

Contact: Jessica Chludzinski
Defran Systems, Inc.
Phone: (646) 230-1070
Fax: (212) 727-8639

5 East 16th Street, 6th Floor
New York, NY 10003
www.defran.com



Case Study: Stars Behavioral Health Group

How Stars Behavioral Health Group is Improving Clinical Treatment Outcomes with Evolv-CS™

INTRODUCTION:

There are many compelling reasons for human and social services agencies to implement an electronic medical/health record (EMR/EHR). Organizations are coming to realize the efficiency and cost benefits of switching from a paper-based records management system to one that employs cutting edge information technology. However, in addition to a healthy bottom line, human services organizations also measure their success by the effectiveness with which they treat clients. This case study will examine how Stars Behavioral Health Group (SBHG), an organization with multiple locations and programs in Los Angeles County and throughout California, is successfully using Defran Systems' Evolv-CS EMR/EHR solution to improve its clinical treatment processes and outcomes.

While the agency experienced many benefits in switching from a paper-based system to one that is electronic, this paper will focus on how Evolv-CS streamlined their three-step treatment process.

CLIENT PROFILE:

Founded in 1988, Stars Behavioral Health Group provides behavioral health related services to thousands of children and families each year and employs more than 1,000 behavioral health workers. The agency has over 30 specialized public facility-based mental health programs and a wide range of community-based support services throughout Northern and Southern California. These programs and services are provided in collaboration with county mental health and child welfare agencies, juvenile justice departments and public school districts.

THE CHALLENGE:

With such a large organization to manage, one of the challenges for SBHG was to find a software system that would make its clinical treatment processes more effective for its clients and more manageable for its staff. SBHG refers to the recurring three-step treatment process as the Clinical Triangle: 1). *Assessment/reassessment of the client*, 2). *Creation of a treatment plan*, and 3). *Delivery of treatment services (with an eye toward reassessment of the client, i.e. back to Step 1)*. SBHG required an EMR that

would make each of these three steps more efficient and track the effectiveness of treatment within and across its many programs.

THE SOLUTION:

SBHG chose Defran Systems' Evolv-CS to achieve its goal of improving its clinical treatment process through a case, clinical and financial management software suite. Assessment begins by gathering vast amounts of data from the client using tools such as Dangerous Behavior Screening, the Independent Living Scales Score and the Community Functioning Evaluation. Each of these assessments is done electronically within Evolv-CS, making entering and retrieving data much more efficient. For example, the Community Functioning Evaluation can take large amounts of client information and evaluate it by score to identify the problems the client is experiencing and indicate which additional screening tools should be administered. Evolv-CS can quickly determine whether the client may need additional screening in multiple areas such as the Dangerous Behavior, Suicide or Trauma domains (see figure 1). With a manual paper-based system, performing evaluations is slow, tedious and burdensome work. The burden is magnified when dealing with multiple clients per day. Evolv-CS replaced the manual system and exponentially increased the efficiency and accuracy of performing the assessment by automating many of its processes. Other problems such as illegible handwriting, a common complaint of many health professionals, were eliminated entirely.

Here, the Community Functioning Evaluation feature automatically interprets client assessment scores to indicate further screening in additional domains is required.

Risks/Special Problems in the past YEAR:

Psychiatric Hospitalizations?
 Yes No

Substance abuse/use?
 Yes No

Inappropriate sexual behavior?
 Yes No

Is client sexually active?
 Yes No

If Y, complete Dangerous Behavior Screen

Self harm (i.e. self mutilating, head banging)?
 Yes No

Eating Disorder?
 Yes No

If Y, select all that apply:
 Unable to Assess Reason: Anorexia Bulimia

Fire setting?
 Yes No

Bed wetting?
 Yes No

Perpetrated violence?
 Yes No

Test

County ID: MIS Number
 Event: Community Functioning Evaluation 8-06
 Actual Date: 02/25/2008 02:30pm
 Duration (h:mm): 00:29
 Face-to-Face Time: 0
 Other Time (Service + Documentation + Travel): 29
 Service Site: Clinic / Facility / Office
 Number of Family Collaterals: 0
 Number of Non-Family Collaterals: 0
 Evidence Based Practice:
 Completed By: Boyd, Angel
 Submit To: Zucker, Peter

**Stars Behavioral Health Group
 Community Functioning Evaluation 8-06**

Client: Sinatra, Frank DOB: 12/25/1990 ID# 00002058 Intake: 02/26/2007 12:01am

Domain	Score	Score Type	Interpretation
CFE - Medical Necessity	2	Total Score	Medical Necessity met
Dangerous Behavior	2	Total Score	RED FLAG
Risk/Special Problems	3	Total Score	RED FLAG
Suicide	0	Total Score	
Trauma Screening	2	Total Score	RED FLAG

Basic Support:

Does client currently need shelter, foster home, residential?
 Yes No

If Yes, select all recommended
 Shelter Foster Home Residential Placement Semi-independent Living Independent Living

Psychosocial Support:

is client currently motivated for counseling?
 Yes No

is caretaker currently invested in counseling?
 Yes No

Figure 1. Community Functioning Evaluation

The adoption of the Evolv-CS EMR makes it much easier for SBHG to create and review treatment plans. Using a traditional paper-based system, a treatment plan would have to be written by hand for each client. Before each session, the client's paper plan would have to be retrieved from a file cabinet. Furthermore, if the client was involved in more than one program, the paper records would have to be photocopied several times and stored in multiple locations. Keeping the information in these files synchronized is virtually impossible and the potential for misplaced or lost files is a serious problem.

The Treatment Plan Library in Evolv-CS, which consists of treatment goals, objectives and methods, has eliminated inefficiencies and provided a more standardized approach to treatment plan development. According to Peter Zucker, Ph.D. and Vice President of Clinical Services for SBHG, "SBHG hires and trains many young MA professionals to serve as mental health specialists and therapists. Often, this is their first full time professional level appointment. Using the Treatment Planner in Evolv-CS has helped our staff develop focused, effective and comprehensive plans of care to serve our diverse clinical population."

Evolv-CS has improved the delivery of treatment services for SBHG. Workflows (ticklers) ensure treatment plans are followed by automatically scheduling services and acting as reminders. Clinicians can easily access all of their clients' information at any time to track the amount of time that has been spent working toward each goal. Data entered during the treatment period is calculated into scores, which later determine the effectiveness of various interventions.

Finally, during reassessment, Evolv-CS turns previously gathered data into meaningful conclusions. It allows SBHG to track clients' progress or regress toward goals and determine whether adjustments or additional interventions are necessary. Evolv-CS features such as Treatment Plan Link allow clinicians to identify which treatment plan goals were supported during each individual service to the client. The Outcomes Reporting feature shows changes in client functioning and risk levels during the treatment period.

CONCLUSION

Stars Behavioral Health Group wanted an Electronic Medical Record that would bring greater efficiency to its clinical treatment processes and improve their outcomes. SBHG was able to realize these goals by implementing Defran Systems' Evolv-CS as its technology solution. The transition to an electronic record system integrated and streamlined their clinical treatment processes. By improving the way in which SBHG clinicians enter, retrieve and interpret client data, Evolv-CS allowed SBHG to compare the effectiveness of treatments and programs more effectively and led to improved outcomes for clients.