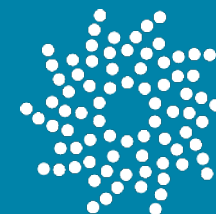# Colorado Health Innovation Community (CHIC)
Monthly Webinar
November 5, 2019

CCI | CENTER FOR CARE INNOVATIONS

Welcome!

- All participants will NOT be muted upon entry.
- To mute/unmute yourself to ask a question or comment:
  - Via computer: Click the **microphone icon** in your Zoom menu
  - On the phone: Press ***6**
- You may also chat in questions via the **chat box** in Zoom.
- Please Note: This webinar will be **recorded**.

While You're Waiting:
Please share your *name* and *organization*, and any *team members* who are with you, in the chat box.

By the end of this webinar, you will have...

- **Provided feedback about** the CHIC Ecosystem Event and 1st Catalyst Workshop.

- **Learned about** how *STRIDE* has improved front-end efficiency during intake by moving from paper to electronic data collection, and improved visit efficiency by integrating intake data into the EMR and leveraging during treatment and referral.

- **Discussed** how lessons learned might translate to your organization's work and goals.

Who is on the call?

CLINICA
family health
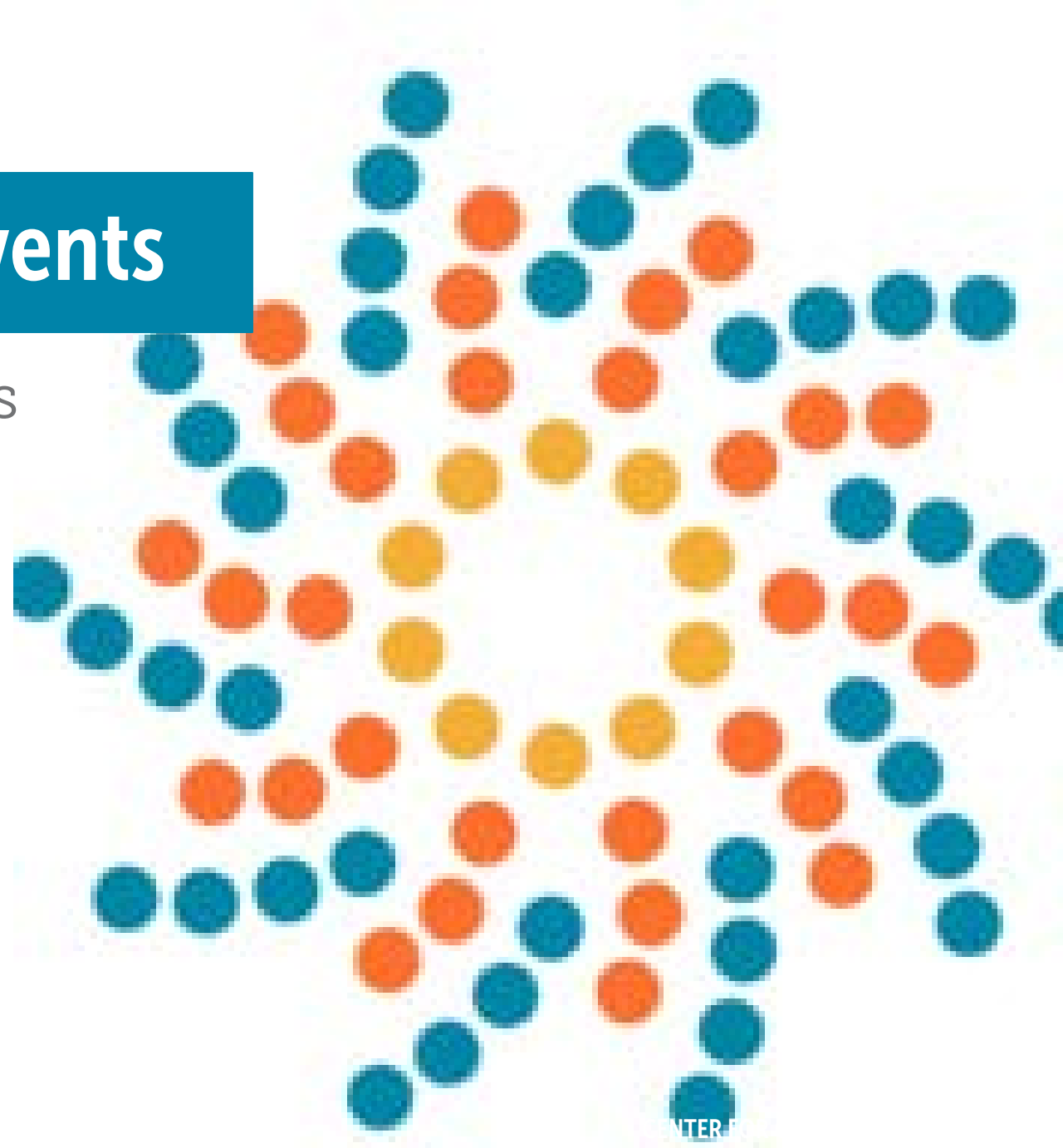
every child
PEDIATRICS

Jefferson Center
— With you in mind —

Mental Health
Center of Denver

Colorado Health Innovation Community
(CHIC)

Sol vista
HEALTH

Melissa Memorial Hospital

STRIDE
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shutterstock.com · 756284281

Debrief: October CHIC Events

- October 23 Ecosystem Events

- October 24-25 Catalyst Workshop #1

Reminder: Catalyst Next Steps…
Any questions??

1 Conduct your research

2 -Leverage *journey maps*,
-Have people *draw their experiences*
-Use *empathy maps*

3 Meet with your coach

4 Join monthly Virtual Office Hours (3rd Tuesday of the month, 4:00-5:00pm)

5 Take photos and videos!

6 Have patience, have fun, and be okay with the unknown!

CHIC Spotlight

- **Objective:** Opportunity to showcase one of our hubs' work on our prioritized areas and give the community a chance to continue learning from one another.

CHIC Spotlight

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Gabriel Tarin, Strategy & Innovation Analyst

Needs Identified from June Co-Design Meeting

1. Supporting patients beyond the walls of the clinic (virtual care)

2. Social Determinants of Health data as relates to understanding risk & needs of patients

3. Pre-visit preparation for improved visits

4. Efficiency of patient interaction

CHIC Spotlight

- As you are listening, we invite you to...

  - Think about how this is relevant to your org's work and goals

  - Type in your questions in the chat box

Digital SBIRT Screening

Timothy Hermann, MNM

About STRIDE CHC

STRIDE Community Health Center is a non-profit Federally Qualified Health Center that provides community and refugee medical, dental, mental health, substance abuse, pharmacy, and community based services, including case management, outreach to the homeless, adolescent services, health education, and maternal child health to the more than 50,000 individuals.

As a Community Health Center, STRIDE addresses the need for affordable and accessible medical, behavioral health, and dental care among low-income, uninsured, and underserved populations residing outside the city and county of Denver. In 2018, 3 out of every 4 MCPN patients identified at 150% or below the federal poverty level.

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About **STRIDE CHC**

- Founded in 1989
- 18 clinics (as of March)
- Servicing the counties around Denver county
- 1 in 8 Coloradans are seen at community health centers (CHC)

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Historical Info

- As an FQHC we are required to have our patients complete an annual screening tool that looks at: Depression and substance use.
- Stride wanted to explore new innovative screening methods
- Stride secured grant funding and began down the path of integrating a new screening process over 4 years ago
- Overarching goal was to increase access to care

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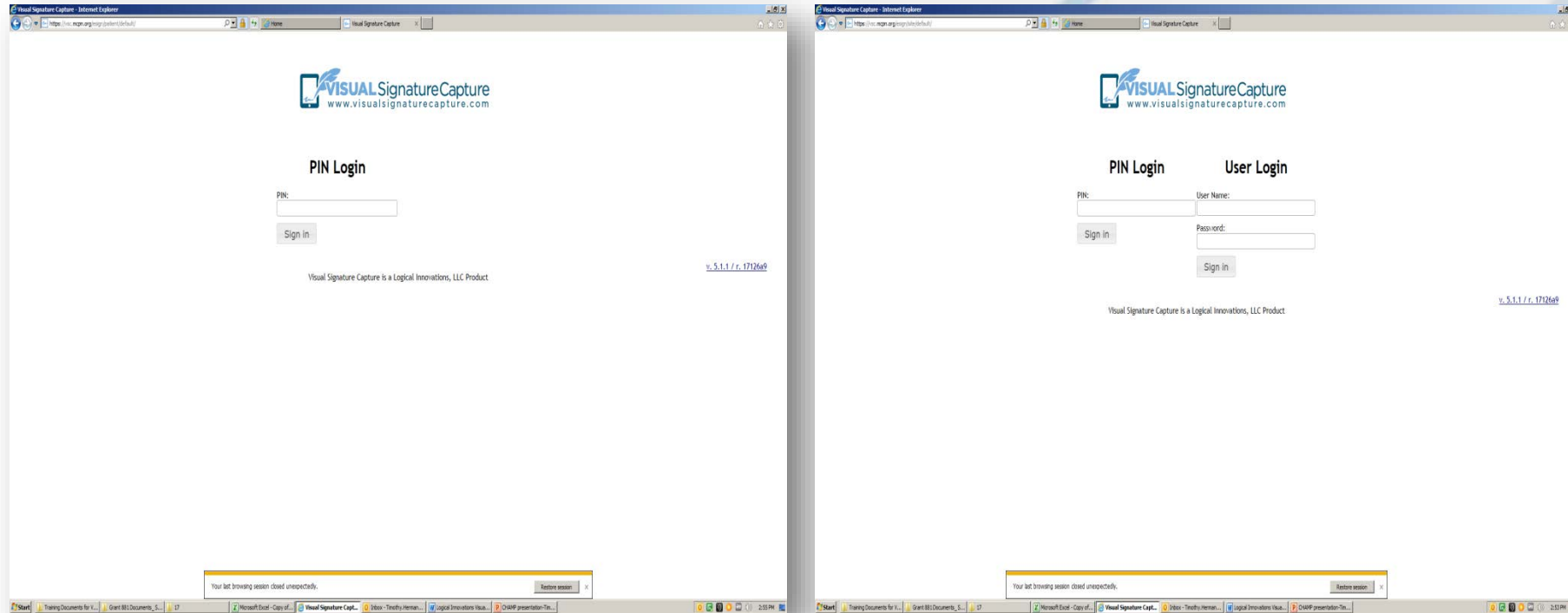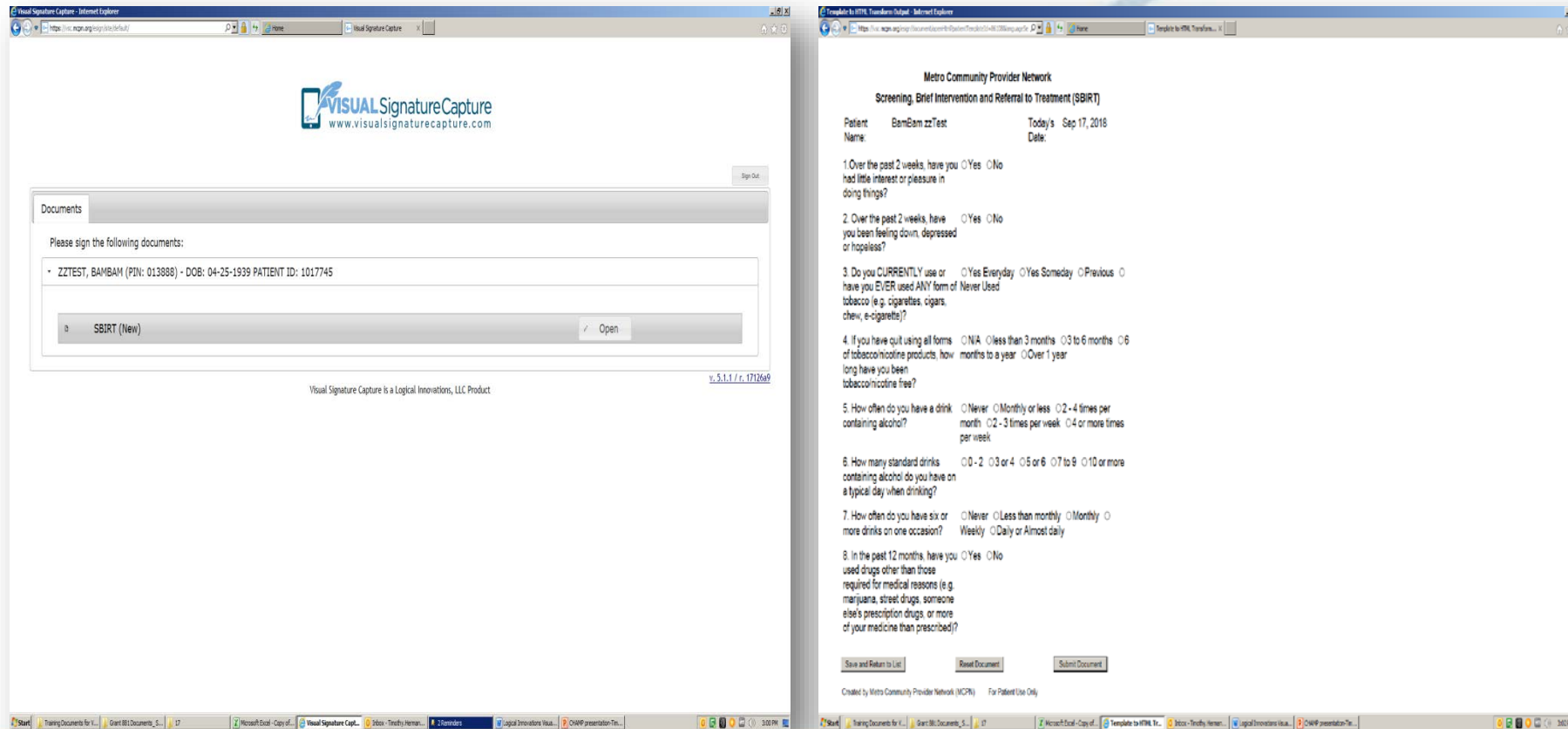# Current State

- We screen patients every 90 days
- We screen patients ages 18-64
- E-Screens are available in English and Spanish
- The E-Screen SBIRT is 8 questions and is answer dependent
- Any E-Screens completed are electronically sent to our EMR with 20-30 seconds with scoring

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Sign on Screens

Sign on Screens Part 2

STRIDE COMMUNITY HEALTH CENTER

EMR View

Kelly zzTest 18 Years Old Female (DOB: 05/25/2000) | PCP: None | Patient ID: 1103432
Home: **None** Cell: **(123) 456-7890** Work: **None** | Insurance: **Medicaid FQHC** Group: | *Encourage Pt Portal Registration

Documents

Edit Sign Append Route | Organize

Document View: All

- All
  - Admission Paperwor
  - Append
  - Cardiology Studies
  - Chart Maintenance

		Date	Summary	
		09/13/2018 11:30 AM	PatData: Nicotine Questionnaire	Provider VSC
		09/13/2018 11:30 AM	PatData: DAST-10	Provider VSC
		09/13/2018 11:29 AM	PatData: PHQ-9	Provider VSC
		09/13/2018 11:28 AM	PatData: AUDIT	Provider VSC

Doc ID: 10 Properties: Patient Generated Data at ENG on 09/13/2018 11:29 AM by Provider VSC

```
Tests: (1) PHQ-9 (PHQ-9)
  PHQ9 Q9            "Result Below..."            *1
    RESULT: More than half the days
    Patient entered data
  PHQ9 Q1            "Result Below..."            *2
    RESULT: More than half the days
    Patient entered data
  PHQ9 Q2            "Result Below..."            *3
    RESULT: More than half the days
    Patient entered data
  PHQ9 Q10           Very difficult               *4
    Patient entered data
  PHQ9 Q3            Nearly every day             *5
    Patient entered data
  PHQ9 Q4            "Result Below..."            *6
    RESULT: More than half the days
    Patient entered data
  DEPRESSSEVER       "Result Below..."            *7
    RESULT: Moderatly severe depression
    Patient entered data
  PHQ9 Q5            Several days                 *8
    Patient entered data
  PHQ9_T_LAST        17                           *9
    Patient entered data
  PHQ9 Q6            Nearly every day             *10
    Patient entered data
  PHQ9 Q7            "Result Below..."            *11
    RESULT: More than half the days
    Patient entered data
  PHQ9 Q8            Not at all                   *12
    Patient entered data
```
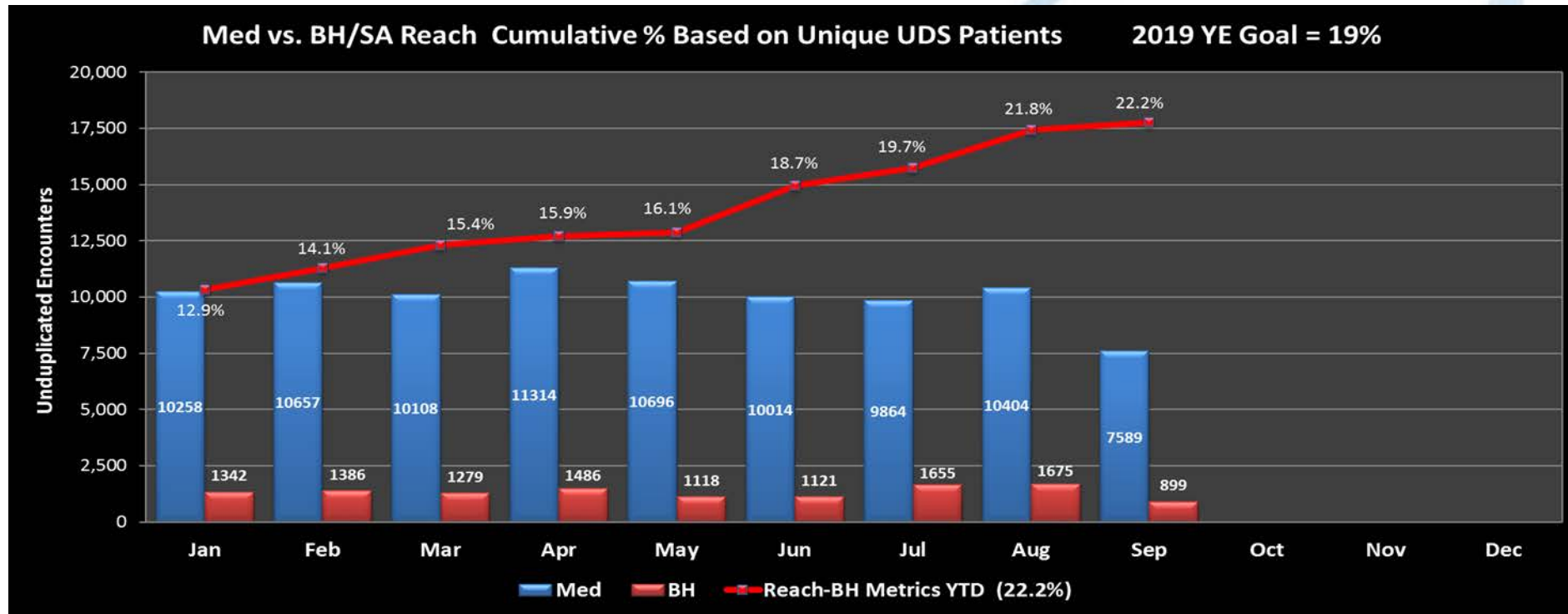

Find Patient

Shaffer LPC LAC, Kelly

File Home Options

Find Patient Phone Note Refill Prescription | View Update | New Alert/Flag View Alert/Flag | Print Chart Summary More | Edit Sign Append Route Viewer | Properties Clinical List Changes Complete Orders | Contributors More | Truven Search PC360 Pediatric Education | Lbs/oz > Grams Conv Translated Pt Ed Docs Meds ASQ Documents | CO PDMP

Search Update Alerts / Flags Chart Document Custom Commands

Chart

Documents for Edit (1)
Ofc Visit: 9/7/2018 Edit

New Document

- Chart Summary
  - Problems
  - Medications
  - Allergies
  - Directives
  - Alerts / Flags
- **Documents**
- **Flowsheet**
- **Orders**
- **Histories**
- **Protocols**
- **Graphs**
- **Handouts**
- **Registration**

PC360
Pediatric Education
Lbs/Oz > grams Conv Chart

Chart Desktop
Chart
Chart Reports
Chart LinkLogix
Scheduling

Kelly zzTest 18 Years Old Female (DOB: 05/25/2000) | PCP: None | Patient ID: 1103432
Home: None Cell: (123) 456-7890 Work: None | Insurance: Medicaid FQHC Group: | *Encourage Pt Portal Registration

Documents

Edit Sign Append Route | Organize

Document View: All Alerts(0)/Flags(0) Group By Date

- All
  - Admission Paperwor
  - Append
  - Cardiology Studies
  - Chart Maintenance
  - Clinical Lists Update

	Date	Summary	Provider	Location	Status
	09/13/2018 11:30 AM	PatData: Nicotine Questionnaire	Provider VSC	ENG	Signed
	09/13/2018 11:30 AM	PatData: DAST-10	Provider VSC	ENG	Signed
	09/13/2018 11:29 AM	PatData: PHQ-9	Provider VSC	ENG	Signed
	09/13/2018 11:28 AM	PatData: AUDIT	Provider VSC	ENG	Signed
	09/13/2018 11:28 AM	PatData: SBIRT	Provider VSC	ENG	Signed

Doc ID: 8 Properties: Patient Generated Data at ENG on 09/13/2018 11:28 AM by Provider VSC Attach

```
Patient: Kelly zzTest
ID: LISIGNATURE 1103432
Note: All result statuses are Final unless otherwise noted.

Tests: (1) SBIRT (SBIRT)
  ETOH USE         yes                      *1
    Patient entered data
  PREAUDIT         9                        *2
    Patient entered data
  DRUG USE         Yes                      *3
    Patient entered data
  SMOK STATUS      "Result Below..."        *4
    RESULT: Current every day smoker
    Patient entered data
  SBIRT SIGN       Done                     *5
    Patient entered data
  PHQ22            Yes                      *6
    Patient entered data
  PHQ21            Yes                      *7
    Patient entered data

Note: An exclamation mark (!) indicates a result that was not dispersed into
the flowsheet.
Document Creation Date: 09/13/2018 11:30 AM
_____

(1) Order result status: Final
Collection or observation date-time: 09/13/2018 11:28
```

Click to add notes

Successes

- We are currently at 11 clinics
- **The SBIRT E-Screening process was recognized by HRSA as a promising practice in 2018**
- The SBIRT screening process has the support of the executive team
- BH screening is now one of the top 4 priorities of the organization
- **It is now a standard of care for our front desk staff and medical assistants**

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Reach Dashboard 2019

Med vs. BH/SA Reach Cumulative % Based on Unique UDS Patients   2019 YE Goal = 19%

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Challenges

- It took almost 2 years to officially go live with the new SBIRT screening process
- There is no official blueprint of how to implement a new process in a healthcare organization that serves almost 55,000 unique patients in a community health setting
- Buy-in was tough all across the organization
- Working with Technology

- Integrating software with an EMR
- Getting the right people to sit down at the table in the organization
- Implementing a process change at 11 very different clinics in a community health setting
- **Having to take a step back was a difficult decision to make, but the right decision**

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Lessons Learned

- The first 12 months laid the foundation of where we are today
- Collaboration w/ key internal/external partners should of happened sooner
- **Sometimes taking a step back will allow for a step forward**
- Trust the process
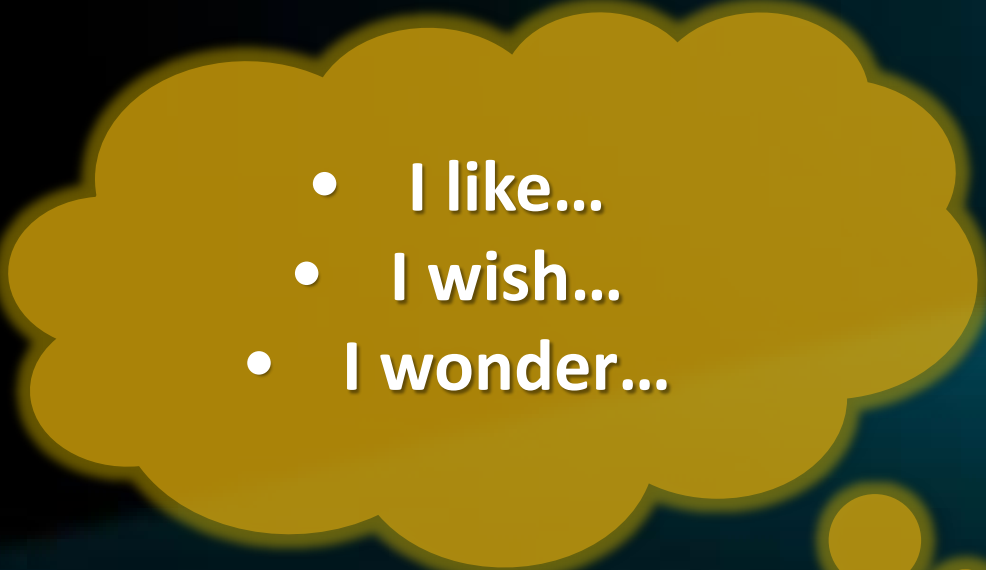- There is no such thing as too much testing

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THANK YOU FROM

Timothy Hermann: Timothy.Hermann@stridechc.org

Upcoming Dates to Remember

NOV

Monthly CHIC Webinar (11/5)
You are here!

All Month: **Catalyst -** *Understand + Frame Challenge*
-Conduct research

-Document your work with photos / videos

-Share your work (postcards from the field)

DEC

No Monthly Webinar

Dec 3-4: Catalyst Training #2 *(Catalyst HTI)*

JAN

Monthly CHIC Webinar (1/7)

All Month: Catalyst

Generate + Test Ideas; Get Feedback

NEXT STEPS

- Nov 19 Catalyst Office Hours

- Meet with your Catalyst Coach