PSYCHIATRIC MEDICAL CARE'S EMBRACE U PROGRAM

Using Technology to Prove Patient Outcomes

Situation

Psychiatric Medical Care (PMC) a leading behavioral healthcare management company in Brentwood, TN, is accredited by the Joint Commission and prides itself on delivering evidence-based care services. Providers at PMC use patient test responses to develop and adjust treatment plans, and the organization uses aggregated data to drive optimal outcomes throughout PMC's programs. Previously, administrators at PMC gathered, analyzed and reported data manually, which became cumbersome to manage as patient volumes increased.

In addition to the need to automate data collection and reporting for Joint Commission and their Board, PMC also needed a way to streamline their intake process. Intake appointments required nearly three hours for three staff members to complete. As a result, PMC was only able to admit one patient per day to its Embrace U intensive outpatient and partial hospitalization program for individuals ages 10-18.

Solution

After an exhaustive search, PMC selected Proem Behavioral Health® to automate its intake process, patient screening, diagnostic interviews and outcomes monitoring. "Some of the platforms we looked at only offered the common tests that are widely available, and those are doing essentially the same thing as my spreadsheet," explains Stephanie Weatherly, DNP, PMH RN-BC, FACHE, chief clinical officer at PMC. "One of the things I was most excited about Proem is they have additional evidence-based tools that we weren't familiar with. These expand our ability to provide more specific testing to our patients and enable our providers to drill down into their diagnosis."

When a new patient appointment is scheduled, the intake packet including consents, mental health assessments and all other forms is automatically sent to the patient who completes the forms before their initial appointment. That information, including assessment reports, is available in the EHR for the clinicians to review before meeting with the patient. And throughout treatment, condition-specific outcome monitors are sent to patents to track their treatment progress.

"Using Proem from the very first encounter with a patient enables us to get an accurate diagnosis, which helps drive the treatment we provide," Weatherly explains, "Then we use Proem's evidence-based tests that are diagnostically specific for the patient. It's not a cookie-cutter approach. Every patient is getting the specific tests that matter to them and their needs. Other vendors we considered didn't provide that capability."

Psychiatric Medical Care (PMC) in Brentwood, TN, partners with hospitals and health systems to increase access to behavioral healthcare through outpatient programs, inpatient unit management, and telehealth services. Embrace U is a direct-to-consumer division of PMC that provides intensive outpatient and partial hospitalization programs for adolescents. Since the program is accredited by The Joint Commission, Embrace U is required to drive treatment plans based on evidence-based metrics. That underscores the need to adopt measurement-based care.

> "
>
> *"We have shortened the intake process by 60% from two and a half hours to just one hour, which has enabled Embrace U to enroll one additional patient per day."*
>
> — **Stephanie Weatherly, Chief Clinical Officer, Psychiatric Medical Care**

Weatherly says Embrace U staff, all of whom are clinicians, use the clinical decision support data from Proem throughout the treatment process. "Our clinicians use Proem at every touchpoint with the patient – in individual sessions, in the family sessions to dive into outcomes data with parents, and one final time at discharge."

Results

Because patients complete their intake assessments before they arrive at PMC, the intake process has been shortened by 60% from two and a half hours to just one hour, which Weatherly says has enabled Embrace U to enroll one additional patient per day.

Weatherly said the shortened intake process also improves satisfaction for the patients. "When you look at the adolescent patient population that we serve, they're very apprehensive about coming in to begin with," she says. "By the time we were done with our intake process, which would take up to three hours, they were burned out for the day."

Having outcomes data plotted on graphs to share with patients and their parents throughout treatment has been a "wonderful tool," Weatherly says. "Everybody loves a graph, and when you see a graph and it's headed in the right direction, that's been great," she says. "When you're a kid, it can be hard to see how well you are doing or how much you have healed. When we pull up the information, they can see they are getting better. And during family sessions, parents can see how their children have changed for the better.

"Proem has helped us get really good reviews online from parents, which improves our engagement metrics and builds awareness in the community of the quality care we provide."'

Weatherly also noted the importance of the therapeutic alliance measurement that is included on the Proem platform, which measures how well the patient and therapist are aligned during treatment. Using this scale, she says she can see whether patients are connecting with their therapist, which can guide feedback to the therapist and helps in performance evaluations.

"To have the patients, who are our customers, tell us how they perceive us and our people provides a great immediate feedback loop," she says. "That helps our therapists change and improve."

Finally, Weatherly notes that Proem makes reporting for the Board and Joint Commission more efficient. "In the past, reporting outcome measures on paper took approximately 16 hours per month to manually enter scores into the chart and tracking spreadsheet," she explains. "Now the process is automated with Proem and just takes four hours per month. So, we've cut monthly reporting time by 75%, and most importantly, we've learned a lot from the data we are capturing in Proem."

Benefits

Reduced Intake Time
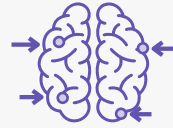
More Specific Diagnosis

Efficient Joint Commission Reporting

"We've cut monthly reporting time by 75% and, most importantly, we've learned a lot from the data we are capturing in Proem."

— Stephanie Weatherly, Chief Clinical Officer, Psychiatric Medical Care

Embrace U Patient Story #1

A 17-year-old male came to Embrace U in a state of severe depression. He was barely able to function and missed school. Through treatment, his symptoms declined consistently while his therapeutic alliance increased. The patient's lost and unproductive days were down to zero by the end of treatment, and he was excited to return to school.
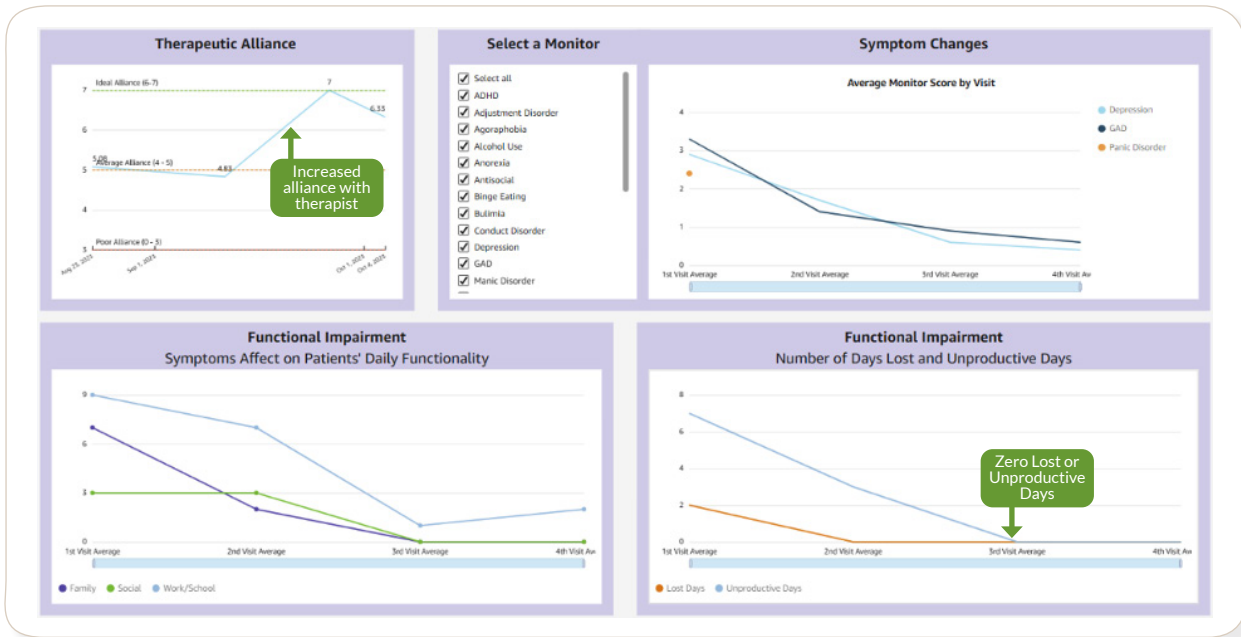
Embrace U Patient Story #2

A 10-year-old female came to Embrace U with a diagnosis of oppositional defiant disorder. Her symptoms were improving but began to spike as her discharge date neared, so providers responded accordingly to prevent a further decline. At the end of treatment, the patient was attending school consistently and reported a significant decline in family conflict.

Embrace U Patient Story #3

A 15-year-old transgender male came to Embrace U in a state of depression and anxiety. Over the course of treatment, the patient was experiencing much less negative impact on family and social function. In this case as well, providers were equipped with data that showed a slight change in symptoms as discharge approached and were able to respond and positively impact symptoms.

ABOUT PROEM BEHAVIORAL HEALTH

Proem Behavioral Health provides the premier clinical workflow software engine that helps behavioral health providers and research organizations efficiently and accurately screen, test, and measure treatment success for those suffering from mental illness. Proem is the exclusive digital licensee worldwide of gold-standard, evidence-based screening solutions, structured interviews, and post-diagnosis severity measurement scales to monitor patient outcomes. To learn more, visit www.ProemHealth.com.

www.ProemHealth.com