CHESS HEALTH
Real Evidence. Real Recovery.

eINTERVENTION
Getting More Individuals into Treatment with eReferrals and Motivating Engagement

eIntervention

Only 10% of Individuals with substance use disorder (SUD) are in treatment.

An individual's own resistance to treatment is a major impediment; resistance due to fear, shame, and avoidance of the unknown. Another challenge is the reluctance of many primary care providers to screen for SUD and/or to intervene.

When the need for treatment is identified, such as in the emergency room, patients too often leave with a few phone numbers to call, but with no scheduled follow-up. In other cases, access to care is limited by geography or resources. Without appropriate referral to a treatment program, relapse is more likely.

eIntervention transforms the referral process and patient follow-up through a combination of the following five components:

Provider-Finder™ identifies appropriate, available providers for each patient's coverage and level-of-care needs, both locally and regionally

eReferrals deliver electronic referrals to the identified and selected providers

Connections App offers pre-treatment support to patients through smartphone access to actionable referrals, motivating and informative videos and content to break down their resistance to treatment, along with secure messaging offering support to coordinate and follow through on the referral

Referral Tracking helps the intervening and destination provider(s) to manage and coordinate patients from referral to treatment

Intervention Analytics delivers insights on the number, location, and details of each intervention, the resulting referrals, the patient's engagement in the referral follow-up, and the ultimate disposition of the referral (e.g., Arrived)

CREATING VALUE ACROSS THE CARE CONTINUUM

EMERGENCY ROOMS

- Reduction in ED over-utilization by SUD patients
- Demonstrates community leadership in addressing addiction crisis
- Insight into referral patterns and follow-through rates

SUD & MAT PROVIDERS

- Increased referral volume through new partnerships with EDs and PCPs
- Better patient engagement with secure HIPAA compliant messaging
- Increased motivational support for greater patient follow-through on referrals

GOVERNMENT ENTITIES

- More individuals in treatment is major government goal; positive societal impact
- Helps to solve access to care challenges SUD/BH treatment
- Insights into referral patterns and follow-through rates, alignment with HEDIS measures