



A Rapid Statewide Roll-Out of eRecovery to Combat COVID-19 for Immediate Impact

The COVID-19 crisis resulted in the shutdown of SUD providers and community support resources. This resulted in patients not getting to treatment, missing meetings, and disengaging from therapy—all of which have exacerbated the negative impact of social isolation. Combined, these risk factors are driving patient relapse and, sadly, high levels of overdose.

The state of West Virginia was determined to address the issue by leveraging technology to scale their SUD treatment efforts. By partnering with CHESS Health, the state was able to rapidly implement CHESS Health’s evidence-based patient engagement platform to connect treatment providers with people in need.

A Rapid Timeline—Because There is No Time to Waste

The West Virginia Department of Health and Human Resources Office of Drug Policy Control, the Bureau for Behavioral Health, and West Virginia University, met with CHESS Health to plan and design a statewide system that could be rapidly deployed.

Ongoing Support

Provider Onboarding and Training:

- Identified list of first 35 providers for initial participation
- Launched provider website for orientation and enrollment
- Initiated state outreach to providers
- Conducted 42 web-based education and training sessions to date
- Achieved typical provider go-live of 1-2 weeks after sign-up

CHESS Health On-Going Support:

- Moderated patient discussion groups with experienced clinicians
- Weekly calls with providers in the month following go-live
- Escalation of key alerts to providers
- Weekly updates on data and analytics delivered to the state

The Impact:

Results after first eight weeks

- 14 providers live, onboarding and engaging with their patients
- 14 providers, representing 25+ locations, in process of sign-up, setup or go-live prep
- Overwhelmingly positive feedback from patients

Next Steps:

- Roll out to state’s largest hub and spoke program
- Expansion to Day Treatment and Perinatal programs
- Outcomes research with West Virginia University

“I feel less isolated with every post in this app.” - A Connections App User

High-Level Timeline

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| Planning and contracting | 4 weeks |
| Creation of provider website for orientation and enrollment | 1 week |
| Governor’s press release announcing project | 1 day |
| Media campaign | 1 week |
| First provider education sessions | 3 days after announcement |
| First provider go-live | 3 days after first education session |
| Direct-to-consumer webpages built and live | 2 weeks |

