



HUTHER DOYLE

CHALLENGE

Huther Doyle is part of the Recovery Net FLPPS project, a collaboration with seven SUD providers in the Rochester, New York area, with the goal of increasing accessibility to care and providing quality evidence-based services. They believe building a care program around the patient is critical to a successful SUD program. As part of that goal, they needed a tech-enabled solution that helped caregivers engage with patients both during and after the treatment program. They also needed a way to track success and immediately react if a patient needed help at any time day or night.

SOLUTION

Huther Doyle integrated CHESS Health's eRecovery Solution, including the Connections App into its treatment and recovery program. Today, the staff is using the solution to:

- Engage patients in both individual and group messaging Send
- inspirational messages to all patients at once View patient
- information prior to group sessions to make the meetings more focused and productive
- Review and discuss patient progress and treatment in staff meetings
- Conduct Brief Addiction Monitor (BAM) patient status surveys

With the Connections App, patients have access to condition-specific content and resources 24/7, giving them the tools they need to succeed, when and where they need them. Participants have the opportunity to take part in daily surveys and are also able to communicate with both caregivers and other patients around the clock. The Beacon Button gives patients a way to request immediate help when they enter a situation or location that could cause relapse. Information is tracked in order to support treatment efforts and to make providers aware of a patient's risk status.



Huther Doyle is an outpatient substance use disorder treatment center located in Rochester, New York. The center is dedicated to helping individuals and families seeking recovery from substance use disorder and addiction by offering rapid access to evaluation and research-based, individually focused recovery and wellness programs. The center offers outpatient counseling and medication assisted therapies, as well as Health Home Care Managers who can assist with housing, employment and other coordinated care services to meet multiple health-related needs.

Huther Doyle chose CHESS Health to leverage the Connections App to better support those in its recovery program by providing resources to help keep patients in treatment, prevent relapse, and achieve long-term recovery success.



We had one patient who was doing so well, he came to me today and said he'd like to become a recovery coach. He has a hope and a dream, and the Connections app opens this opportunity for him.

Maria Panitsidis
Senior Counselor



“ The overall value is that the technology helps our patients to not be isolated, and it takes shame away because they see other people who are walking the walk. It’s a 24/7 process.

Kelly Reed, President
Huther Doyle

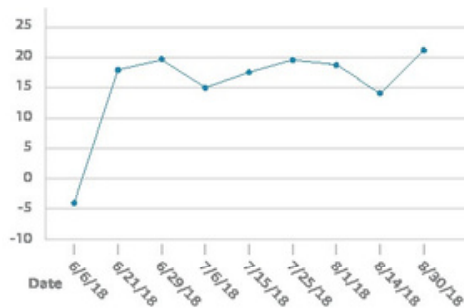
IMPACT

Huther Doyle is pleased with the positive impact CHESS Health’s solutions have had on its patients. Most program participants have been consistent in completing the daily and weekly surveys and many have begun interacting with other patients, peer-to-peer, who are struggling. Patients have also been actively using the messaging features, viewing content, appointment and medication reminders, as well as reaching out to counselors.

Initial results have been significant and support the evidence-based research provided by CHESS. These results suggest excellent long-term benefit to the counselors, peer advocates, and patients.

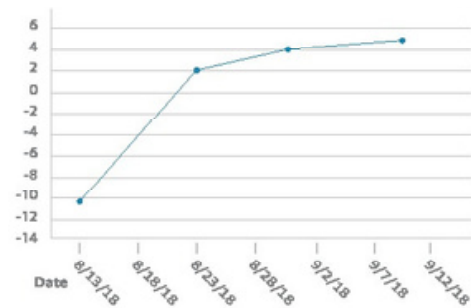
CASE #1 Older male who identifies as being “not tech-savvy”

Despite reporting himself as “not tech-savvy” this patient agreed to use the app. While he showed little activity in use of the messaging and discussion options within the app, his clinician was able to track and record his participation in 122 social activities and 130 non-social activities. In addition, his overall recovery trend is positive with zero relapses and a 13-point improvement on the BAM (Brief Addiction Monitor) survey results.”



CASE #2 Middle-age male patient after one month with Connections App

This patient was an active participant in the messaging and discussion groups and had a robust 152 social and non-social interactions during his first month using the app. At the same time, he struggled with 3 reported relapses during this period of time. The benefits of the app seem to have counterbalanced this somewhat given his overall positive recovery trend and a 17 point score increase in his BAM (Brief Addiction Monitor).



The Connections App is also bringing comfort to families who are assured that their loved one has access to help 24/7 and can receive support while remaining engaged with family activities