

# Bergen Regional Medical Center DSRIP Project

Shared Decision Making  
Electronic Self-Assessment

# Shared Decision Making Electronic Self-Assessment

Shared Decision Making –  
Electronic Self Assessment is an effort to better engage our outpatient behavioral health consumers in the management and course of their treatment, particularly around issues of pharmacology

# Shared Decision Making Electronic Self-Assessment

## Rationale for Project

- We want to increase consumer attendance and medication compliance.
- Reduce our Emergency Department and acute Inpatient utilization
- Keep our consumers successfully living in the community
- Contribute to enhanced health and wellness

# Shared Decision Making Electronic Self-Assessment

- Our consumers will develop statements on their goals (Power Statements) and wellness activities (Personal Medicine) that forms the foundation for their care.
- Each visit they will complete an electronic self-assessment that becomes the basis of their face to face session with their physician/prescriber.

# Shared Decision Making Electronic Self-Assessment

We are utilizing a software program called CommonGround from Pat Deegan Associates as the tool for our project.

The software program is web based and will contain the database for all of our users, a number we believe will move towards 2000 consumers over time.

# Shared Decision Making Electronic Self-Assessment

This is a major change in our outpatient operation, it entails a shift in processes and overall orientation to treatment on the part of our clinical and support staff as well as our consumers and the entire facility.

- Forming an Implementation Team
- Creating a Decision Support Center
- Adding Peer Support Specialists

# Shared Decision Making Electronic Self-Assessment

## Implementation Team

- Team meets weekly to review progress and problems with all aspects of the project
- Composition includes:
  - Vice President - BHS
  - Outpatient Director
  - Medical Director
  - Chief Resident for the OPD
  - OPD Clinician representative
  - Peer Support Specialist
  - Vice President – IT
  - Associate VP – Finance
  - Director – Nursing Informatics
  - Director of Social Services
  - Director of Corporate Compliance

# Shared Decision Making Electronic Self-Assessment

## Decision Support Center

A modified group room that now contains eight computer workstations with touchscreen monitors.

Outpatient consumers create their profiles and complete their self assessments.

Consumers can access health, wellness and medical information in the "Learning Library"

# Shared Decision Making Electronic Self-Assessment

## Peer Support Specialists

Current consumers of services, both within our organization and from local CMHC's.

They introduce and guide other consumers in utilizing the CommonGround software tool.

Serve as facilitators for both consumers and other departmental staff.

# Shared Decision Making Electronic Self-Assessment

## Issues in Project Development

- Building a culture change among staff
  1. Issues of control
  2. Working with consumers as staff members
  3. Technology concerns and apprehension
- Changing our patient experience
  1. Potential for added time to the session schedule
  2. Rationale for the program change, benefits?
  3. Working at a computer workstation

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## Staff buy-in

- Focus on quality goals and impacting lives for the better
- Connect to the consumer engagement movement throughout healthcare
- Repeated exposure to the project concept
- Formal training – this has led to a marked increase in enthusiasm for the project
- Bringing peer staff on board well in advance of the project rollout.

# Shared Decision Making Electronic Self-Assessment

## Changing our patient experience

- Use of the Peer Specialists
- Marketing campaign including:
  1. Posters
  2. Flyers
  3. Welcome letters

# Shared Decision Making

A great new way to take control of your care  
at Bergen Regional Medical Center

You are the most  
valuable member of your  
BRMC wellness team.

Patients will soon have the ability to show clinicians how they are feeling and how things are going using BRMC's new integrated software program CommonGround.

CommonGround helps the patient and the clinician develop a treatment plan, guiding the patient with a personal medicine approach to use throughout the day. Using BRMC's new integrated software promotes a faster and more direct approach to a patient's overall wellbeing.



## Feel. Share. Heal.

No one has more power than you when it comes to your treatment and recovery.

The shared decision making portal is part of a secure network. Your information can only be accessed by you and your clinical team.



**Ask your clinician about shared decision making.**

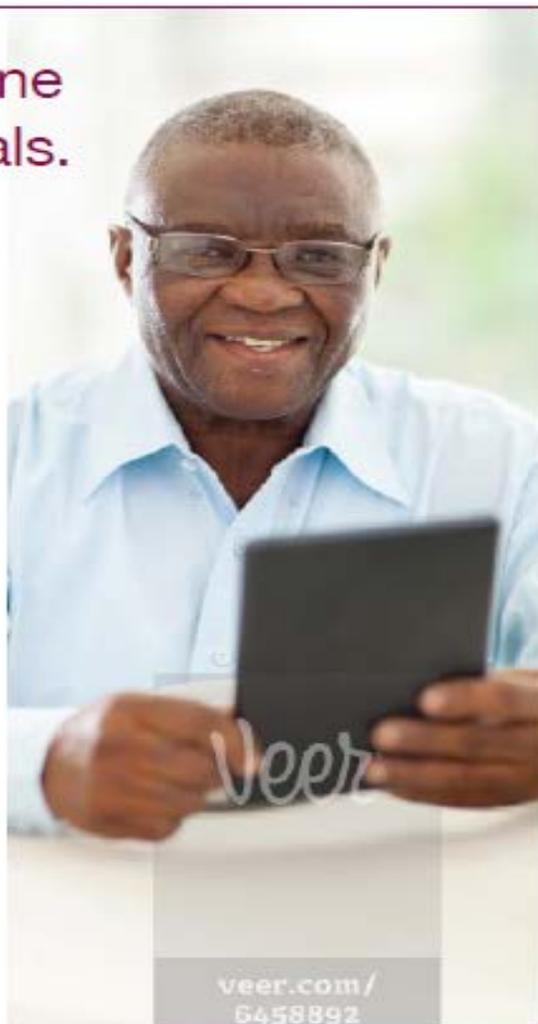
# Shared Decision Making

A great new way to take control of your care  
at Bergen Regional Medical Center

## Your personal medicine helps obtain your goals.

Personal medicine is an activity that gives your life meaning and helps you on your path to wellness. Personal medicine examples may include exercising, reading, and listening to music.

Using BRMC's new integrated software program, CommonGround, a patient has tremendous opportunity to really take hold of his/her treatment. By sharing their knowledge of their personal medicine, patients work hand-in-hand with their clinician and have the power to create better treatment plans to support positive outcomes.



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## What's Your Power Statement?

A Power Statement is your map and compass that keeps you heading to your recovery goals.

## What are your recovery goals?

Your doctor can't decide what your recovery goals are, only you can do that. With your Power Statement and recovery goals, your doctor knows where you want to go and can help you get there.

These tools are stepping stones in the recovery journey, bringing you to the life you want for yourself.



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## Technology Challenges

1. Updating operating systems to handle the software requirements.
2. Updating our internet access to utilize the web based database.
3. Increasing our printer availability for providers to make hard copies of CommonGround generated reports.
4. Data sharing with potential partners.
5. Building data collection into our outpatient EMR.

# Shared Decision Making Electronic Self-Assessment

## Project Modifications

- Decision to delay the integration of an external project partner
- Utilize Peer Support Specialists on a part-time basis as opposed to full-time
- Integrating assessment tools into our intake process based upon project specific measure requirements

# Shared Decision Making Electronic Self-Assessment

## Project in the context of modern healthcare

- Connected to other State and National initiatives on cost reduction and quality improvement
- Moving care from the inpatient hospital to ambulatory settings
- Integrating primary and behavioral healthcare
- Behavioral Health Homes
- Learning Collaborative partner – St. Clare's

# Shared Decision Making Electronic Self-Assessment

Project as of October 6, 2014

- Monday 10/6 was our “go-live” date for our pilot phase
- The Implementation Team is monitoring the impact on the clinic flow, the goal being to not increase the overall time consumers are spending in preparatory time for sessions
- Examining initial consumer feedback