

Children's Hospitals & Clinics of MN

*Implementing Innovative Technology
to Improve Mental Health Care*



**BEHAVIORAL
HEALTHCARE
PROVIDERS**

Using SaaS for Better Clinical Assessments

Children's Hospitals & Clinics of Minnesota

www.childrensmn.org

"DEC® offers a better diagnostic tool than what we were using previously. It is a robust system that provides us with a better clinical presentation than our internal system. And it gives us the ability schedule appointments directly from the system, meaning we have better peace of mind knowing patients have something already scheduled before they leave our care."

Shelly Foster, LICSW
Social Work Supervisor, Children's

Executive Summary

A mental healthcare crisis exists in Minnesota and across the nation. An April 2016 report by the Star Tribune highlights this crisis:

From 2007 to 2015, Minnesota hospitals saw a 65 percent increase in mental health visits to emergency rooms, nearly three times the increase for ER visits overall.

In 2012, Children's Hospitals and Clinics of Minnesota took proactive steps to address this crisis in their emergency departments (EDs). Children's partnered with Behavioral Healthcare Providers (BHP) to implement its innovative Software as a Solution (SaaS) service known as DEC®, the Diagnostic Evaluation Center.

As a result of using the software application, patients receive more thorough assessments and better dispositions. This has led to fewer inpatient admissions and more comprehensive after-care services.

DEC® Application Highlights

There are many benefits that hospitals and clinics receive by using the DEC® SaaS system:

- Meets HITECH & HIPAA standards
- Web-based for easy access
- Responsively designed for use on both desktop computers and tablets
- Streamlined diagnostic tool to capture the most comprehensive information

The results of these benefits include, among many others:

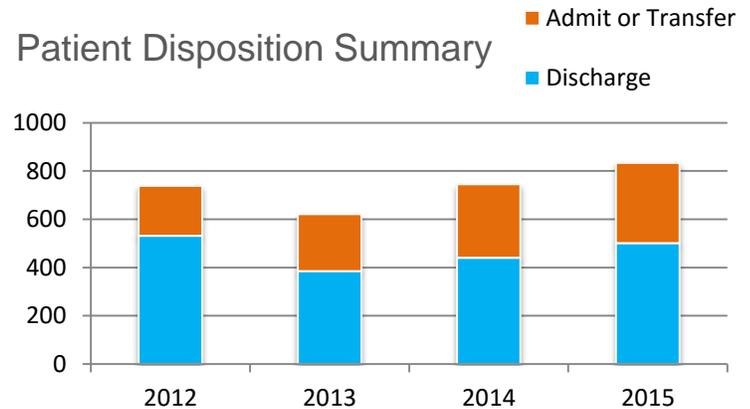
- Reduced unnecessary inpatient admissions
- Enhanced communications to facilitate faster transfer processes to inpatient facilities
- Improved treatment and support during patient crises

More Than Just Software

At the heart of this crisis care are the team members at BHP. These individuals fully support social work staff and mental health patients. In particular, they:

- Make follow-up phone calls to each discharged patient within 24 hours of leaving the ED
- Work with community providers to expand after-care options for patients
- Provide technical support at all hours

Patient Disposition Summary



Since implementing the DEC® application, mental health admission rates at Children's have fallen well below the 80% average, ranging between 29% and 41% annually.

Provider Reactions to the DEC® Application

Social workers and physicians alike called particular attention to these favorite features of working with the DEC® assessment tool:

- Access to provider schedules to make outpatient appointments for patients that are to be discharged
- Ability to have multiple assessments in progress at the same time to keep patient processing at an optimal rate

"The system removes the variables in skill and ability from staff—making all of us more uniformly thorough in our assessments. With DEC®, you get a minimum standardization, which is great for the patients, the staff and the hospital at large."

Catherine Schacher, LICSW
Social Worker & DEC® Super User, Children's

About Behavioral Healthcare Providers

In 1995, Behavioral Healthcare Providers was created to provide seamless, quality care in the delivery of behavioral health services throughout Minnesota. Today, advancements in technology, including telemedicine initiatives, allow BHP to offer services and innovations for the treatment of mental illness and substance abuse to systems around the country. To date, BHP has completed over 100,000 behavioral crisis assessments through the DEC® application, which it created in partnership with technology innovation firm Avtex Solutions. BHP is a subsidiary of Fairview Health Services.