



VALLEY HOPE

CHALLENGE

As is the case with many addiction treatment facilities, Valley Hope found there was a large drop-off of patients when they left inpatient care to transition to an outpatient care facility. Valley Hope wanted a more effective way to improve transitions of care to ensure patients continued getting the care they need whether they were inpatient, outpatient, or in continuing care.

“The Connections App helps me create a recovery program that is customized to each patient's needs, whether 12 Step or online. We really try to find the thing that will work best to help them implement their own goals.”

SOLUTION

Valley Hope partnered with CHES Health, a leading provider of evidence-based technology solutions to increase access to care, reduce relapse, and improve patient-provider engagement. Keith Leff, Certified Peer Mentor and Manager of the CHES App for Valley Hope, led the rollout of the CHES eRecovery solution, which combines a patient-facing Connections App with an integrated platform of provider care management functionality, predictive relapse risk indicators, and analytics to reduce relapse.

RESULTS

With CHES Health, Valley Hope was able to create an engagement strategy that followed patients throughout the continuum of care. At the center of the strategy was the Connections and Companion Apps. Each patient was given the smartphone app and instructed on its use as soon as they entered Valley Hope. By the time they were ready to transition to an outpatient program, patients were adept at using all of the app's tools and features. Because patients take the app with them when they leave, they are never without a resource to help them achieve long-term recovery success. And the Companion app meant providers and peers were able to track success and continue engaging with patients in a more personalized way throughout their recovery journey—from inpatient to outpatient to continuing care.

“Once patients get on the App, they champion it for each other—it literally goes viral. It's like AA which is based on the principle of it takes things to the next level.

Keith Leff
Certified Peer Mentor and Manager
of the CHES App for Valley Hope



Valley Hope, located in Norton, Kansas, operates 16 treatment centers in seven states across the Midwest. Since opening in 1967, Valley Hope has helped thousands of people find recovery from drug and alcohol addiction. The non-profit organization is dedicated to providing proven, high-quality treatment at an affordable price.

Key Benefit – Improved Adherence



76% of patients using the Connections App completed treatment versus **50%** without the app



PLUS
Those who used the app most had an even greater completion rate of **86%**

PLUS

- **Lower** readmission rates
- **Reduced** outpatient dropout rates
- **Double** the time caregivers have to spend with patients