

Case Study

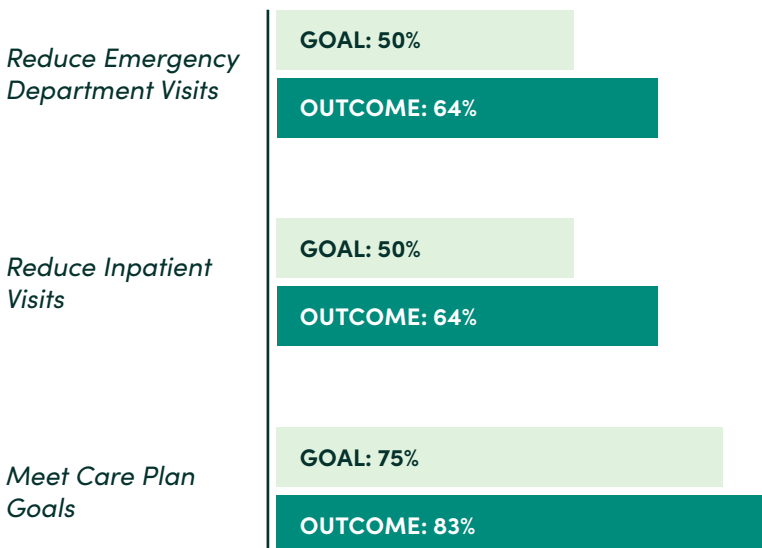
Corsica River Care Connections

PROGRAM DESCRIPTION:

Care Connections combines digital engagement with community health resources to reduce inequities and provide technology-supported interventions to address chronic behavioral health conditions. The program is specifically designed to target a rural community that relies on the hospital emergency department for primary care needs and is heavily dependent on inpatient resources.

The program combines in-person, virtual, text, and chat engagement to successfully transition from the hospital to community-based services including primary care, behavioral health specialty care, and other support services.

Program Goals and Outcomes:



PROGRAM AUDIENCE :

Adults 18 years of age or older who have a mental health or mental health/co-occurring substance use disorder diagnosis and have visited the emergency department and/or received inpatient mental health care at least twice within 12 months



34,600

text messages sent to participants

21,500

two-way messages exchanged

6,300

participant-initiated messages

Program Components:



Care Communications:

Upon enrollment, participants receive text messages to support their behavioral health journey, with some including links to a library of resources (see Care Companion). Topics include substance use recovery messaging, smoking cessation, and behavioral health condition management, emotional support, and general well-being/lifestyle.



Care Companion:

This cloud-based learning management system (LMS) provides vetted educational content that is personalized by participants' self-expressed priorities and interests, structured into easy-to-follow sections to promote independent education, learning and self-care management.



GoMo Chat:

Much like a typical text conversation, GoMo Chat allows (secure) live messaging between participants and their care team, enabling in-the-moment, on demand conversations.



Secure Data Collection and Reporting:

Engagement and experience data is collected and analyzed and reported back to providers for ongoing quality, clinical delivery and service improvement.

“This program was so vital to me. It helped me survive every day. It became a very important part of my life. I wish it could go on forever. These messages are very helpful and uplifting. They put a big smile on my face each morning.”

Program Participant, Care Connections

