



Leveraging eIntervention Technology to Get More Individuals to Treatment Faster

Like many states, Oklahoma faced significant challenges in getting the growing number of individuals with substance use disorder (SUD) into treatment quickly. Providers and other organizations lacked an electronic referral process, referral tracking, or any means to stay engaged with the individual or their family following the referral.

Typical referral complaints included playing phone tag, incomplete referral information, long delays in receipt and acknowledgement, lost or ignored referrals, and little feedback to the referring entity, all of which contributed to significant systemic issues.

The state of Oklahoma's Department of Mental Health and Substance Use Services (ODMHSAS) had a vision of connecting all of the parties that touch SUD patients to make the referral and care coordination process more timely and efficient for all parties. By partnering with CHESS Health, the state was able to rapidly connect referral sources with treatment providers to quickly lay the foundation for a statewide electronic referral network.

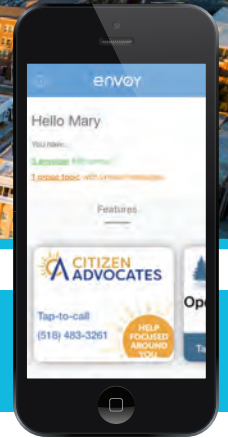
Planning the Referral Network Information Super-Highway

ODMHSAS plan was to implement eIntervention between the state's contracted treatment providers and their invited participants. Within 60 days, referrals were being sent in the following workflows:

- Detox providers to residential and outpatient providers
- Outpatient treatment and county jails to MAT providers
- Crisis centers to outpatient providers
- Drug courts to outpatient providers

Despite COVID-19, in six months over 35 entities have joined eIntervention with many more being added in the next several months.

Envoy app for individual and families – connecting them to treatment, support services and harm reduction programs.



CHESS Health eIntervention Functionality

- Web based referral submission and receipt dashboards
- Email notification of incoming referrals
- Provider finder logic that finds applicable treatment providers or resources based on services provided, health plans accepted, and geography
- 42 CFR Part 2 compliant patient attestation
- Feedback process back to referral sender
- Online chat between providers
- Document attachment capability
- Patient smart phone app for referral notification, secure messaging between patient and provider and informational videos
- Network referral analytics

Making Implementations Easy - Because No One has Extra Time

The CHESS Health eIntervention system is extremely easy to implement for individual senders and receivers. The process is:

- Discovery – 30 minutes
- Database build – 30 minutes
- Web based training – 30 minutes
- Live!
- Ongoing support
- Ongoing network development to assist in provider signup and onboarding

Major Constituents are being Added to the Network in the Next Several Months:

- Oklahoma Department of Health
- Oklahoma Department of Human Services
- University of Oklahoma Health Science Center
- Oklahoma Perinatal Quality Improvement Collaborative

Summary

Getting patients into treatment easier and faster is a goal that all states strive for. CHESS Health's eIntervention system and services can enable you to achieve your goal quickly.

Contact Stuart Hammond at (678) 521-2526 or shammond@chess.health for more information