



COLORADO HEALTH INNOVATION COMMUNITY update June 2020

Clinica Family Health

Restructuring their care team model by leveraging virtual tools and creating new access points to care. Support providers to work remotely.



Problem: Call volume, wait times, inefficient follow-up and triage, virtual care teams, patient and staff satisfaction



Technology: *Skype, Doxy.me, and internally developed applications. Will leverage Web based application for patient scheduling & online forms.*



Contribution: Demonstrate and share how care team model can evolve with virtual tools to improve efficiency & satisfaction.



Mental Health Center of Denver

Develop a Denver-wide digital front door for youth and young adults to access resources and support when they need it.



Problem: People are not getting their mental health needs met when they need it. Need new ways of connecting people to care.



Technology: Partner with Grit Digital and leverage @You platform. Co-designed self-service platform that can be leveraged across Denver.



Contribution: Learn about how to co-develop a community-wide solution (app, website) with a few technology partners. Build a tool that can be leveraged by greater Denver area.



Solvista

Develop a customer-centered digital front door for treatment and provide options for in-person or telehealth. Build the foundation to integrate other applications.



Problem Intake and enrollment process does not prioritize the customer experience. Inefficiencies in connecting patients to right provider.



Technology Building microsite with A-train marketing & communication: Automated Patient-Provider Matching; Data warehouse and build upon it.



Contribution Co-designing website solution for rural community that supports patients in accessing right care and improving efficiency for org.



Every Child Pediatrics

Develop a more effective system for communicating with patients to improve access by leveraging virtual care tools (with the portal at the center).



Problem: Call center is not an effective way for patients to communicate with health system. Need additional access points to improve patient-provider communication.



Technology: Leverage Athena Health EMR and associated applications to improve on-line check-in, forms, and effective triaging.



Contribution: Use COVID moment to more effectively leverage features of patient portal to engage patients and providers to improve communication and access points.



Melissa Memorial

Build telehealth capabilities and virtual access points through partnership with new robust virtual care vendor.



Problem: Patients need new virtual access points and improved communication with the health care system.



Technology: Partner with OhMD, a texting and telehealth platform to provide messaging, video visit, chats and ways to complete forms. Integrates with EMR.



Contribution: Learn about how an external vendor can provide a cohesive solution for building a cohesive virtual solution in rural environment.



Stride Health Center

Partner with technology vendor to advance Key Performance Indicators for RAE contracts. Effectively reach patients who are assigned but not seen.



Problem Difficulty in reach patients who have been assigned but not seen by providers. Not meeting key KPI's and not receiving full incentives from partner RAE's.



Technology Partner with Care Cognitics patient management platform to enable outreach, virtual care and building analytics capabilities.



Contribution Demonstrate how partnership with technology vendor can advance performance on key KPI's and improving value-based payment performance.



Jefferson Center for Mental Health

Leverage technology partnership to redesign care delivery model for patients at highest risk for suicide.



Problem: Challenging to manage high risk patients using traditional care methodologies in an outpatient setting. Difficult to keep patients engaged.



Technology: Partner with Vivify Health, a Remote Patient Monitoring Platform to develop defined clinical protocols and manage patients remotely.



Contribution: Demonstrate how a partnership with RPM company can create a new care delivery model that keeps patients engaged in care.

