



Neighbourhood Justice Centre

**eRecovery: Trialling a
mobile phone app for
clients in alcohol and drug
recovery at the NJC**

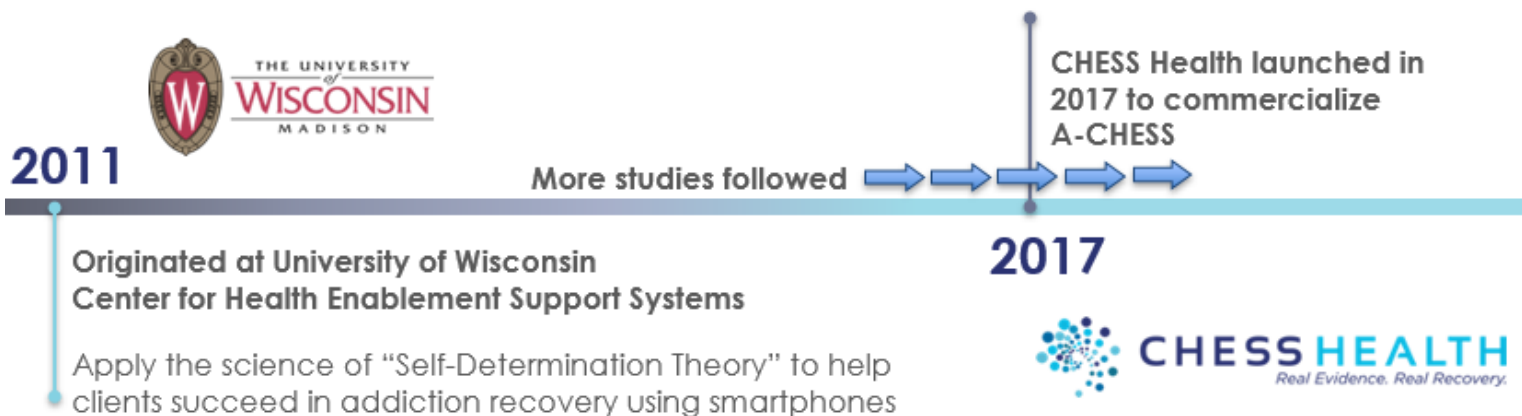
What we'll cover

- **Who is involved**
- **Project origins**
- **eRecovery: the theory, and the app, dashboard and companion app**
- **Phones and data**
- **Research/evaluation and UX**
- **Questions**

Who is involved

- **CHES Health (US)** – licensors
- **Health TRx (NZ)** – implementation support partner
- **University of Melbourne School of Social and Political Sciences** – Dr Stuart Ross – research and evaluation
- **Design4Use** – user experience
- **NJC Project team**
 - **Programs and Innovations Team:** Louise Bassett, Anthony Ket and Freddy Densley
 - **Client Services:** Mathew Cocomazzo, Court Services, and Amy Lopes, Odyssey House Victoria
 - **Corrections:** Rory O'Connor + Corrections team
- **Clients**
 - **Any client of the NJC who has an AOD issue**
 - **Client Services**
 - **Corrections**
 - **Any other client with an AOD issue (even if a formal referral to Mat/Amy is not required)**

eRecovery/A-CHESS history



The eRecovery program



Technology for the addiction management lifecycle

eIntervention

Referral Management

- Provider-Finder
- Motivational Interventions
- Tracking & Analytics

eTherapy

Cognitive Behavioral Therapy

Powered by CBT4CBT

- CBT for SUD, Alcohol, OUD with MAT

eRecovery

Relapse Prevention

- Peer Support
- Care Coordination
- Data Collection

Connections App, for patients

Companion App & Dashboard, for the care team

Enterprise Analytics & Benchmarking



The beginning

- **The NJC has a history with digital innovation (development of the online family violence intervention order application form, MyCase and others). Looking for innovations to support clinical work**

eRecovery NJC Trial – objectives

- **To test the effectiveness of eRecovery in reducing harm/preventing relapse for justice clients with AOD issues, and as a tool for AOD professionals to support clients' treatment and recovery**
- **To assess the potential for the broader use of eRecovery in problem-solving and therapeutic justice programs**
- **To identify and resolve ethical, regulatory, clinical and usability issues for the use of such applications in a forensic context**

eRecovery

- **Creates competence in disease management (through the provision of information, notifications of high risk situations, strategies to manage distress)**
- **Builds relatedness with others (through social media, sharing of recovery stories, check-ins)**
- **Creates a sense of autonomy in the recovery process (tracking progress, responding appropriately to lapses or impending lapses)**

Consent

Prior to signing up, clients are informed that:

- This a trial
- Their response to surveys and use of the app will be reviewed (de-identified)
- That will be asked to participate in interviews throughout the trial, but will be financially reimbursed for their time in the form of a Woolworths gift card.
- They are able to leave the trial at any time
- Their participation is not a condition of their Bail, CCO etc
- All discussion content is monitored
- There is a GPS function but we cannot track the client and this feature is optional

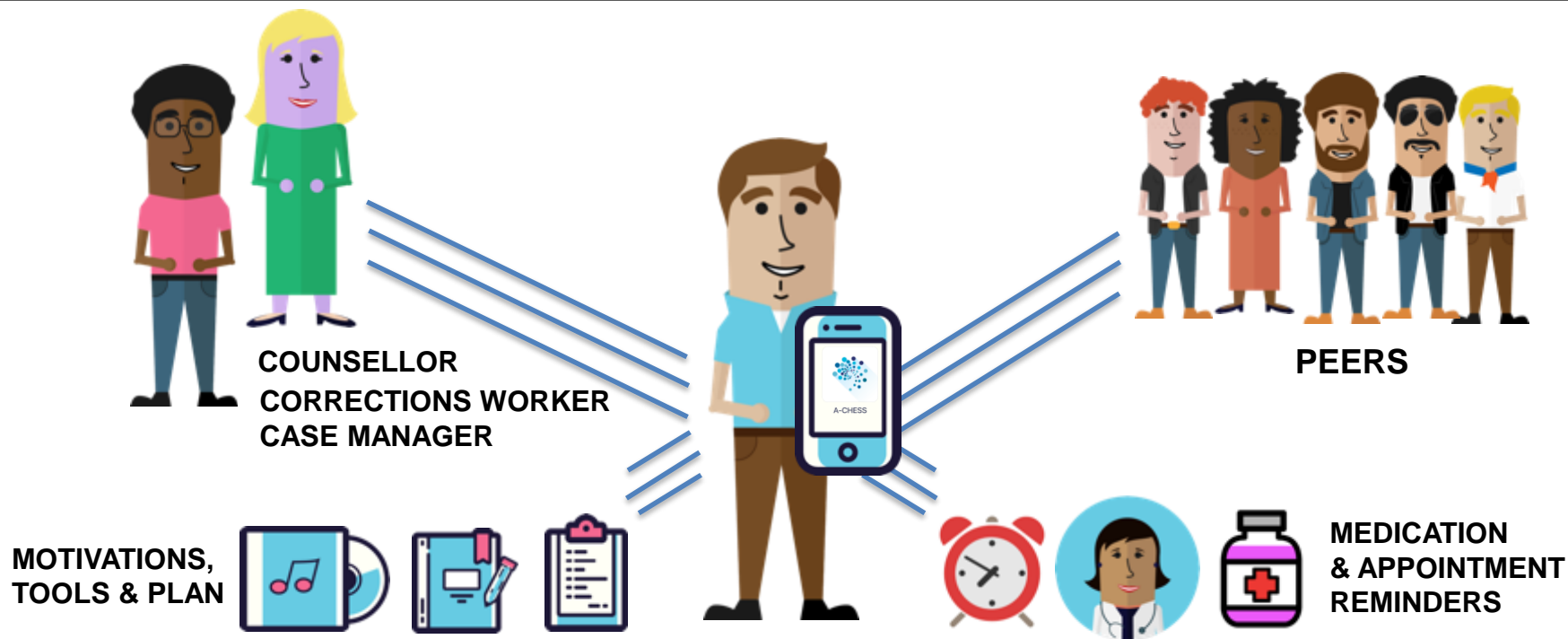
Sign up and on boarding

- **Clinicians, Corrections staff and our Programs and Innovations Team at the NJC are able to sign up clients to eRecovery**
- **The client requires a smart phone in order to use the app**
- **The app is available on Google Play and the Apple store for free**
- **We provide a Wi-Fi hotspot in the NJC foyer, which allows them to download the app without using their own data**
- **The client is provided a login and password which allows them access to the app**

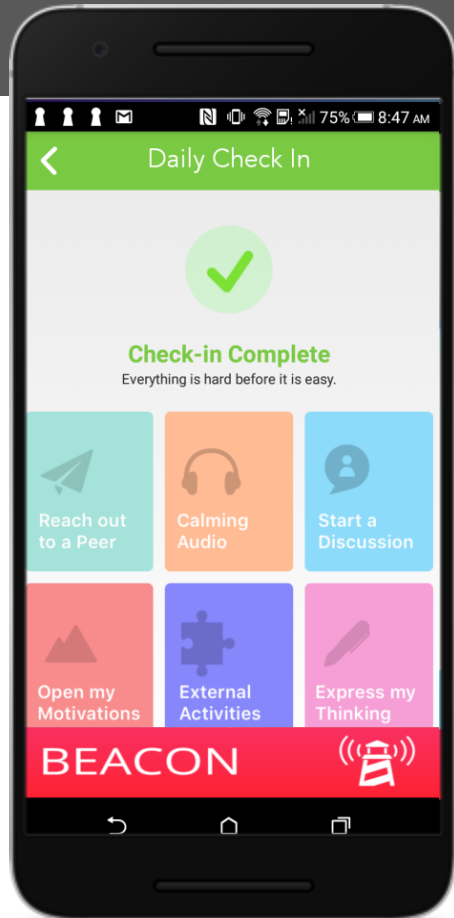
Phones and data

- **To participate in the trial, clients need a smartphone and data**
- **Phones:**
 - **We have low-cost phones and SIM cards to provide to clients who don't have a phone for the duration of their participation in the trial**
- **Data:**
 - **An eRecovery wifi hotspot is set up in the NJC foyer for use by all clients participating in the trial**
 - **Essentials Vouchers are available to compensate/enable clients' data usage**

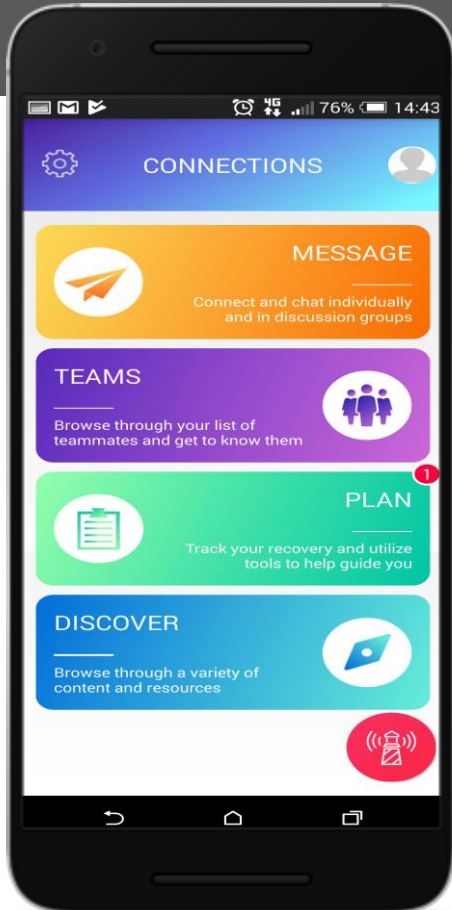
Clients in Recovery need connections



Daily use of eRecovery

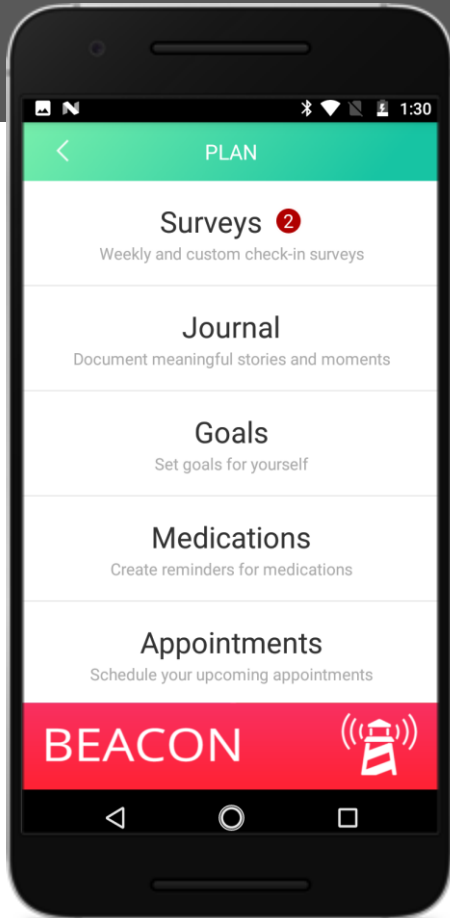


Message and Teams



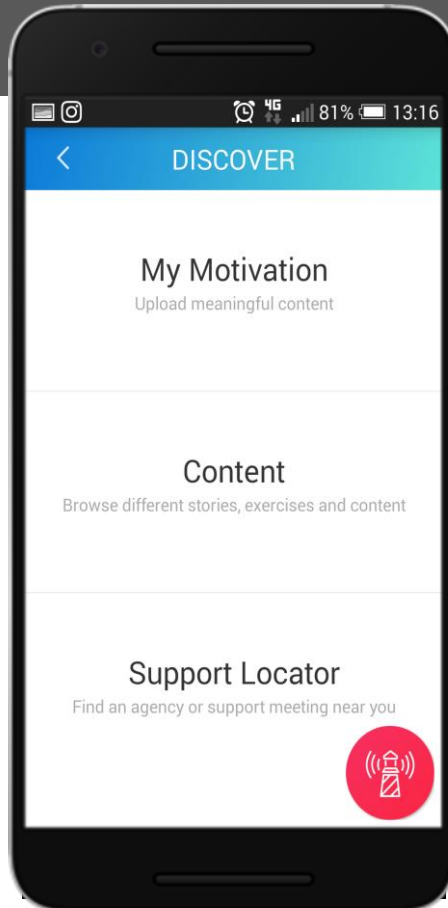
- **Clients are able to message other participants and their worker**
- **Discussion groups are created by a clinician and clients are able to participate**
- **All discussion content is monitored by clinicians**
- **Teams are set by clinicians and clients can be added to the group**

Plan



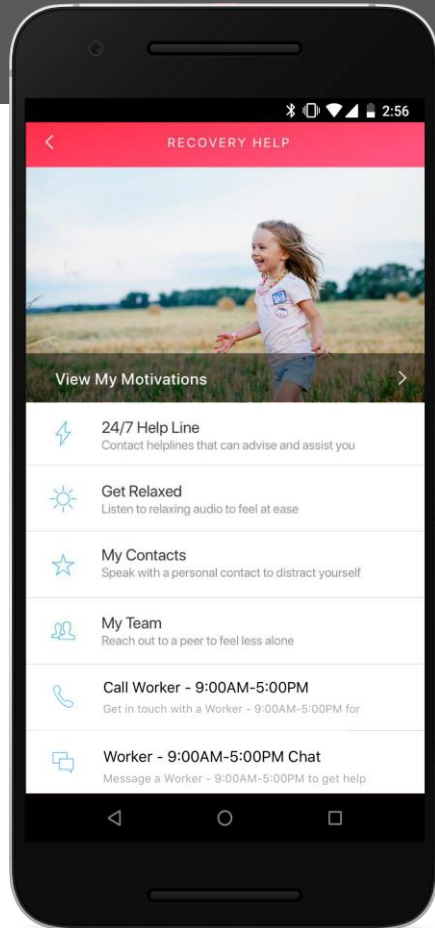
- **The plan section contains the weekly surveys – BAM and daily check-in**
- **The client can also journal and set recovery goals – these cannot be accessed by the clinician**
- **Appointments can be set by both the clinician from the Dashboard and the client in the app**
- **Medications can be added to the app by the client and clinician – clients will be prompted with reminders to take their medication**

Discover

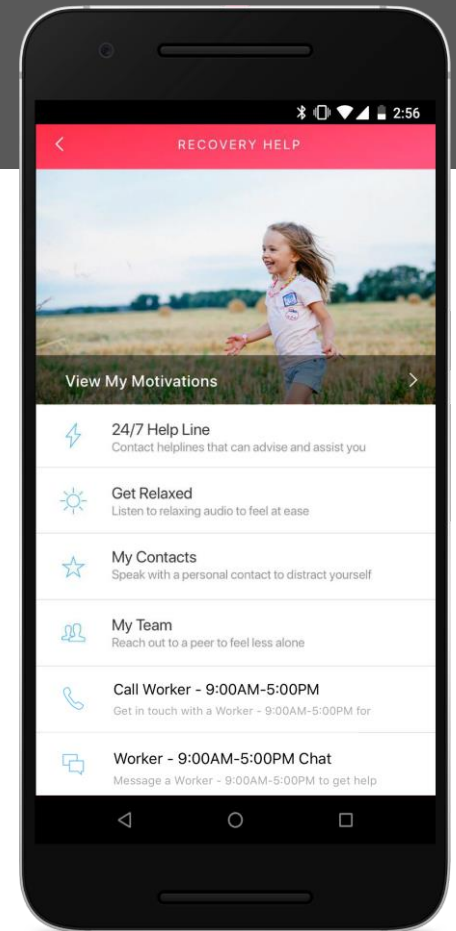
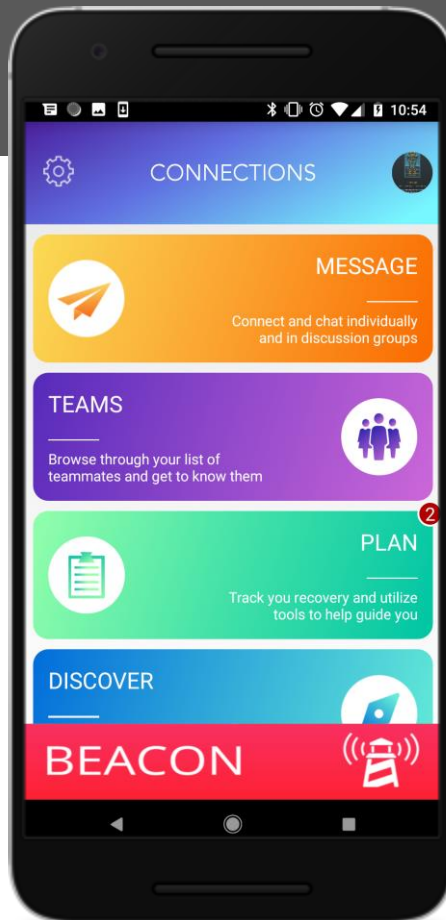
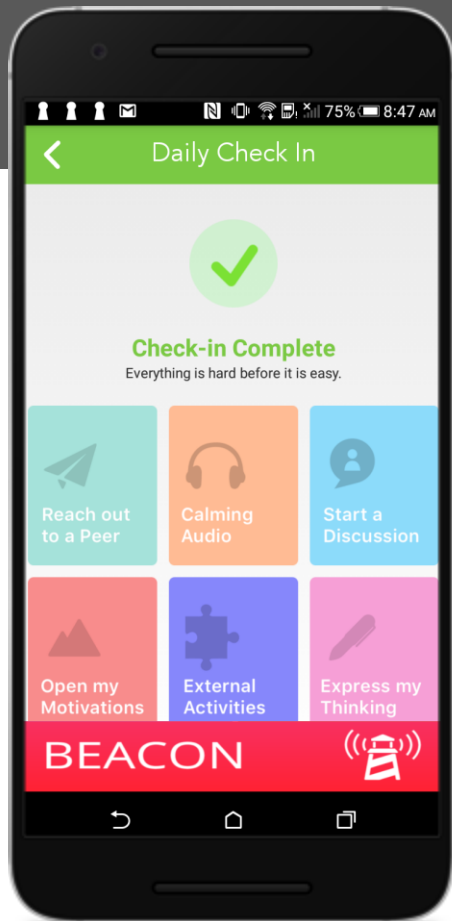


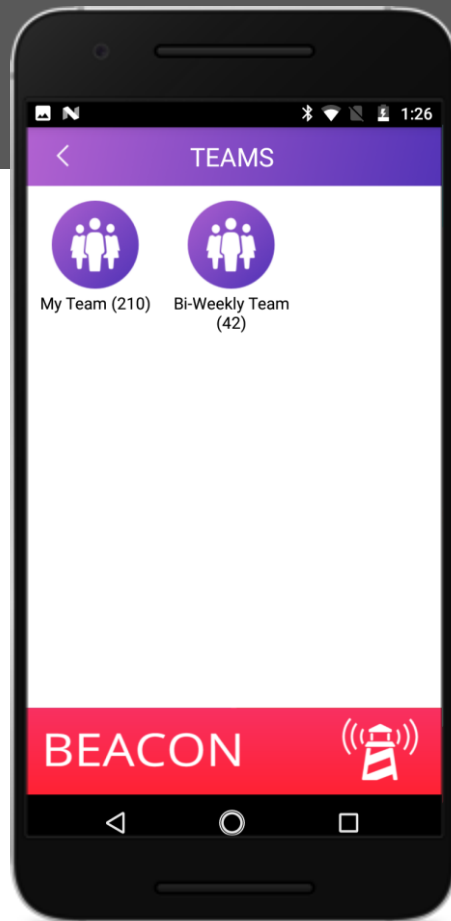
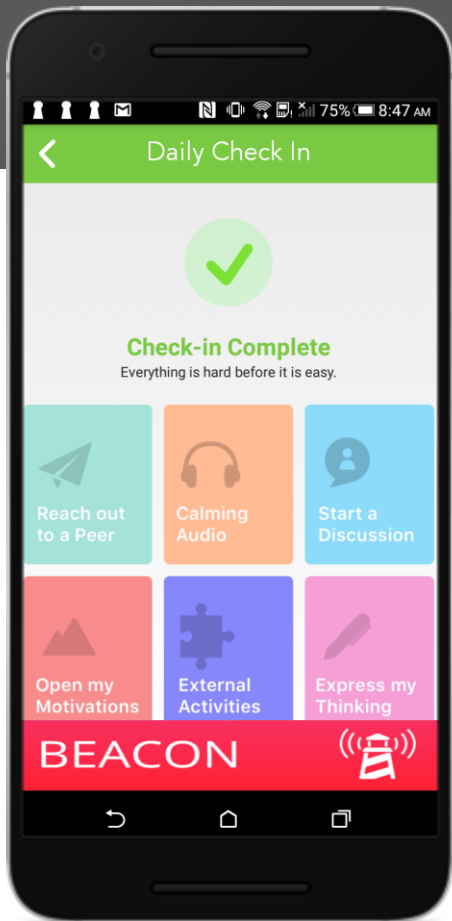
- **My motivation is set up with the client at sign up and contains an image and notes of reasons why the client is working on their recovery**
- **Content has a variety of information and education that the client can access, including topics of sleep, self care and anxiety**
- **Support locator is a list of services in the City of Yarra**

Beacon



- **When the client wants to access immediate supports, they can press the Beacon**
- **The Beacon features as the red strip or red lighthouse icon**
- **Pressing the Beacon will bring the client to this page, allowing them to view their reasons for treatment, utilize relaxation tools and contact supports, including their clinician/worker**
- **The clinician is notified when the Beacon is pressed, even if the client does not opt to call us.**

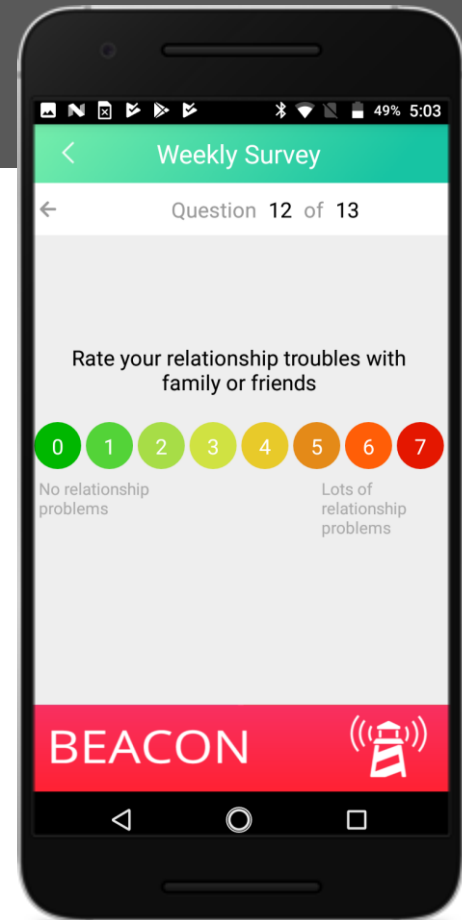




PEERS

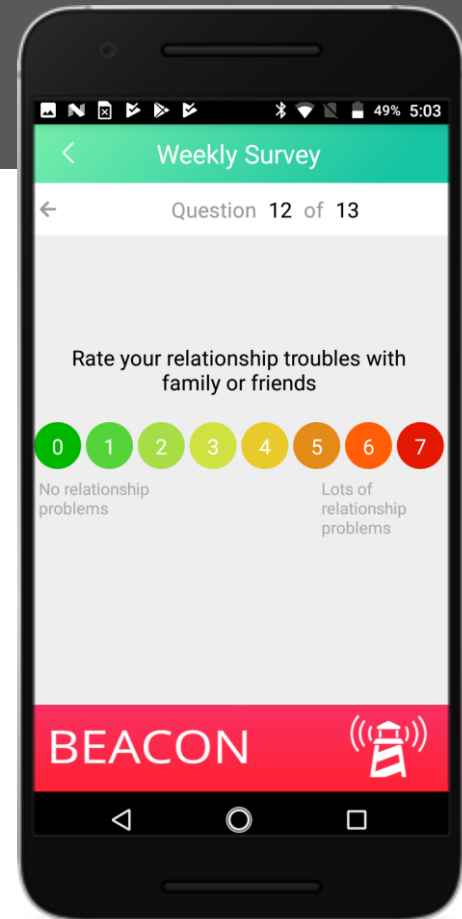
Weekly BAM Survey

- **Brief Addiction Monitor**
- **Threshold Questions**
 - Have you used drugs or alcohol in the last 7 days?
 - If yes, how many times/heavy drinking days?
- **Protective Questions**
- **Risk Factor Questions**
- **Upon completion**
 - Recovery score calculated
 - Motivational messages displayed, content offered
 - Clinician updated, based on settings



Utilising the BAM Survey

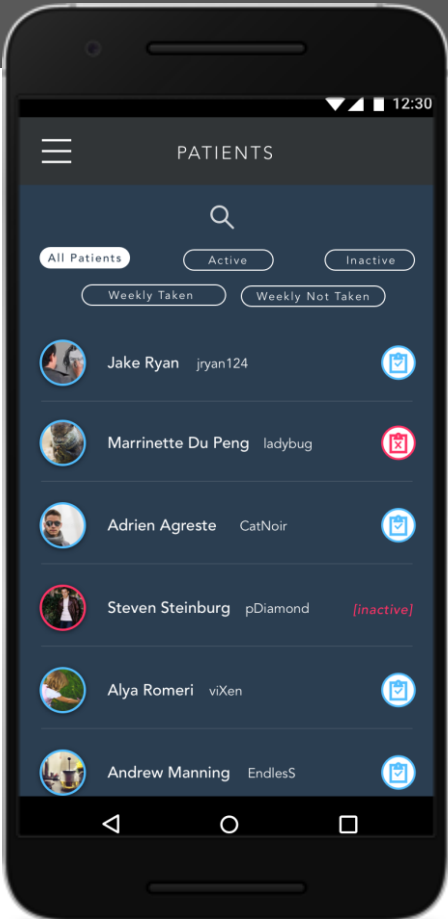
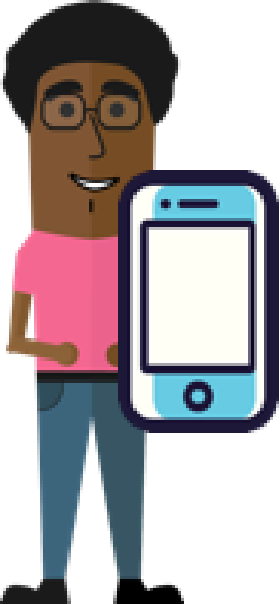
- The email updates have allowed for insights into the client's use, and contributing factors and triggers for use
- The BAM responses are logged and clinicians can review all BAM in the Companion app or Dashboard
- The BAM survey allows us to identify themes and has a clear visual representation of client responses
- Clients have reported the frequency and length of the BAM in not intrusive or off-putting, leading to ongoing use of this function

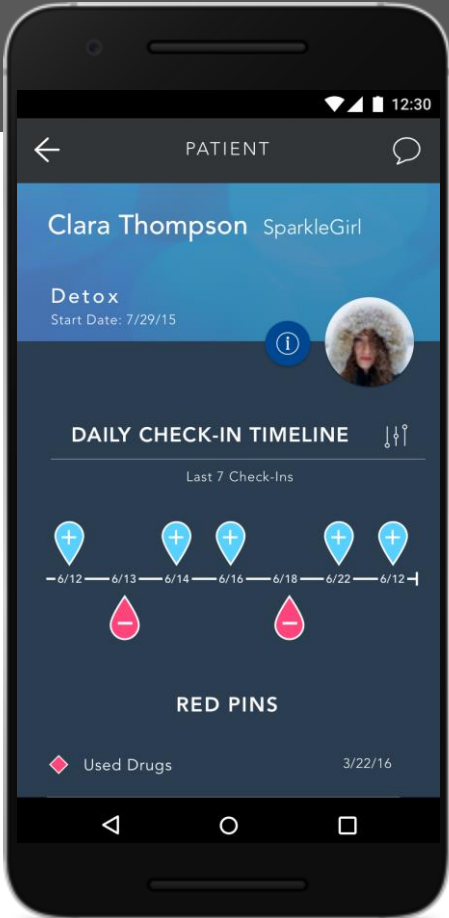


Application to practice

- **The app gives structure to future appointments as the clinician is alerted to responses from the client's responses to the weekly BAM survey**
- **If substance use is reported or concerns are raised we can immediately respond**
- **Clients feel engaged with their recovery outside of the appointments**

Companion App





PATIENT

cdennis

C, don't be down. relapses happen in recovery. can you come to the Clinic tomorrow?

Today 4:53 PM

Enter message

we I thanks

q w e r t y u i o p

a s d f g h j k l

z x c v b n m

?123 , ☺ . ↩

Connected Care Team



Timely updates from clients

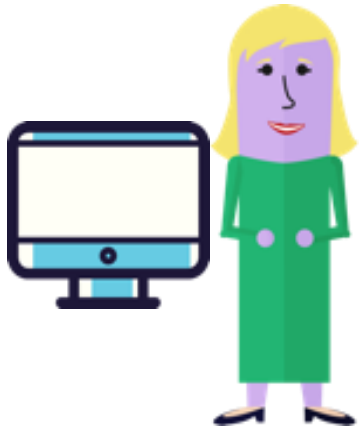
(Real-time or daily summary)

- Relapse reports
- Recovery progress, summary and/or in detail
- Near high-risk location
- Inactivity alert

Option to communicate to clients

- Send messages, coordinate appointments, remind them of medications, push content

Dashboard




A-CHES Users Teams Messages Content Surveys Reports **Companion** Alerts

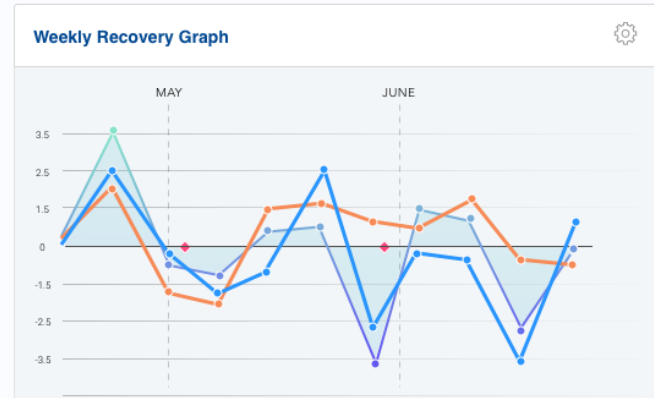
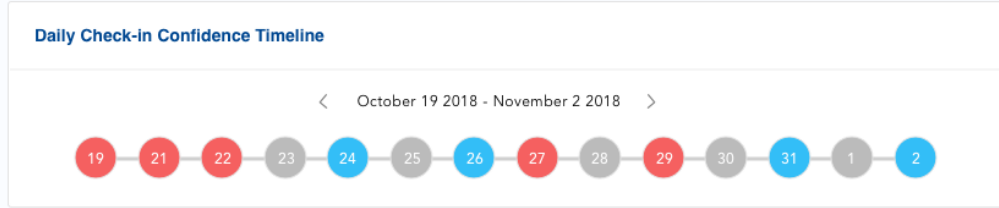
Home Messages **Patients** Enter Data Medications Appointments Settings

< [User Avatars] >

AliceSmitt

 **Bill Betaray** (Billy B)
Username: BetaBill

Out Patient
Start Date: May 18 2018



Messages

You have no messages with this participant

Research/evaluation and UX

University of Melbourne – Research and evaluation

- **Implementation research questions (first six months)**
- **Delivery model research questions (second six months)**
- **Client and clinician outcomes research questions (second six months)**

Research/evaluation and UX

Design4Use – User experience

- **Client user experience (the Connections app, service design, content)**
- **Worker user experience (the Companion app and dashboard, service design)**
- **Joining up (the approach, lessons learned)**
- **Technology adoption**

Data sources

- **Metrics from app and dashboard (e.g. number of clients, client usage reports, daily and weekly survey results etc.)**
- **Interviews with clients and clinicians at regular intervals**

Feedback from NJC clients

“It is **easy to use** and it keeps my worker up to speed with what's happening for me outside of my appointments.”

“I actually use it and then we talk about it in appointments, so **I know its useful.**”

“I can **show I care** about my recovery”

“**I get reminded why** I am doing this when things get hard”

“**I contact my worker more** because I get reminded I can do that when I am stressed”



Information session for the AOD sector

Friday 21 June 2019

1.15pm to 2pm

**Neighbourhood Justice Centre
241 Wellington Street, Collingwood**

Please email: frederica.densley@courts.vic.gov.au



Questions?