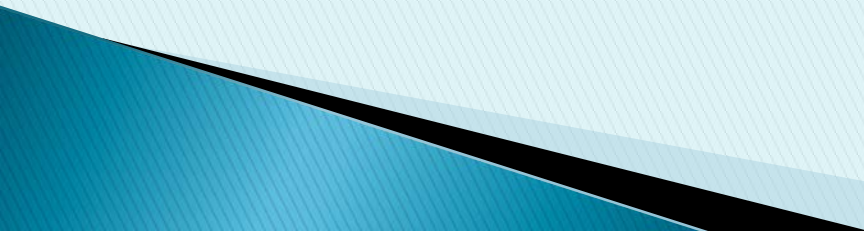
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# SAMHSA – TAC Grant

3 year TAC Grant Funding from SAMHSA

- ▶ Expand Service Capacity
  - ▶ Increase Access
  - ▶ Increase Retention and Adherence to Treatment
  - ▶ Extend After Care and reduce relapse
- 

# Three Phases of RECOVERe

- ▶ Text4Recovery (Cell Phones)
  - ▶ i2i Video Conferencing (On site video conferencing and teletherapy)
  - ▶ ChangeAgent (client web portal/website)
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# Text4Recovery



Daily motivational text messages

Appointment reminders

Personalized messages customized by clients and their clinical team

Educational Resources

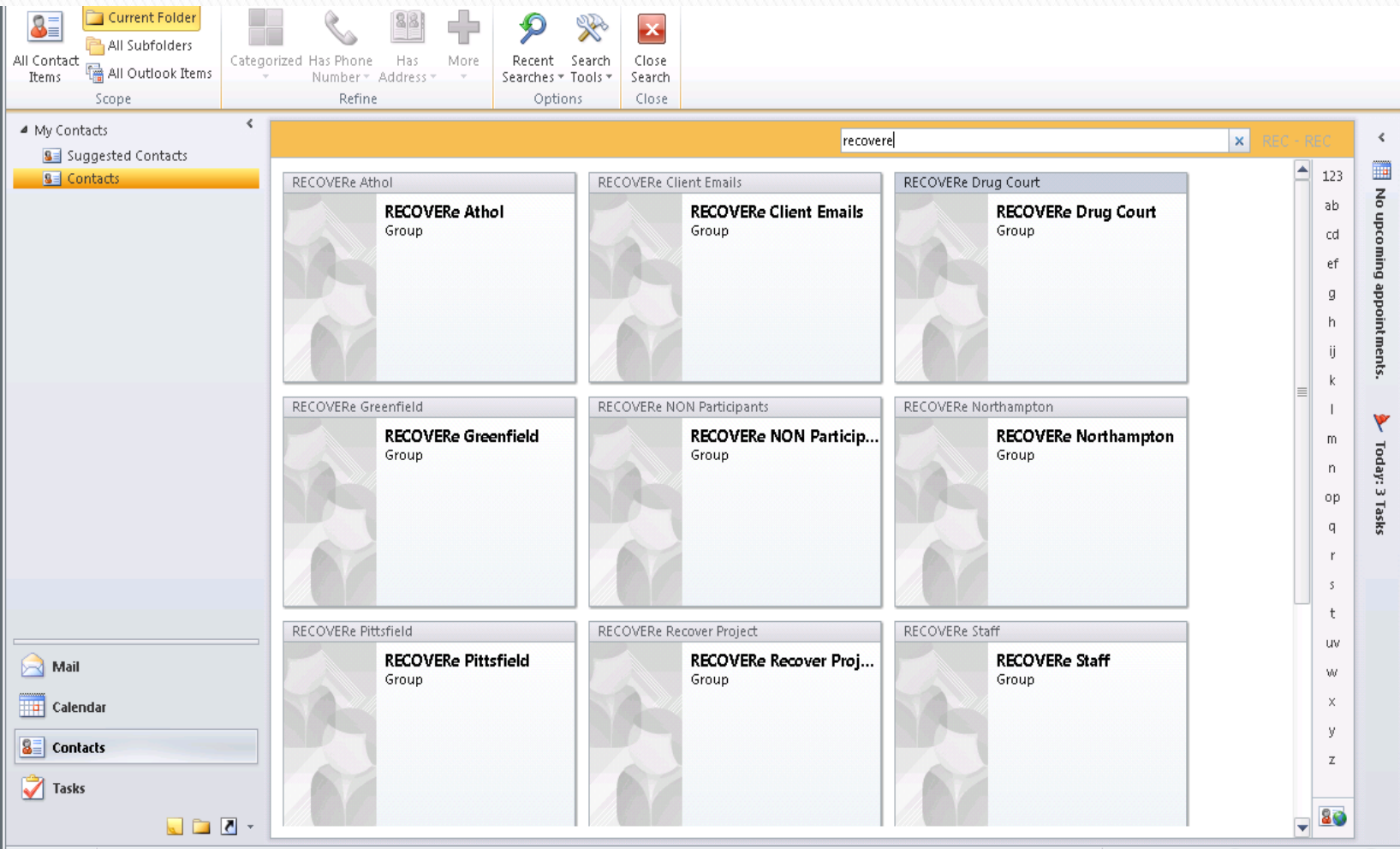
Events

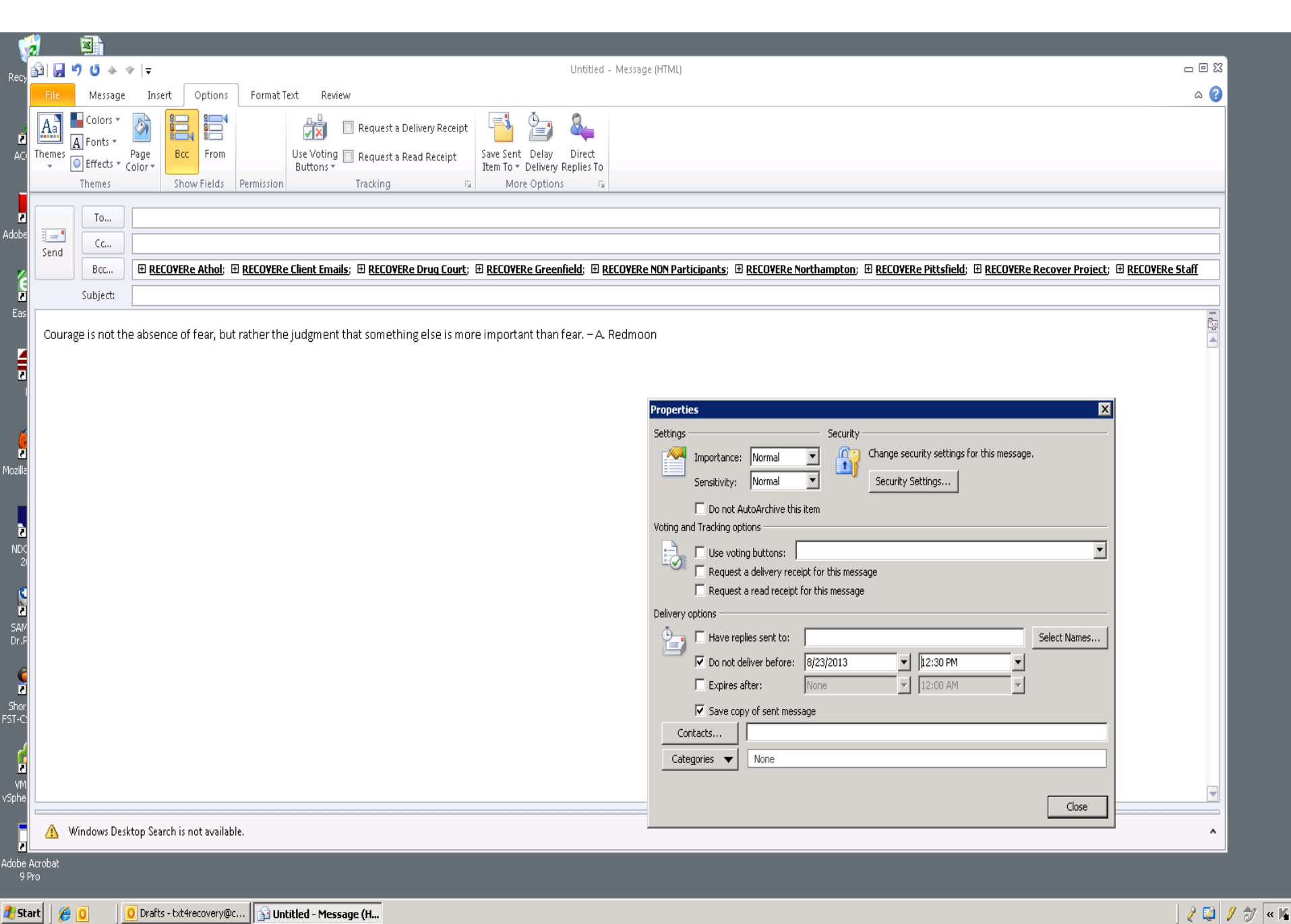
# Low/No Cost Way to Send Text Messages

- ▶ Customized Message Blasting
- ▶ Costly
- ▶ Limits ongoing communication between sender and receiver
- ▶ Limited access for sender



# Using Outlook to create contact groups







# Sample Motivational Messages

**A RIVER CUTS  
THROUGH A ROCK  
NOT BECAUSE OF  
ITS POWER, BUT  
ITS PERSISTENCE.**


*"It's not the load  
that breaks you down,  
it's the way you carry it."  
(Lou Holtz)*

**"SUCCESS IS STUMBLING FROM  
FAILURE TO FAILURE  
WITH NO LOSS OF ENTHUSIASM."  
- SIR WINSTON CHURCHILL**

**EVERY  
ACCOMPLISHMENT  
STARTS WITH  
THE DECISION  
TO TRY.**



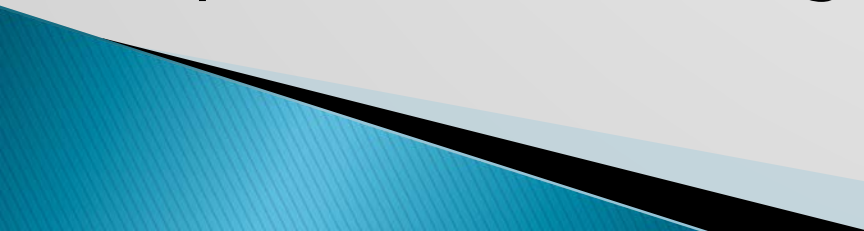
# Client Responses

- ▶ “Having this tool to stay sober, literally in the palm of my hands, has made it easier to reach out to others when I need to obtain support, am unable to make a meeting, etc”
  - ▶ “U really have no idea how I really needed to hear something like that right now, thank you...”
  - ▶ “More than a mere added convenience, I feel a sense of staying connected to a larger community, literally at my fingertips”
  - ▶ “The always positive daily inspirational quotes have made my life more simple and beneficial”
- 

# i2i Video Conferencing



# 2013 State Telemedicine Legislation Tracking (as of 8/14/2013)


- ▶ **H. 1951** – comprehensive mandate for all health plans including Medicaid
  - ▶ **S. 530 and H. 2114** – mandates coverage for telemedicine under private, Medicaid, and state employee plans
  - ▶ **S. 467** – mandates coverage for private and state employee plans only
  - ▶ **H. 948** – mandates coverage for Telepsych services
  - ▶ **H. 3538** – Medicaid coverage of home remote patient monitoring
- 



# ChangeAgent – Phase III

- ▶ Credible Behavioral Health
- ▶ Interactive Client Portal
- ▶ User-friendly and resourceful website


# Credible Client Portal


**Credible Behavioral Health**


CREDIBLE

log out


Overview


Profile


Visit List

Tx Plan


Diagnosis


Schedule


Attachments


Medical Profile


Ext Provider


Notes


Medications

Allergy

Contacts

Insurance

Users

Clinical Support

Family

Client Info

First Name

Julie

Last Name

Test

Client ID

1004

Full Client Info

Family

Name	DOB
Bobby Test	1/23/2001
Donna Test	
Family Test	
Johnny Test	4/18/1990
Jules Test	4/2/1985

All Family

Allergies

Allergy	Severe	Created By
Nicoderm CQ	True	Deyett, J

All Allergies

Diagnosis

Axis I: Clinical Disorders

Effective Date: 3/23/2011

Primary296.20-MAJOR DEPRESSIVE DISORDER, SINGLE EPISODE, UNSPEC

Axis II: Personality Disorders

Primary-

Axis III: General Medical Conditions

PrimaryE869.4-SECOND-HAND TOBACCO SMOKE

All Diagnoses

Billing Info

Ins:	Medicaid	ID:	454354
Ins Start Date:	3/1/2011	Ins End Date:	10/31/2011
Ins Copay:	\$0	Last Updated:	3/15/2011

Full Insurance Info

Meds

Medication	Dosage	Frequency
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CLIENT CLINICAL SUPPORT: John Doe

--- All Active ---

Filter

Summary

Created

Accepted

Text

Url

File

select

Ambien Withdrawal (For Training Purposes - Do Not Delete)

4/27/2011

☒

☒

☐

Summary

Ambien Withdrawal (For Training Purposes - Do Not Delete)

Date Created

4/27/2011

Support Text

Addiction to Ambien can occur with regular use for an extended amount of time. Once discontinued, Ambien Withdrawal symptoms may arise. Symptoms may include abnormal extroversion or aggressive behavior, Loss of personal identity, Confusion, Strange behavior, Agitation, Hallucinations, Worsening of depression, Suicidal thoughts, Insomnia, Anxiety

Url

[http://www.cdc.gov/sleep/about\\_sleep/key\\_disorders.htm](http://www.cdc.gov/sleep/about_sleep/key_disorders.htm)

Accepted

-- Select -- ON:

Push To Portal

☒ ON:

Keep Active

☐

In the Client Portal

Overview

Profile

Visit List

Tx Plan

Diagnosis

Schedule

Attachments

Medical Profile

Ext Provider

Notes

Medications

Allergy

Contacts

Insurance

Users

Clinical Support

Family

CLINICAL SUPPORT: John Doe

--- All Active ---

Filter

Summary

Created

Accepted

Text

Url

File

select

Ambien Withdrawal (For Training Purposes - Do Not Delete)

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Url

[http://www.cdc.gov/sleep/about\\_sleep/key\\_disorders.htm](http://www.cdc.gov/sleep/about_sleep/key_disorders.htm)

Accepted

☐

Save Clinical Support

In your Credible system

CLIENT CLINICAL SUPPORT: John Doe

# WWW.CSOINC.ORG/RECOVERe

← → \* http://www.csoinc.org/recover/helpful-resources/ Helpful Resources | Clinical ...

★ Ideas Exchange Credible Credible GoTo Meeting C... iCloud gmail Email from Google Government Performance... Portal Integration CITRIX Practical Project Manage...

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Office Closures

## RECOVERe Helpful Resources

[Virtual Mindfulness Coach](#): The Virtual Mindfulness Coach is a new way to learn meditation! The Coach offers an interactive online environment for self-paced study. Combining ancient Buddhist wisdom with a modern delivery system makes for an engaging and relevant learning experience.

[Web-Based Recovery Study Seeks Participants](#)

[Apply for MassHealth](#)

[Accessing Services: Massachusetts Substance Abuse Helpline – Comprehensive Treatment Provider Search](#)

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**Recovery Tools:**

[Link to AUDIT](#)

[Link to DAST](#)

[CAGE](#)

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**Health:**

Click here for up-to-date information on Inclement Weather and Emergency Closings

**FOR A REFERRAL CALL:**

Berkshire County  
413.236.5656

Hampshire County  
413.582.0471

Hampden County  
413.737.9544

Franklin County  
413.774.1000

North Quabbin  
978.249.9490


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**FOR CRISIS SERVICES CALL:**

Franklin County

413.774.5411  
800.562.0112  
140 High Street  
Greenfield, MA  
01301

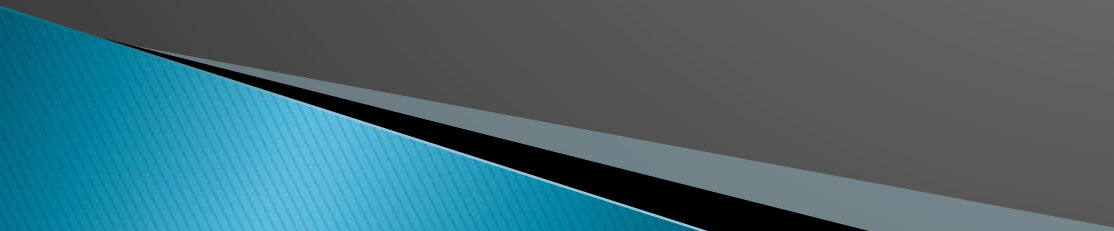
# How does this technology improve behavioral health?

- ▶ Increase Retention and Adherence to Treatment
  - ▶ Reducing the need for high cost interventions (hospitalizations, detox, etc)
  - ▶ Reducing relapse and recidivism
  - ▶ Increase of access for clients with lack of supports due to location
- 

# What does the data tell us?

- ▶ 2/2013 – 12/2013 = Over 270 Clients served
- ▶ Emergency room visits for a physical problem dropped by 14%
- ▶ Substance abuse visits to the ER dropped by 9%
- ▶ Mental health related visits to the emergency room dropped by 27%
- ▶ 39% drop in homelessness, and a 7% increase in the number employed.
- ▶ Overall, (88%), participants found the technology and the direct care offered by staff to be very useful in supporting their ability to carry out meaningful tasks, to take care of basic needs, and to handle things when they go wrong.
- ▶ Finally, the majority of participants (97%) found the technological tools to be highly useful in supporting their recovery.

# Potential Reach

- ▶ Anyone with a cell phone
  - ▶ Anyone who can connect to the internet (home, library, work, etc)
  - ▶ Adults & Teens
  - ▶ Not restrictive to mental health and substance abuse
- 



RECOVER<sub>e</sub>

A horizontal line composed of three segments: yellow, red, and blue.

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