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

**Moderator:** Alexander Ross, HRSA  
**Speakers:**  
Rosie Andueza (SSA, ID)  
Doug Thomas (SSA, UT)  
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.

• 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

for more information: www.chess.health
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 CHESS Health
- Selected providers to implement technology
- Oversaw project

For more information: www.chess.health
The technology - CHESS 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

**eRecovery**
Support patients in treatment and recovery to reduce relapse

- More patients in long-term recovery
- 31% refer 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

Yale University
School of Medicine
Referral Management
• Provider-Finder
• Motivational Interventions
• Tracking & Analytics

Cognitive Behavioral Therapy
Powered by CBT4CBT
• CBT for SUD, Alcohol, OUD with MAT

Relapse Prevention
• Peer Support
• Care Coordination
• Data Collection

Connections App, for patients
Companion App & Dashboard, for the care team
Enterprise Analytics & Benchmarking
eRecovery Solution Components

- **Connections App for Patients**
- **Companion App for Care Team**
- **Program Dashboard**
- **Enterprise Analytics**
- **Real-time & Daily Emails**

For more information: www.chess.health
The Recovery Experience with Connections

**Counselor / Staff** helps patient on-board in conjunction with start of treatment.

**Companion App**
- 1:1 messaging
- Discussion groups
- Relapse risk alerts

**Peers** support patients via in-app messaging, wallboards, & teams.

**Counselor Recovery Coach**
- Alerts when near high-risk locale

**Daily Check-in & Weekly Surveys**
- Check-in & survey data pushed to Care Team
- Check-In response & survey data drive plan, suggestions, and content for the patient

**Medication & Appointment Reminders**
- Always available option to get help

**Recovery Graph**
- Alerts when near high-risk locale

**Insights from Enterprise Analytics & Benchmarking**

**Patient with Connections App**
- The recovering Patient gives back by supporting Peers.

**Peers** support patients via in-app messaging, wallboards, & teams.

**Crisis Hotline**
- Always available option to get help

**Start**
- The Recovery Experience with Connections

**Initial Setup:**
- Define alias name
- Capture motivations
- Define high-risk locales
- Complete baseline assessment

**Patients keep app for as long as the Provider remains a Customer**
Technology for the addiction management lifecycle

- **Referral Management**
  - Provider-Finder
  - Motivational Interventions
  - Tracking & Analytics

- **Cognitive Behavioral Therapy**
  - Powered by CBT4CBT
  - CBT for SUD, Alcohol, OUD with MAT

- **Relapse Prevention**
  - Peer Support
  - Care Coordination
  - Data Collection

- **Connections App**, for patients
- **Companion App & Dashboard**, for the care team
- **Enterprise Analytics & Benchmarking**

Powered by CBT4CBT: Technology for the addiction management lifecycle.
Combination of Fluency-based Computer-Assisted Instruction (CAI) & Interactive Video-based Computer Simulation

- 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

for more information: www.chess.health
eTherapy

CBT4CBT Programs

- Narrator
- Situational Videos (view & model behaviors)
- Tutorials
- Homework
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=ElpxhzAF7fo

for more information: www.chess.health
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

for more information: www.chess.health
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

**WHY SAFEUT?**

<table>
<thead>
<tr>
<th></th>
<th>SafeUT</th>
<th>Safe2Tell</th>
<th>SafeOregon</th>
<th>StopIt</th>
<th>Protocall</th>
<th>Crisis Text Line</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Licensed Clinical Staff</strong></td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Type of Service</strong></td>
<td>Safety Tip, Crisis Text and Call Line</td>
<td>Safety Tip Only</td>
<td>Safety Tip Only</td>
<td>Safety Tip Only</td>
<td>Crisis Call Line Only</td>
<td>Crisis Text Only</td>
</tr>
<tr>
<td><strong>Live Chat/Text Available</strong></td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Current States</strong></td>
<td>UT</td>
<td>WY, CO</td>
<td>OR</td>
<td>TX, UT, HI …</td>
<td>OR, UT, NM …</td>
<td>Nationwide</td>
</tr>
</tbody>
</table>
WHO DOES SAFEUT SERVE?

- UTECH
- USHE
- Parents and Educators
- Public Schools
- Private Schools
- Charter Schools

Parents and Educators

Private Schools

Charter Schools

Public Schools

UTECH

USHE
## SAFEUT STUDENT ENROLLMENT

<table>
<thead>
<tr>
<th>School Type</th>
<th>#Students having access to app</th>
<th>%Students having access to app</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>K-12 Public School</td>
<td>474,135</td>
<td>82.20%</td>
<td>We are enrolled in all public high school and middle schools. 163 Elementary schools have yet to enroll</td>
</tr>
<tr>
<td>K-12 Charter School</td>
<td>63,297</td>
<td>83.76%</td>
<td>We continue to enroll charter schools.</td>
</tr>
<tr>
<td>K-12 Private School</td>
<td>5,917</td>
<td>40.13%</td>
<td>We continue to enroll private schools.</td>
</tr>
<tr>
<td>Public University/UTECH</td>
<td>191,238</td>
<td>82.53%</td>
<td>We are enrolled in all 8 USHE Institutions and all 8 public technical colleges.</td>
</tr>
</tbody>
</table>
HOW DOES THE SAFEUT APP WORK?

GET THE APP
get some help

Download the FREE SafeUT app today!

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

Select Your Current Status

- Primary Education Student
  Elementary, Middle, Junior, High School, Charter

- Higher Education Student
  University, College, Technical

- Parent/Guardian/Educator
  of a Utah School Student

Select Your School

- Academy for Math, Engineering and Science
  Salt Lake City

- ACHI Harris Intermediate
  Tremonton

- ACYI Young Intermediate
  Brigham City

- Adams Elementary
  Layton

- Adelaide Elementary
  Bountiful

- Albert R. Lyman Middle School
  Blanding

- Albion Middle School
  Sandy

- Alta High School
  Sandy

- Alta View Elementary
  Sandy

- Altara Elementary
  Sandy

- Amelia Earhart Elementary
  Provo
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

Chats
Tips

- 250 500 750 1,000 1,250 1,500 1,750 2,000 2,250 2,500

SAFE UT
UTAH DEPARTMENT OF HUMAN SERVICES
SUBSTANCE ABUSE AND MENTAL HEALTH
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

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?
NARCANSAS

DOWNLOAD THE APP TODAY!
VIDEO PRODUCTION
“Health Literacy”
THE OPIOID EPIDEMIC IS DESTROYING FAMILIES AND COMMUNITIES ACROSS ARKANSAS.

Download the NARCANSAS App 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.