

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





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?





family health

NICA









Mental Health Center of Denver

Colorado Health Innovation Community (CHIC)





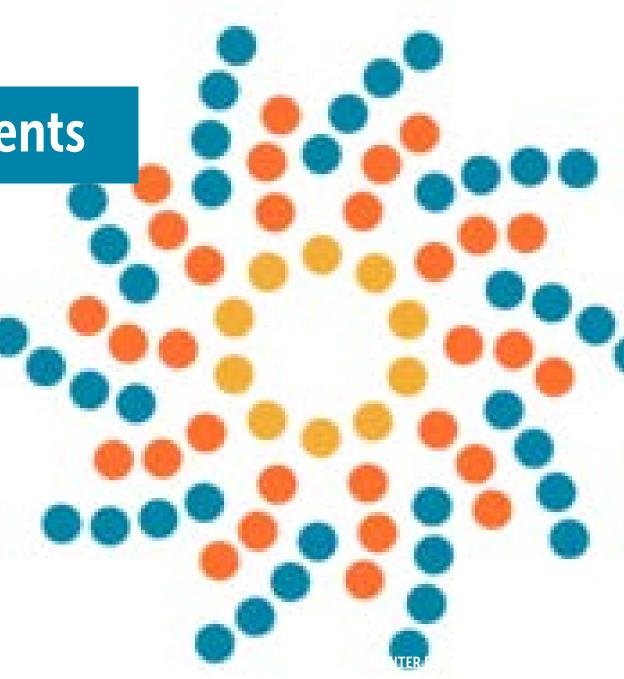






Debrief: October CHIC Events

- October 23 Ecosystem Events
- October 24-25 Catalyst Workshop #1



Reminder: Catalyst Next Steps... Any questions??



Conduct your research



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



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



Take photos and videos!



Meet with your coach



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

Needs Identified from June Co-Design Meeting



Gabriel Tarin, Strategy & Innovation Analyst

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

 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

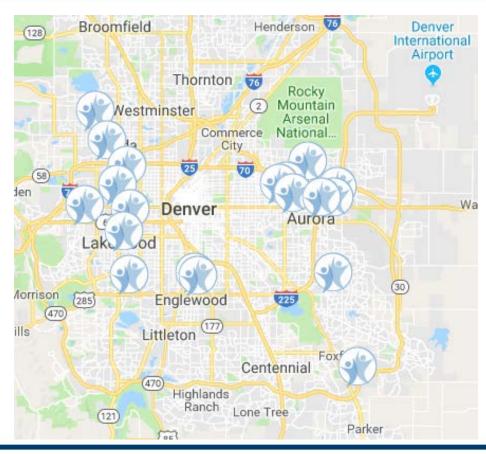
STRIDE Community Health Center is a non-profit Federally Qualified Health Center that provides community and refugee medical, dental, mental health, substance abuse, pharmacy, and community based services, including case management, outreach to the homeless, adolescent services, health education, and 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)

11/1/2019

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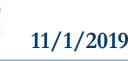
Historical Info

- 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



Sign on Screens

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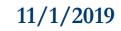


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Sign on Screens Part 2

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© SBIRT (New) / Open Visual Signature Capture is a Logical Innovations, LLC Product	<u>v. 5.1.1 / r. 17126a9</u>	4. If you have quit using all forms - ONA -Oless than 3 months -O3 to 6 months -O6 of tobaccoincoline products, how - months to a year -Over 1 year long have you been - tobaccoincine free?	
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Kelly zzTest 18 Years Old Female (DOB: 05/25/2000) | PCP: None | Patient ID: 1103432

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- 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

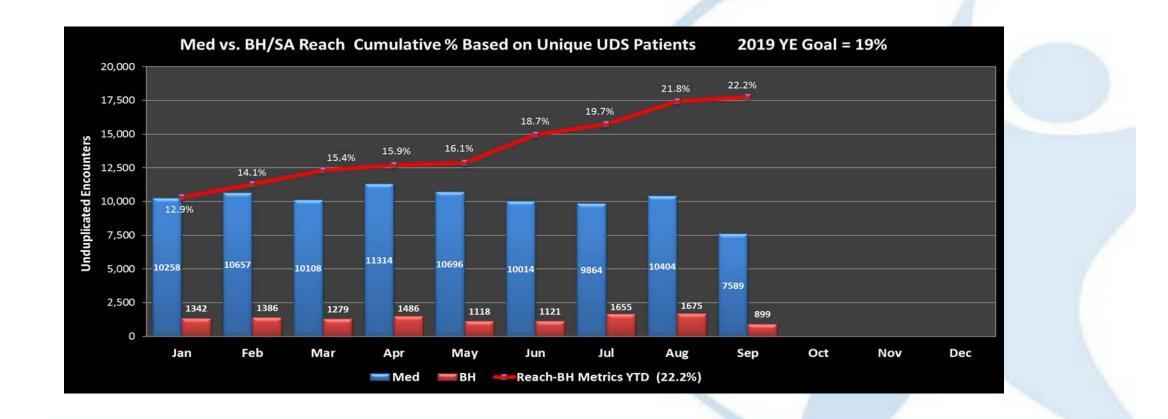
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 It is now a standard of care for our front desk staff and medical assistants





Reach Dashboard 2019



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COMMUNITY HEALTH CENTER

E



- 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

11/1/2019

• There is no such thing as too much testing

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THANK YOU FROM



Timothy Hermann: Timothy.Hermann@stridechc.org

- I like...I wish...
- I wonder...

Spotlight Discussion

Upcoming Dates to Remember

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

NOV

All Month: Catalyst -Understand + Frame Challenge

-Conduct research

-Document your work with photos / videos

-Share your work (postcards from the field)





No Monthly Webinar

Dec 3-4: Catalyst

Training #2

(Catalyst HTI)



Monthly CHIC Webinar (1/7)

All Month: Catalyst

AN I

Generate + Test Ideas; Get Feedback

NEXT STEPS

- Nov 19 Catalyst Office Hours
- Meet with your Catalyst Coach

