



Utilization of smart phone apps related to SUDs in the publicly-funded system

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Kirk Lane (SSA, AR)

Resources that you can use:

- Mobile Health Apps Interactive Tool online – say you’re developing a health app for mobile devices and you want to know which federal laws apply, you can check this website/online tool.

Federal Trade Commission - <https://www.ftc.gov/tips-advice/business-center/guidance/mobile-health-apps-interactive-tool>

- There are places to go to read independent reviews of APPS, such as iMedicalApps - an independent online medical publication for medical professionals, patients, and analysts interested in mobile medical technology and health care apps.

<https://www.imedicalapps.com/>

- The Telehealth Resource Centers can provide vendor agnostic guidance for available mHealth apps.

<https://www.telehealthresourcecenter.org/>

Idaho

- Population 1.75 million
- Medicaid expansion beginning
- Access issues due to rugged, rural geography
- Public Health behavioral health management – contracted to BPA Health

Project goals

- Goals:
 - Implement digital patient engagement technology to improve substance use disorder outcomes
 - Improve retention in treatment
 - Reduce frequency and intensity of relapses
 - Implement technology infrastructure and implementation methodology to easily expand deployment

Approach

- Choose care management oriented project management entity
- Choose evidence based technology vendor that had experience successfully implementing in like settings
- Choose two SUD providers (small/large) who would successfully test technology
- Measure results

Deployment Manager

- BPA Health
- Provides care management and utilization management services to public health sector
- Evaluated available technology and choose CHES Health
- Selected providers to implement technology
- Oversaw project

The technology - CHES Health

- Enterprise Patient Engagement Platform focused on addiction management, connecting providers, families & local services
- Customers in U.S. & internationally, including health plans, governments, health systems, and SUD treatment providers



eIntervention

Coordinate and motivate individuals to get SUD & MH treatment, & social services

- ✓ *More patients in treatment*
- ✓ *Fewer ER high-utilizers*
- ✓ *Better coordination across transitions of care*
- ✓ *Family support*

eTherapy

Deliver great cognitive behavioral therapy (CBT) to SUD patients

- ✓ *30-50% better long-term abstinence*
- ✓ *8x savings in readmission costs than counseling alone*
- ✓ *Great for rural communities, access to care challenges*



Yale University
School of Medicine

eRecovery

Support patients in treatment and recovery to reduce relapse

- ✓ *More patients in long-term recovery*
- ✓ *31% fewer relapses*
- ✓ *50% reduction in severity of relapse*
- ✓ *71% reduction in rehospitalizations*
- ✓ *20+% greater treatment adherence*
- ✓ *Enhances alumni relationships*
- ✓ *Data for demonstrating outcomes to payers and funders*



WISCONSIN
UNIVERSITY OF WISCONSIN-MADISON



Technology for the addiction management lifecycle

eIntervention

Referral Management

- Provider-Finder
- Motivational Interventions
- Tracking & Analytics

eTherapy

Cognitive Behavioral Therapy

Powered by CBT4CBT

- CBT for SUD, Alcohol, OUD with MAT

eRecovery

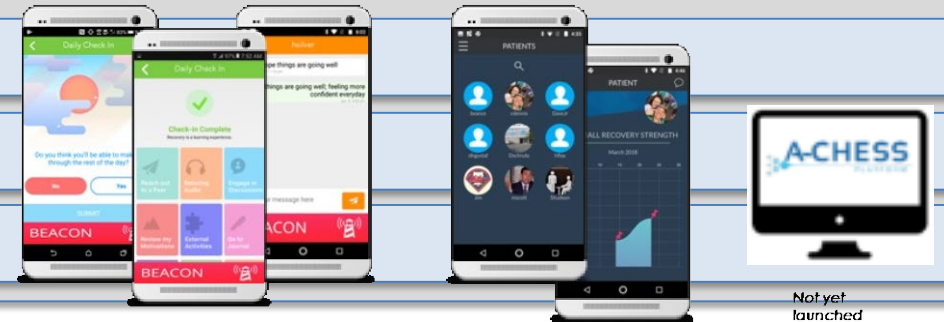
Relapse Prevention

- Peer Support
- Care Coordination
- Data Collection

Connections App, for patients

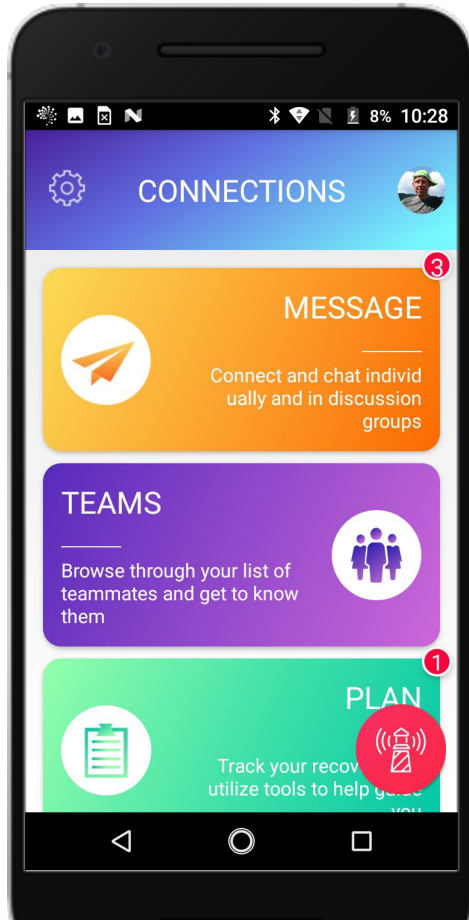
Companion App & Dashboard, for the care team

Enterprise Analytics & Benchmarking



Not yet launched

eRecovery Solution Components



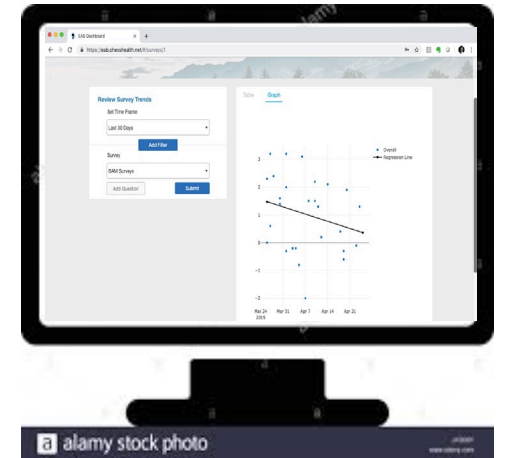
Connections App for Patients



Companion App for Care Team



Program Dashboard

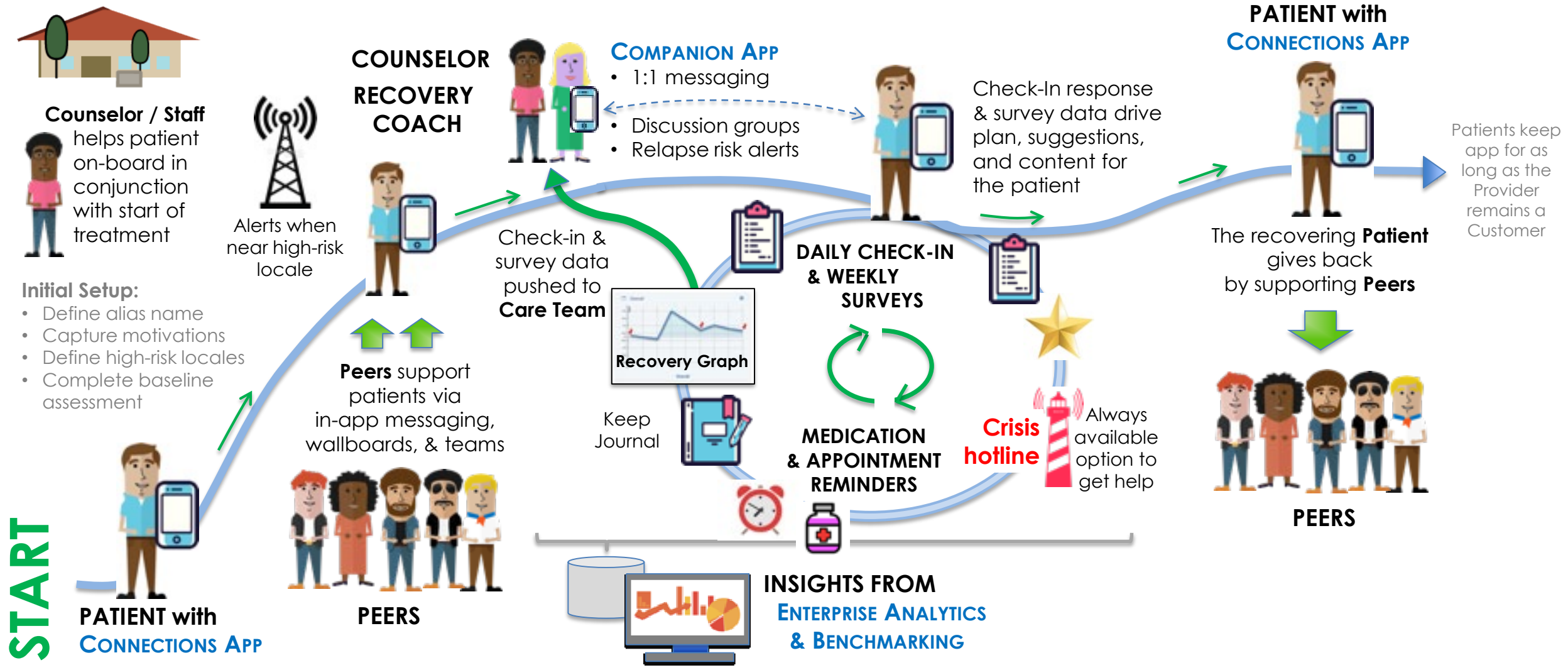


Enterprise Analytics



Real-time & Daily Emails

The Recovery Experience with Connections



START



Technology for the addiction management lifecycle

eIntervention

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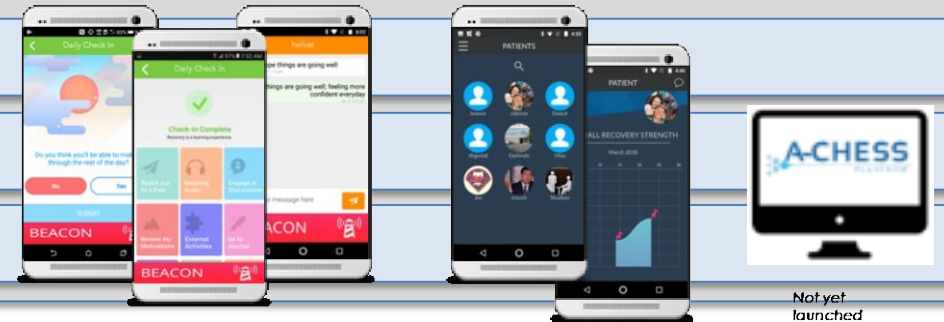
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Connections App, for patients

Companion App & Dashboard, for the care team

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eTherapy Cognitive Behavioral Therapy (CBT)

- **7 Lessons** to learn coping strategies for real-life challenges
 - Recognize the Triggers
 - Deal with Cravings
 - Stand up for Yourself
 - Stop and Think
 - Plan don't Panic
 - Go against the Flow
 - Stay Safe

Available in English & Spanish



- Narrator
- Situational Videos
(view & model behaviors)
- Tutorials
- Homework



Back to Topics Selection page • Stand up for Yourself

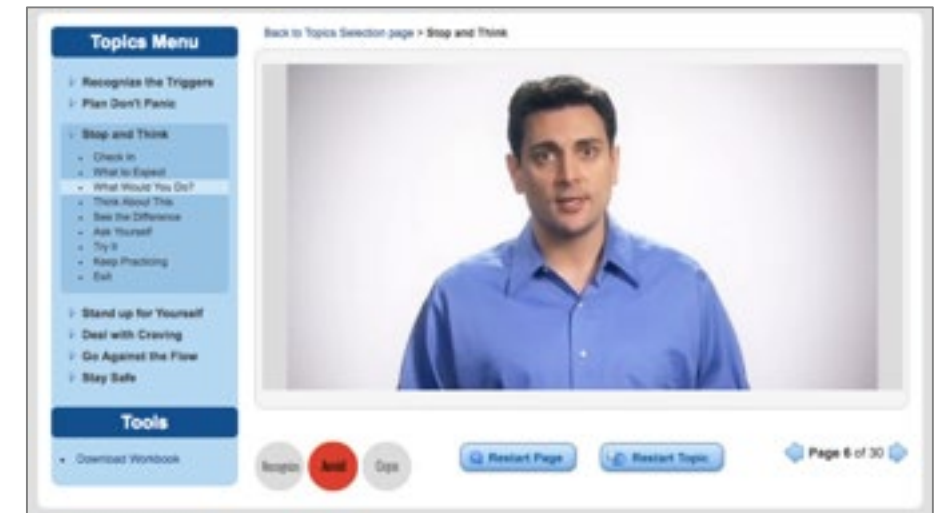
Topics Menu

- Recognize the Triggers
- Deal with Craving
- Stand up for Yourself**
 - Check in
 - What to Expect
 - What Would You Do?
 - Think About This
 - See the Difference**
 - Ask Yourself
 - Try It
 - Keep Practicing
 - Exit
- Stop and Think
- Plan Don't Panic
- Go Against the Flow
- Stay Safe

Tools

- Download Workbook

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Back to Topics Selection page • Stop and Think

Topics Menu

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Challenge Your Negative Thoughts

- I'm a loser
- I can't stand this without using.
- I deserve to get high after a tough week.

What's the evidence for that?

0:06 / 0:41

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Back to Topics Selection page • Stop and Think

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True or False:

Recognizing negative thoughts is enough to decrease your risk of using.

True

False

Submit

0:06 / 0:06

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CBT4CBT for Buprenorphine

- Adds introductory video tutorials for the patient
- Includes MAT quiz & weekly check-ins
- Tutorial video for MAT providers too
- <https://www.youtube.com/watch?v=EloxhzAF7fo>



| Pilot use case/results

- Installed in a large and a small SUD provider
- 58% of patients using it weekly in first 30 days
- 73% of patients using it bi-weekly in first 30 days
- Utilization sufficient to consider rolling out to additional providers

| Next steps

- Rollout eTherapy through providers
- Consider additional providers for rollout
- Consider deployment CHESs' eIntervention technology to increase number of patients entering treatment (used to navigate ED clients)



School Safety & Crisis Tip Line



SAFEUT COMMISSION

The **SafeUT Commission** continues to help develop and implement the program in Utah schools. The commission is represented by:

- Utah Attorney Generals Office
- Utah State Legislature
- University of Utah Health – UNI
- University of Utah Health – ITS Department
- Utah System of Higher Education
- Utah State Board of Education
- Utah System of Technical Colleges
- Utah Department of Human Services

WHAT IS SAFEUT?

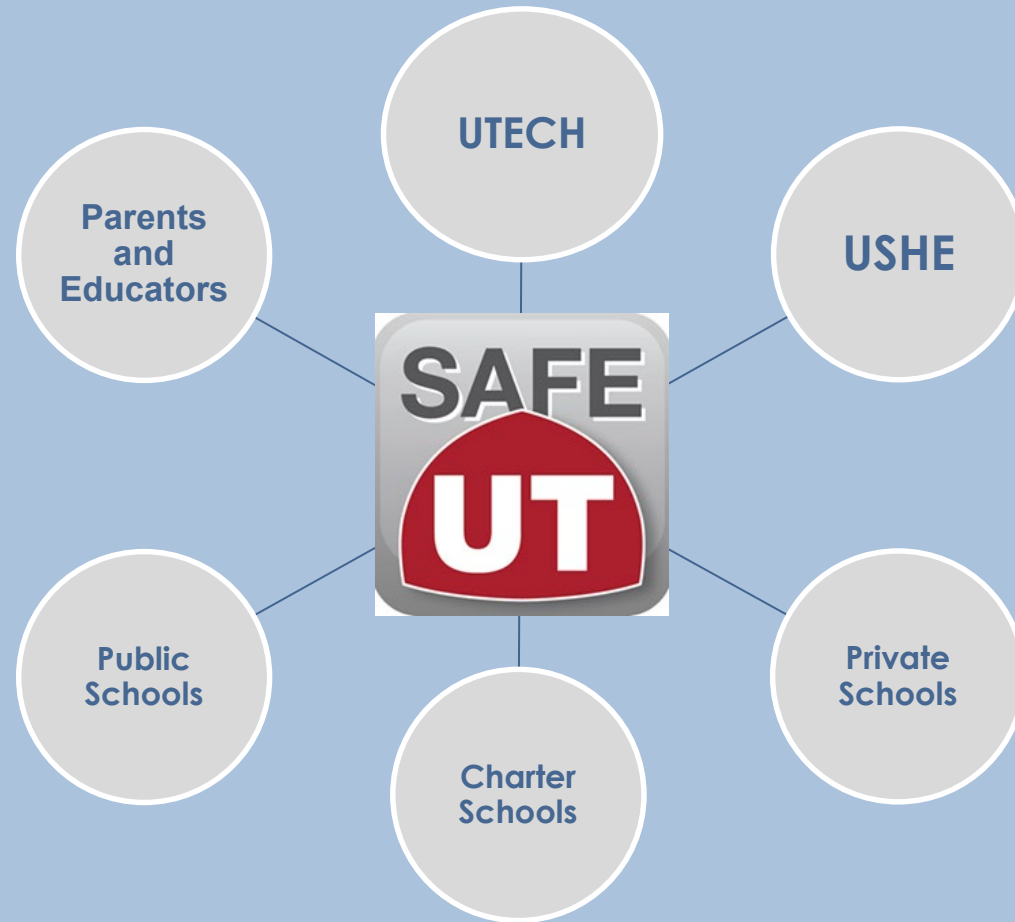
- SafeUT is a Crisis Chat Line and a School Safety Tip Line originally developed for students in Utah
- SafeUT began enrolling schools in January 2016
- 2019 continued Legislative support of SafeUT: HB373 – Student Support Amendments (Chief Sponsor: Rep. Steve Eliason)

WHY SAFEUT?



	SafeUT	Safe2Tell	SafeOregon	Stop!t	Protocall	Crisis Text Line
Licensed Clinical Staff	Yes	No	No	No	Yes	No
Type of Service	Safety Tip, Crisis Text and Call Line	Safety Tip Only	Safety Tip Only	Safety Tip Only	Crisis Call Line Only	Crisis Text Only
Live Chat/Text Available	Yes	No	No	Yes	No	Yes
Current States	UT	WY, CO	OR	TX, UT, HI ...	OR, UT, NM ...	Nationwide

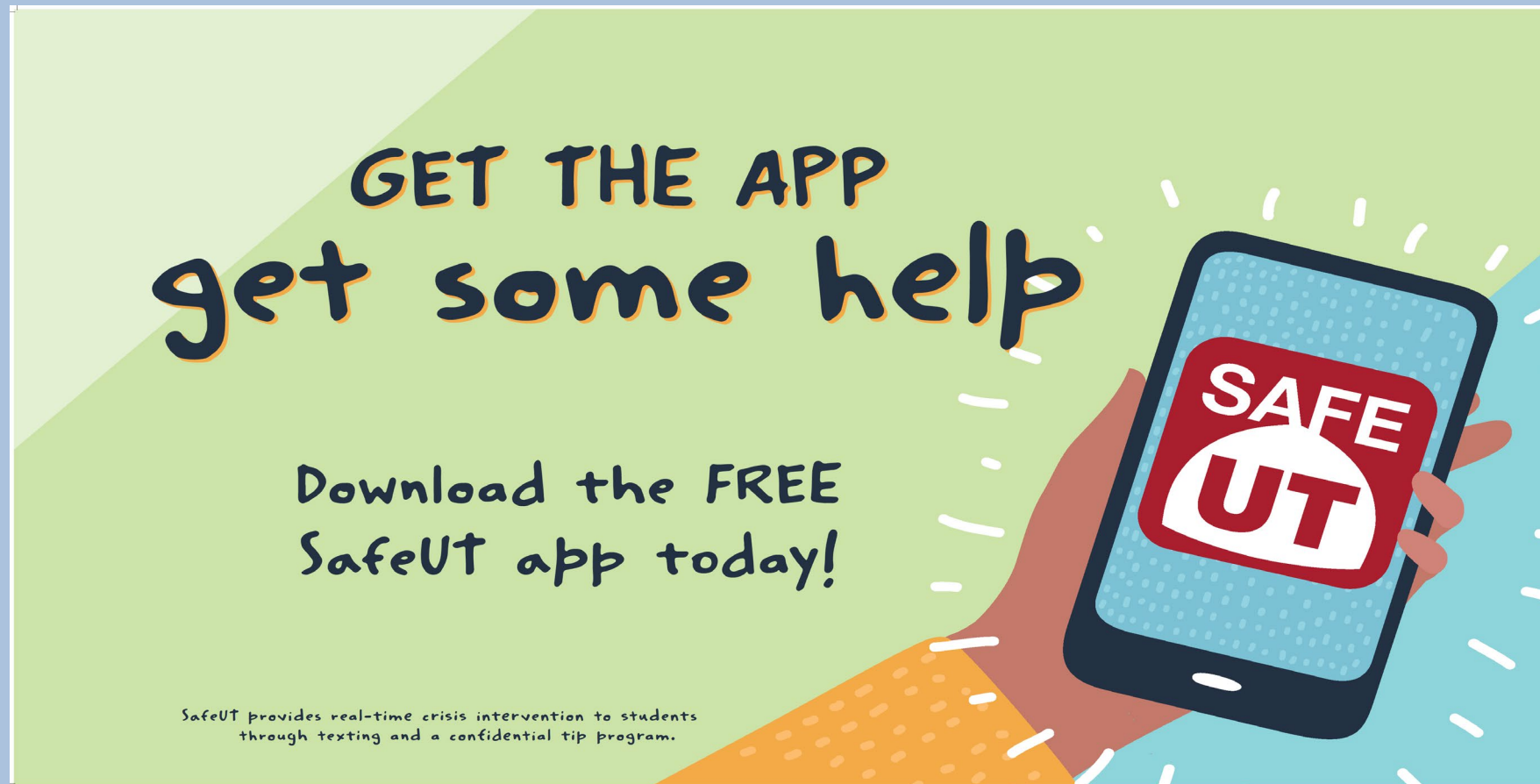
WHO DOES SAFEUT SERVE?



SAFEUT STUDENT ENROLLMENT

School Type	#Students having access to app	%Students having access to app	Notes
K-12 Public School	474,135	82.20%	We are enrolled in all public high school and middle schools. 163 Elementary schools have yet to enroll
K-12 Charter School	63,297	83.76%	We continue to enroll charter schools.
K-12 Private School	5,917	40.13%	We continue to enroll private schools.
Public University/UTECH	191,238	82.53%	We are enrolled in all 8 USHE Institutions and all 8 public technical colleges.

HOW DOES THE SAFEUT APP WORK?



SAFEUT USER – KEY FEATURES

The SafeUT app helps youth stay healthy and safe in schools by providing high-quality, confidential counseling services.

The app's key features include:

- Confidential and password-protected services
- Real-time, two-way communication with SafeUT licensed crisis worker available 24/7
- Tips can be submitted with picture
- Compatibility with Apple & Android devices

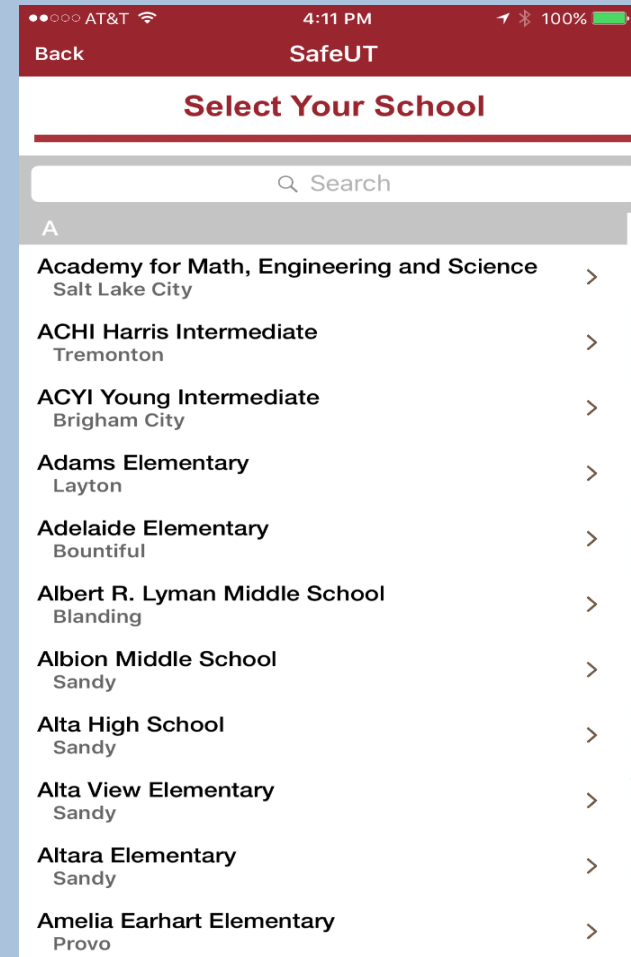
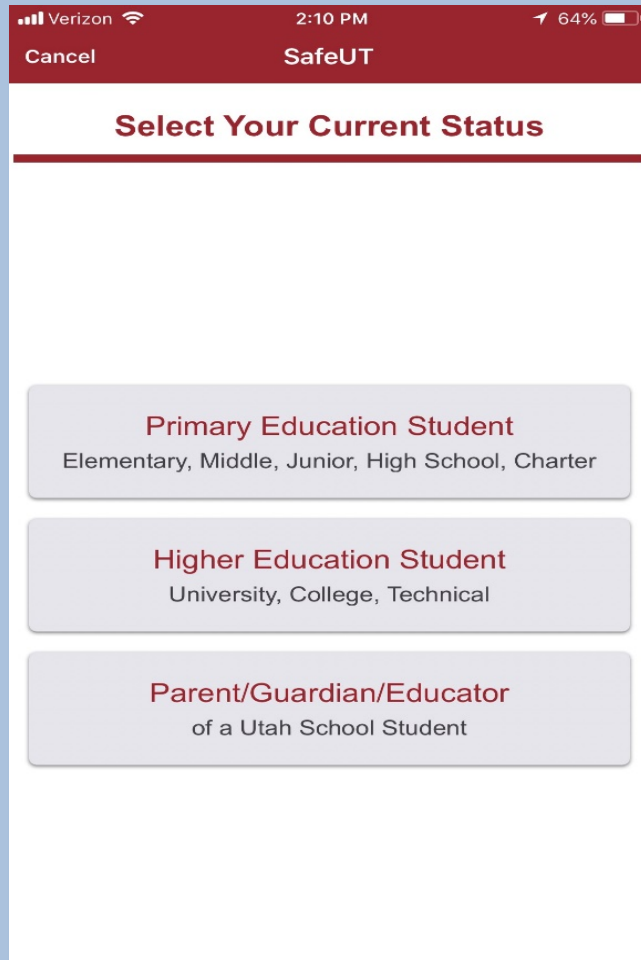
SERVICES PROVIDED

Users can submit:

- **Tips** - Concerns (weapons, suicide threats, self-harm, drugs etc.) that are immediately sent to both SafeUT staff and the school to evaluate
- **Chat** - Therapeutic dialogue through texting with a SafeUT Licensed Crisis Worker
- **Call** - Therapeutic dialogue through a phone conversation with a SafeUT Licensed Crisis Worker



SAFEUT USER – SIGN IN



SAFEUT UTILIZATION

Let's talk with
#nofilter

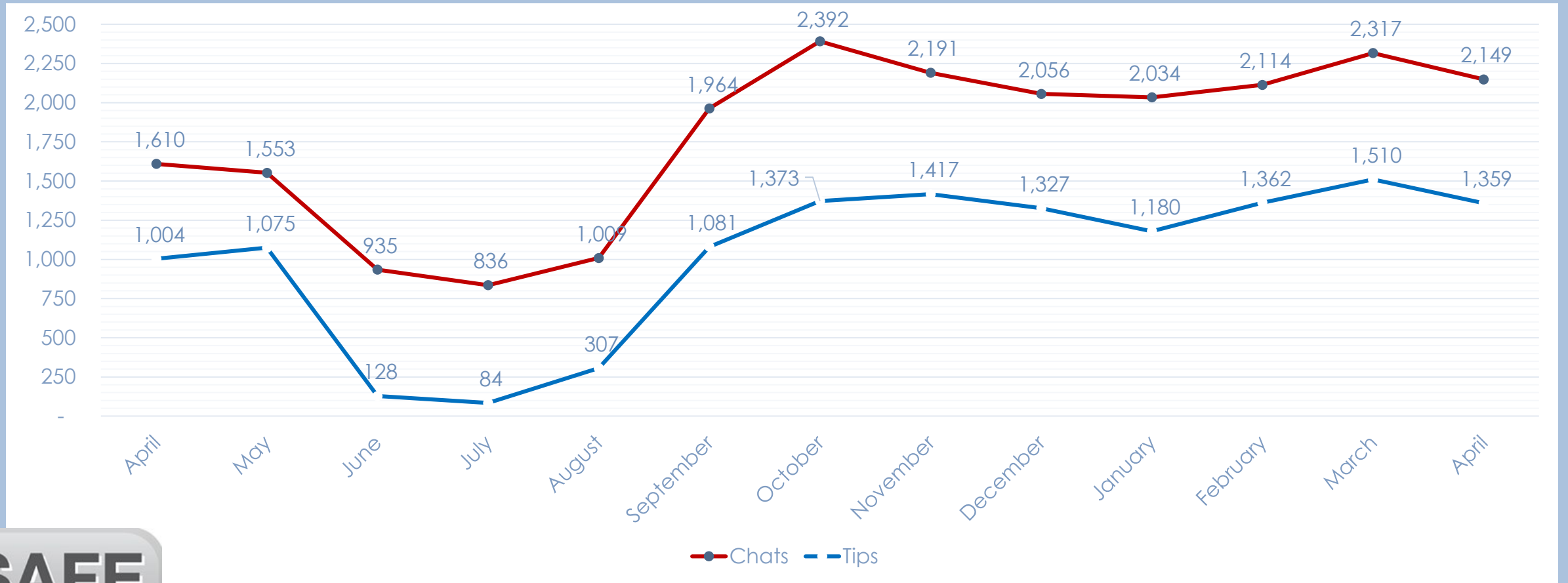
Download the FREE
SafeUT app today!

SafeUT provides real-time crisis intervention to students through
texting and a confidential tip program.

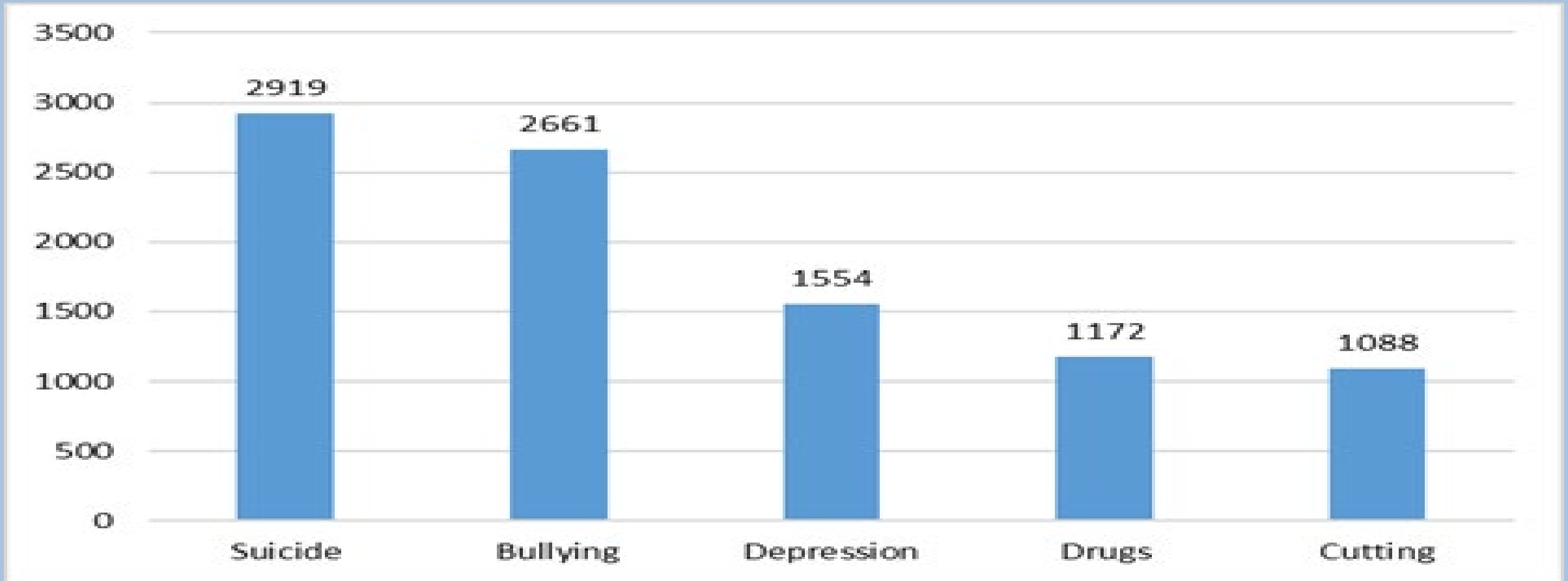


SAFEUT UTILIZATION

APRIL 2018 – APRIL 2019



SAFEUT TOP 5 TIP TOPICS



SCHOOL SAFETY SNAPSHOT: POTENTIAL SCHOOL THREATS

A potential school threat includes any tip that is received from the guns, knives, weapons, explosives or planned school attack tip category.

- SafeUT had **43** potential school threat tips submitted April 2019.
- 28 were verified, resulting in 39 tips and 4 were false reports

SUICIDE PREVENTION SNAPSHOT: SUICIDE TIPS

SafeUT had **207** suicide tips come through the app in March 2019:

- 138 tips were sent directly to schools for their own follow up
- 69 tips initiated a safety assessment by SafeUT staff
 - 50 had direct involvement with schools and/or parents
 - 19 involved law enforcement active rescue/safety checks

SAFEUT SUCCESS STORIES

- A student used SafeUT as he was actively thinking about walking into traffic. SafeUT staff were able to contact local Police and the school who worked together to locate the student and ensure his safety.
- A concerned friend sent a Tip and school officials were able to stop a fight where a student was being bullied after his parent died by suicide.
- A student took a cocktail of medications as a suicide attempt before school. After being reminded of SafeUT at an assembly that school morning, he sent in a chat to ask for help.
- Multiple tips came in about a potential school threat. SafeUT, working in collaboration with local authorities and the school, verified the tips. Police were sent to the student's home where they found homemade pipe bombs in various stages of completion.

SAFEUT: IN THE NEWS



<https://uofuhealth.utah.edu/newsroom/news/2019/03/03-safeut.php>



<https://kutv.com/news/local/beyond-the-books-safeut-app-is-saving-lives-daily>

SAFEUT FINANCIALS & STRATEGIC PLAN

SafeUT
supports



GET THE APP
get some help

Download the FREE
SafeUT app
today!



SafeUT app provides real-time crisis intervention to youth through texting and a confidential tip program.

FY20 STRATEGIC INITIATIVES

- Continue to enroll K-12 Public, Charter and Private schools
- Respond to Legislative Audit recommendations
- Continue to improve and develop new app features to meet the needs of students, educators and parents
- Develop financial model to enroll Utah National Guard & First Responders
- Develop a SafeUT Data Access Committee with the Department of Psychiatry
- Continue to engage with other States on licensing SafeUT (SAFEKS) in their states

QUESTIONS?





NARCAN'SAS

**DOWNLOAD
THE APP TODAY!**

GET IT ON
Google Play

GET IT ON
App Store

The banner features a red and dark blue color scheme. At the top, the text "NARCAN'SAS" is displayed in white and red, with a white outline of the state of Kansas behind it. Below this, the text "DOWNLOAD THE APP TODAY!" is written in white on a dark blue background. At the bottom, there are two buttons for downloading the app: "GET IT ON Google Play" and "GET IT ON App Store".



9:53

NARCAN'SAS

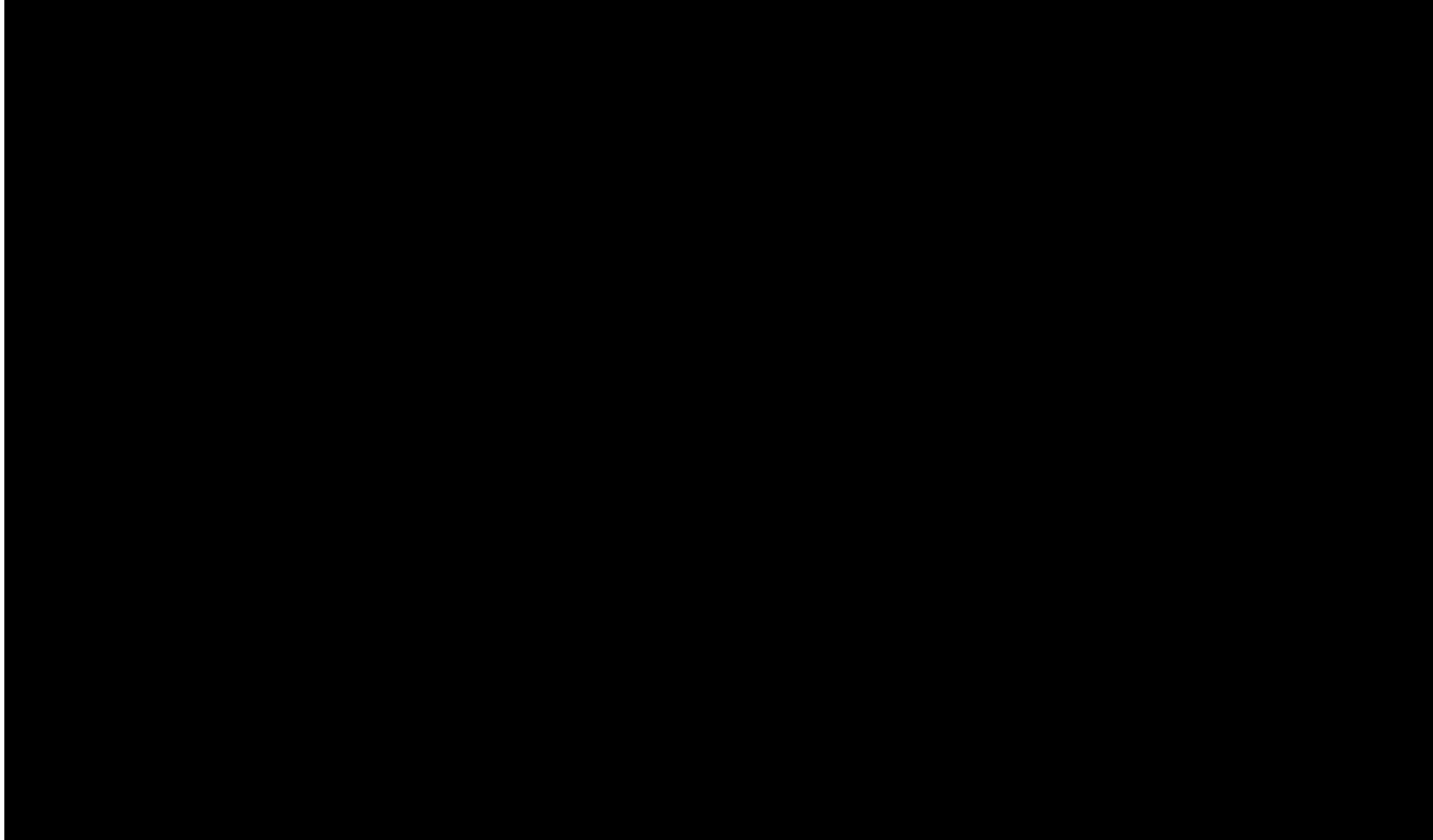
 RPMID OVERDOSE	 RESCUE NOW	 FIND TREATMENT
 PREVENTION	 TREATMENT	 RECOVERY
 RX TAKE BACK	 MORE INFO	 CONTACT US

The app interface is shown on a smartphone screen. At the top, the time is 9:53. The background is red with a pattern of pills. The "NARCAN'SAS" logo is at the top. Below it is a 3x3 grid of icons and text: "RPMID OVERDOSE", "RESCUE NOW", "FIND TREATMENT", "PREVENTION", "TREATMENT", "RECOVERY", "RX TAKE BACK", "MORE INFO", and "CONTACT US".



VIDEO PRODUCTION

“Health Literacy”





MASS MEDIA

Print Advertising

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EPIDEMIC
IS DESTROYING
FAMILIES AND
COMMUNITIES
ACROSS ARKANSAS.**

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for life-saving
information and
resources,
including how to
save a life with
naloxone.



DOWNLOAD THE APP TODAY!



This ad will be printed in the May 22 edition of the *Arkansas Democrat-Gazette* which distributes statewide except for Northwest Arkansas. This is a daily print and digital newspaper that reaches approximately 126,865 Arkansans.