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RESPONSIVE CARE DELIVERY

Clients will receive care when, how and where it best serves them and in a way that improves their health outcomes and care experience.

REFERRAL PROCESS

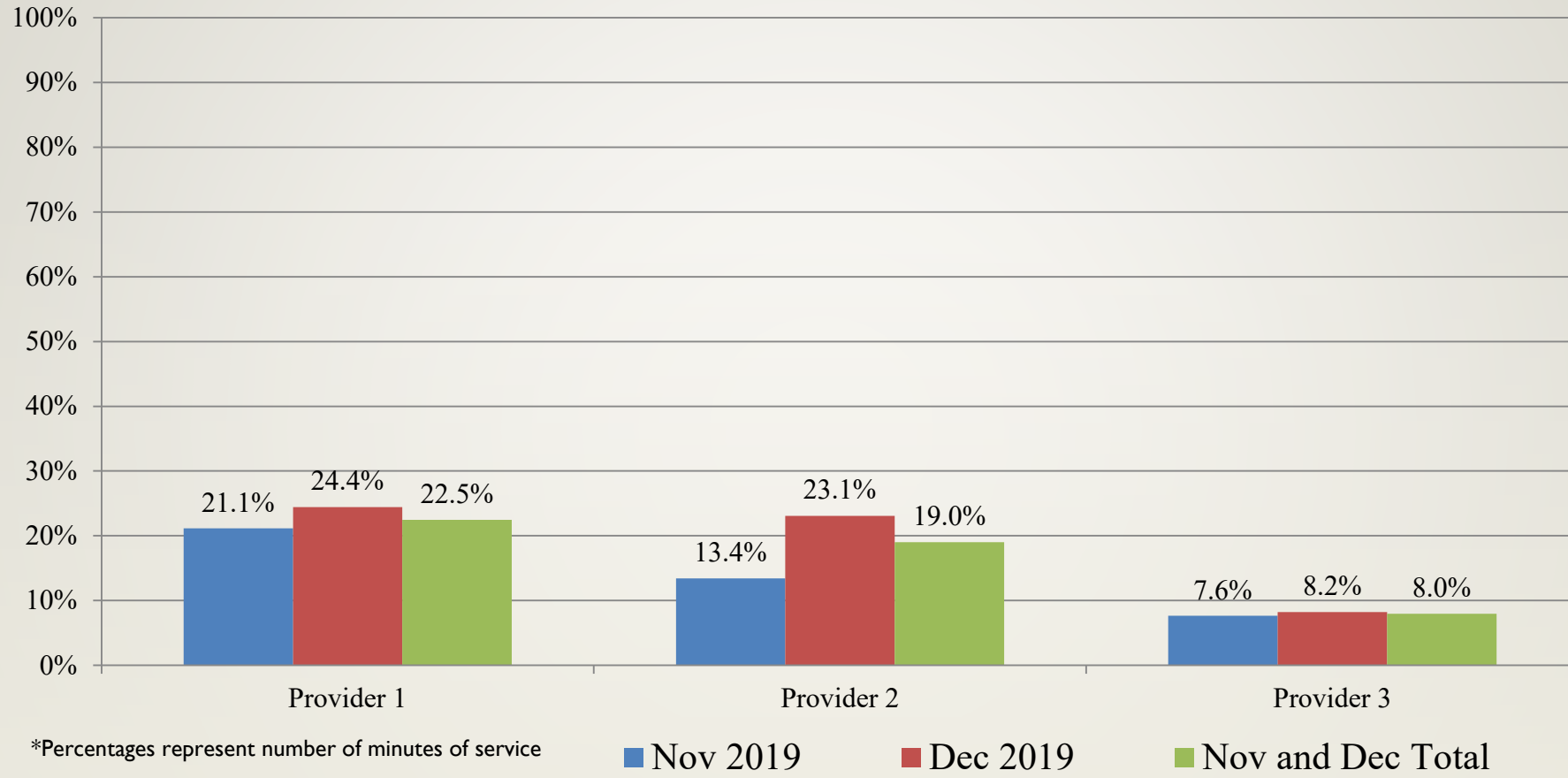


REAL TIME CLINIC

60% of clients access this clinic following the initial referral



Percentage of time that a service was provided, relative to overall scheduled clinic minutes*



EXAMINING RAPID ACCESS TO MEDICATION SERVICES

Using Human Centered Design Thinking



THEMES

“Anxious Stalking”

Complicated System

“I fear we could be seeing more people who need it”

Hierarchy

Clients Love It

Closing the Loop on Referrals

Inefficient communication around RTC expectations.

BARRIERS TO SUCCESS

- Complexities in the Referral Process
- Heavy Burden on Clinicians
- Abundance of Rules
- Time Consuming Process

*How Might We Address Access to
Medication Services using both Workflow
and Technology Solutions?*



jcmh.org | 303-425-0300 | 1-800-201-5264

If you are experiencing a mental health crisis, please call us or reach out to Colorado Crisis Services

CALL

OR WALK IN



24/7 Crisis Support
Call 1-844-493-8255
Text "TALK" to 38255

Crisis and Recovery Center
4643 Wadsworth Blvd
Wheat Ridge, CO
24 hours a day
7 days a week

Real Time Clinic



Your provider has made a referral for the Real Time Clinic at Jefferson Center.

What to expect:

- This service is available on a first come, first served basis. Appointments cannot be made.
- Depending on how many clients attend, you may have a wait time. On some occasions there are too many people to be seen in one day – the earlier you arrive, the better!
- Benzodiazepines and stimulants WILL NOT be prescribed at Real Time Clinic.

Location	Monday	Tuesday	Wednesday	Thursday	Friday
<input type="checkbox"/> West Colfax 9485 West Colfax Ave Lakewood, CO 80215	8:30 to 12:00	8:30 to 5:30	NO RTC	8:30 to 5:30	12:30 to 4:30
<input type="checkbox"/> Independence 4851 Independence Street Wheat Ridge, CO 80033	11:30 to 3:00	NO RTC	8:00 to 3:00	NO RTC	8:00 to 2:00
<input type="checkbox"/> Union 12055 West 2 nd Place Lakewood, CO 80228	9:00 to 5:00	9:00 to 5:00	9:00 to 5:00	9:00 to 5:00	9:00 to 4:00

**These are subject to change. You can call the main line (303-425-0300) to confirm the RTC will be open in advance of your visit.*

CLARIFYING THE PROCESS



STREAMLINING THE REFERRAL PROCESS USING TECHNOLOGY

The dashboard is titled "REFERRAL DASHBOARD" and includes navigation tabs for "Dashboard" and "Referrals". The user profile "benjaminp" is visible in the top right corner.

Latest Hits

A line chart showing the number of hits for three categories: Latest Hits (teal), Popular Hits (red), and Featured (purple) from January to July. The y-axis represents the number of hits, ranging from 0 to 90.

Month	Latest Hits	Popular Hits	Featured
January	90	35	45
February	70	45	20
March	80	40	40
April	60	20	50
May	55	55	85
June	55	75	65
July	70	70	80

Performance

A bar chart showing the number of hits for six categories: Red, Blue, Yellow, Green, Purple, and Orange. The y-axis represents the number of hits, ranging from 0 to 20.

Category	# of Hits
Red	12
Blue	18
Yellow	3
Green	5
Purple	2
Orange	3

Storage Usage

A pie chart showing storage usage. The legend indicates: Used: 4,600 GB (purple) and Available: 5,400 GB (teal).

Category	Value
Used	4,600 GB
Available	5,400 GB

Referral Management

An "Add New Referral" button is located at the top right. Below it, a list of current programs is shown, each with a trash icon for deletion:

- AOP
- SOLUTIONS NOW
- RESIDENTIAL
- FAMILY SERVICES

Recent Referrals

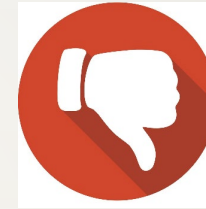
Four summary cards are displayed at the bottom, each with a "View All" link:

- Recent New Referrals**: 1. DOE, JANE
- Recent Approvals**: 1. TEST, PATIENT; 2. NAME, RANDOM
- Recent More Info**: 1. DOE, JOHN
- Recent Denials**: 1. BUNNY, BUGS; 2. MOUSE, MICKEY

BENEFITS VS. IMPACT OF NOT PURSUING A SOLUTION



- Increase in RTC Referrals
- Improved Clinician Satisfactions
- More Clients Getting the Services they Need.



- Medication Non Compliance
- Critical Incidents
- Clinicians Feel a Lack of Empowerment

THE ASK

We are asking for your support in piloting:

1. A Communication Card
2. The Referral Manager

Thank You!

