Digital Engagement to Prevent Veteran Suicide

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Veteran and military health care is fragmented.

- Chronic pain (IED blast)
- Depression ID’ed in primary care through screening
- Referred to BH in the same building
- Prescribed antidepressants
- Availability of Ft Hood resilience & other programs

* Service member’s name has been changed to protect privacy

Fort Hood Resiliency Campus opened in 2009
The Problem.

Veteran and military health care is fragmented.

SGT Martin

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Referrals were not tracked and no ongoing measurement of depression symptoms

Appointment for therapy and never made and never filled his antidepressants

SGT Martin died by suicide leaving 2 daughters and his wife
Solution Overview

SEAN, 46

Army Veteran (Service Connected Disability)
Unidentified depression & housing instability

Benefits & Baseline Established
Sean connects his VA benefits information. Assessments and routine tracking help establish Sean’s personal baseline.

Tailored Resources
Sean is recommended into local VA programs and schedules an appointment.

Provider Informed Care
Tim establishes care with Sean and they begin a course of evidence-based treatment after an intake. Amy is also able to be updated on the situation in the EHR as the established PCP.

Joins NeuroFlow
Sean receives marketing from his VA hospital and enrolls in NeuroFlow.

Ongoing Monitoring
Sean has increase from his baseline and is prompted to engage with VA resources.

Proactive Suicide Crisis Support
Sean is provided immediate crisis resource recommendations after suicidal ideation is detected in a journal entry. Tim is sent an alert to NeuroFlow, EHR, or other method.

PERSONAL OUTREACH & REFERRAL

ASSIGNED CONTENT & IN-APP REFERRAL

SELF-GUIDED CONTENT & MONITORING
Amy is busy, but she knows the importance of mental health. With discrete measures like the PHQ-9 and clinical decision support using VA clinical guidelines built into the EHR, she feels comfortable working with her integrated care team (PC-MHI) to treat most mental health conditions they identify at the clinic. Amy encourages all her Veterans to use NeuroFlow as a support tool and to help her track their progress.

Jean, MD | VHA Primary Care Physician

Jean has been resistant to care. But when Jean received an email invitation for NeuroFlow from her local VA, she enrolled and was introduced to available VA programs. After scoring severe on an assessment, she was prompted to schedule an appointment, which she scheduled without having to login into a separate account. She is working with a VA therapist, Tim, who assigns digital activities.

Sean, MD | Army Veteran

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Tim, LPC | VHA Therapist & Air Force Veteran

Tim has access to a number of tools including remote assessment, digital homework for evidence-based treatments, treatment plan recommendations, flags for psychiatric consultation, and workflow efficacy tools (e.g. reminders) that let Tim maximize his time with his Veterans.

Jean, Veteran Caregiver

Jean saw signs for NeuroFlow on the wall in the VA waiting room. Jean enrolled and identified as a Veteran caregiver, where she was provided personalized content. Jean found support for utilities and just completed a digital CBT program for insomnia. She also likes to keep her daily check-in streak alive.

Sean, Army Veteran

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Amy, MD | VHA Primary Care Physician

Amy is busy, but she knows the importance of mental health. With discrete measures like the PHQ-9 and clinical decision support using VA clinical guidelines built into the EHR, she feels comfortable working with her integrated care team (PC-MHI) to treat most mental health conditions they identify at the clinic. Amy encourages all her Veterans to use NeuroFlow as a support tool and to help her track their progress.

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1. Easy Invitation & Onboarding
Joins NeuroFlow

- **Multiple options for invitations**
  Self-sign up, bulk invitations, or provider invites

- **Marketing from the organization (e.g. VA branding)**
  White labeling and co-branding

- **Personalized experience**
  Based on VA Benefits, geography, etc

Sean received a text invite from his trusted health plan
Population-wide assessment

2. Needs Identification & Monitoring

- **Wide range of assessments** automatically delivered digitally, including social needs
- Veterans track behaviors like sleep, activity, mood, stress and pain
- Natural language processing identifies risky language in journals or free text
- Data collection informs population-wide risk tracking
- Open APIs to import additional data sources (e.g. voice analysis)

Sean takes assessments to understand his needs and tracks his progress
3. Self-directed Digital Care & Resources

Individually Tailored Resources

Automatically trigger appropriate **digital programs, resources, and referrals**

Self-selected & recommended digital programs from **resilience** to condition specific digital CBT

Local and community **resources** provided based on identified social needs

**Incentive programs** & behavioral economic strategies to drive engagement

Sean is directed to resources for him, including a referral to Stop Soldier Suicide

+57% Engagement Rate After 1 Month

4.6 Stars (1500+ reviews)
4. Identification of Self-Harm in Real-Time

Proactive Suicide Crisis Support

Sean receives crisis resources in real-time after writing a “risky” journal entry.

Care team alerts for outreach, with decision support; Suicide screening & safety planning to prevent escalation.
Program Development
- Therapy led by the Wellness Coordinators trained in the BCBT-SP
- Digital companion program
- Therapist manual

Program Evaluation
- Depression response and remission (time to response)
- Frequency of suicidality ideation
  - Ongoing discussions on remote asynchronous suicide screening
- Program engagement

BCBT-SP
Brief Cognitive Behavioral Therapy for Suicide Prevention
Digital Companion Program

Standardized content curriculum and measurement for Sean to complete between appointments on his own time

- 12-week journey to support the delivery of BCBT-SP
- Reinforces key concepts, outcome tracking, behavioral activation (motivation), and homework activities
- Additional journeys and tools are address co-occurring conditions:
  - Depression
  - Anxiety
  - Insomnia
  - PTSD
  - Substance Use
  - Chronic pain
  - Grief
Encounter Manual for Therapy Support

Helps Guide treatment with discussion points and key concepts each session

- **Evidence-based treatment guide** that focuses on delivering interventions individualized to each Veteran's needs

- Assign as much or as little digital health or other resources to **individualize the care** and meet treatment goals are met

- Understanding of how to **track treatment progress** and make the most of sessions together
Manage

Engage

Activation & Engagement

Clinical Management Support

Security

Interoperability

- Bi-directional EHR
- SSO
- Open API

Our Partners.

15 Million Lives
Reducing barriers and increasing measurement-based care

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NeuroFlow is a Mission Daybreak finalist

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Learn more about the $20 million grand challenge to reduce Veteran suicides

MissionDaybreak.net
#MissionDaybreak

Are you a Veteran having thoughts of suicide or concerned about one?
Call the Veterans Crisis Line: 988 then press 1