CHESS HEALTH

Patient Adherence with the Connections App

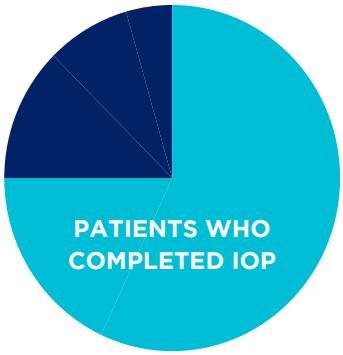
In clinical studies and customer implementations, the Connections App has been shown to increase patient adherence to treatment. Through certified peer support specialists and a robust set of digital tools available 24 hours a day, 7 days a week, individuals have support during the time between visits, when they face risk moments that, unsupported, can lead to a return to use and a drop-out from treatment.

Valley Hope
ADDICTION TREATMENT AND RECOVERY

CUSTOMER PROFILE: Multi-state, midwestern provider of addiction treatment services including inpatient rehab, intensive outpatient, and outpatient treatment.

CUSTOMER STUDY DESIGN: Tested the Connections App among intensive outpatients (n=104) for nine months and used EHR data to view the impact on the treatment completion rates (typically 8 weeks).

CUSTOMER RESULTS:



76%

of all individuals who used the Connections App completed IOP treatment *(vs 50% for the group of individuals who didn't use the app.)*

These results contributed to Valley Hope's decision to implement eRecovery and the Connections App across all of its locations, spanning six states.

OKLAHOMA Mental Health & Substance Abuse

CUSTOMER PROFILE: CCBHCs in Oklahoma have access to Connections through the sponsorship of the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS).

CUSTOMER STUDY DESIGN: Prior to the recent expansion of Medicaid, many individuals getting SUD treatment were uninsured. ODMHSAS reimbursed providers for this patient care. In 2021, ODMHSAS reviewed 18 months of claims data for over 2,200 uninsured Oklahomans who used the Connections App and compared their behavioral healthcare utilization to a similar cohort of individuals with smartphones, at the same providers, who didn't use the app.

CUSTOMER RESULTS:

37 more days in outpatient treatment and a 24% lower rate of return to a higher level of care.

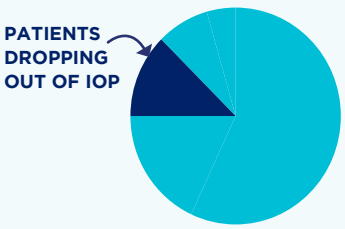
Individuals with the app averaged 225 days in outpatient treatment; individuals without the app averaged 188 days (17% difference).

Delaware IOP Provider

CUSTOMER PROFILE: Provider of intensive outpatient and outpatient counseling services.

CUSTOMER STUDY DESIGN: Implemented the Connections App with their clients and measured impact across a 12-month period.

CUSTOMER RESULTS:
52% reduction in two-week early drop-out rates among IOP patients.



Prior to App, average of 23% of IOP patients dropped out during first 2 weeks of program. With App, drop-out rate reduced to

11%.

Kentucky Research Study

RESEARCH STUDY PROFILE:
Researchers at the University of Wisconsin tested the A-CHESS app, the research version of the Connections App, with impoverished women mandated to get SUD treatment at a provider in southeastern Kentucky.

RESEARCH STUDY DESIGN: A total of 98 women, age 18 to 40, received the app with outpatient treatment for 6 months. For comparison, data were obtained for a similar group of 100 same-age women also mandated to treatment in the same clinics during the period. Electronic medical record data on length-of-stay and treatment service use for both groups were analyzed, with app use data, to determine whether those using A-CHESS/ Connections showed better retention than those without.

STUDY RESULTS:

Women with the app averaged

780

service units compared with 343 for the comparison group.

For those with discharge dates prior to the study's end, patients with A-CHESS/ Connections App stayed in treatment a mean of 410 vs 262 days for the comparison group.

Results were published and study findings were featured in a peer-reviewed journal: *https://www.chess.health/research/using-smartphones-to-improve-treatment-retention-among-impoverished-substance-using-appalachian-women-a-naturalistic-study/*