Powered by Owl, Inova Kellar Center Achieves Joint Commission Accreditation in Behavioral Health

Commended as a "Leader in Successful Measurement-Based Care Implementation"

+ **INOVA**®

About Inova Health

- $3.3. Billion integrated health system serving over 2 million people annually

- Inova Kellar Center (IKC) is Inova Health System's premier behavioral health center for children and families in Northern Virginia

- IKC offers individual, family, and group therapy; psychiatric evaluations; psychological testing, and intensive outpatient and partial hospitalization programs

Overview

Measurement-Based Care (MBC), or the use of objective patient-reported outcome measures (PROMs) to track treatment impact, is a proven best practice in behavioral health. MBC increases treatment efficiency and effectiveness.[1] Further, patients are 2.5x more likely to reach remission, and time to remission is reduced by 50%.[2]

Inova Kellar Center (IKC) made the strategic decision to implement MBC to screen for conditions, enhance clinical interviews, improve the triage process, guide treatment, and assess care.

IKC also sought to meet the new Joint Commission MBC accreditation standard. By using Owl's measurement-based care cloud solution (the Owl), IKC achieved accreditation. IKC was also commended by the Joint Commission evaluator as a "High Reliability Organization" (HRO), an organization that is "establishing near zero rates of failure for critical quality processes ... across all services for very long periods of time."

The Challenge

Like many organizations, IKC faced the following potential barriers to the implementation of a new technology in a clinical setting:

- Complex clinical workflows
- Low patient/family engagement
- Lack of organizational buy-in
- EMR integration challenges
- Clinician and staff burden

"The entire staff is proud of our recent Joint Commission success. The Owl was vital to our achievement of both Joint Commission accreditation and recognition for successfully integrating MBC into clinical practice. The Owl changed the conversation by enabling our organization to implement measurement-based care easily, efficiently, and cost-effectively in order to achieve our ultimate goal of enhancing patient care."

Rick Leichtweis, PhD
Senior Director, Inova Kellar Center

Our Approach

Owl enabled IKC to overcome the barriers to MBC implementation -- and answer "Yes" to the "Three Core Questions" of Joint Commission Accreditation.[3]

1 **Does the organization have an instrument that is appropriate for measurement-based care?**

Inova Kellar Center selected Owl as its MBC solution to help screen, administer, score, and report on outcomes for a range of behavioral health conditions. A HIPAA-compliant platform that can be accessed from any device, the Owl offers a curated library of validated outcome measures and automatically selects, schedules, and charts PROMs throughout the course of care. The Owl also helped IKC increase the efficiency of pre-certification and utilization review to enhance ROI.

2 **Does the organization admin-ister it consistently at multiple intervals in the care process?**

Owl provided both clinical and administrative staff with hands-on training on how to administer the solution. Buy-in increased throughout the organization as staff members recognized the Owl's ability to automate clinical workflow, resulting in increased efficiencies and reduced clinician and staff burden. Patient engagement rates exceeded benchmarks as young people and their families interacted regularly with the Owl's engaging, user-friendly interface, as shown below.

3 **Does the organization actually look at the data and do something in response to it?**

Patients reported symptoms in the Owl that were missed during the clinical interview process, yielding importantactionable data. The Owl enhanced triage decisions, clinical case formulation, and treatment planning. The Owl generated engaging graphs and reports that facilitated data-driven conversations with patients that helped guide treatment. The information enabled quality improvements that led the Joint Commission surveyor to commend Inova Kellar Center as a "High Reliability Organization."
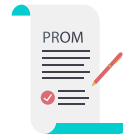
Patients completed 76% of assigned outcome measures versus an average rate of 35% in similar settings.[4]

The Results

Met Joint Commission Accreditation standards

Commended as a "High Reliability Organization"

76% PROM completion rate: Over 2x the average completion rate in similar settings[5]

**Enabled clinical documentation improvement for enhanced ROI**

Automated workflows to increase clinical efficiency

The Owl is in use in leading health systems and academic centers, including Seattle Children's Hospital, Inova Health System, Texas Children's Hospital, Oregon Health and Science University, University of Washington, Boston University, and Centerstone of America.

"Our success with the Joint Commission evaluation convinced everyone – including our financial decision-makers – that Owl is an investment that has a tangible positive impact on both patient care and our long-term performance."

Rick Leichtweis, PhD
Senior Director, Inova Kellar Center

Case Study

Owl
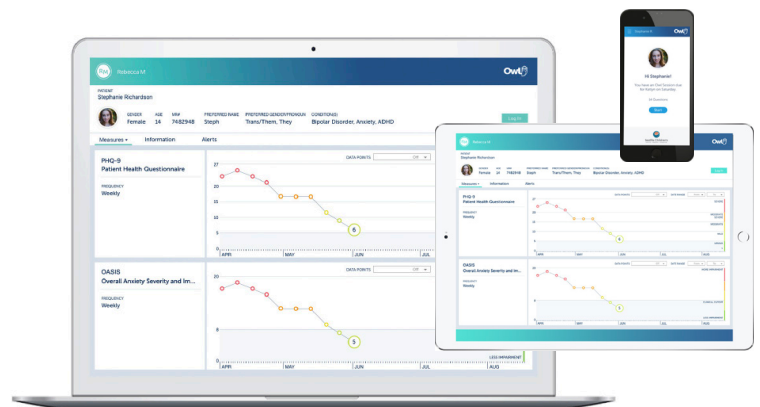
The Owl® Features and Functionality

Patient-Reported Outcome Measures:
The Owl's intuitive, web- and mobile-friendly interface enables patients to easily complete outcome measures.

Digital Library of 100+ Outcome Measures:
The Owl equips providers with the most extensive curated library of evidence-based measures in the industry.

Configurable Workflow:
The Owl fits into workflows, with multiple options for screening, intake, and treatment for increased efficiency.

Smart Screens:
Online or phone-based tools screen for a comprehensive list of disorders to optimize the patient-provider match.

Automatic Scheduling:
The Owl automatically schedules measures for patients to complete & issues configurable reminders via text or email.

Access to Outcomes Data:
The Owl provides access to patients' outcome data for in-house health analytics applications.

Mobile-Friendly:
The Owl's user-friendly interface is easily accessible on any mobile device for deeper patient engagement.

EMR Integration:
The Owl seamlessly integrates with major EMR systems to reduce clinician and administrator burden.

Engaging Reports and Graphs:
Instantly-scored, intuitive graphs and reports foster patient engagement for improved treatment adherence.

Alerts and Notifications:
The Owl can be configured to notify clinicians when patients endorse suicidal ideation.

Allows Multiple-Respondent Teams:
The Owl allows clinicians to collect responses from a young patient's parents, teachers, and other adults.

Reporting & Analytics Dashboard:
The Owl tracks MBC adoption, usage, and performance with real-time visibility into key performance indicators.

Secure and Scalable:
The Owl is a secure HIPAA-compliant, FERPA-compliant cloud solution with the ability to scale enterprise-wide.

Enables Compliance with Privacy Laws:
The Owl allows clinicians to present different views of results to parents & teens, in compliance with state privacy laws.

About Owl

Owl is the leading provider of precision care management solutions for behavioral health. Through its advanced cloud-based platform, the company offers a scalable and sustainable strategy to integrate measurement-based care, clinical decision support, and data insights into existing treatment workflows across all behavioral health conditions. Owl enables behavioral health and primary care providers to expand access, enable telehealth, and improve quality care delivery, while reducing risk and enabling value-based care. Leading organizations, including Main Line Health, Amita Health, Inova Health, West Yavapai Guidance Clinic and Aurora Mental Health Center, use Owl to improve clinical and financial outcomes. For more information visit owl.health.

1 Lambert et al., 2009; Lambert et al.,2003; Guo et al., 2015; Bickman et al., 2011, Lambert & Shimokawa, 2011; 2 Ranney, 2017
2 Guo et al., 2015.
3 Measurement-Based Care in Behavioral Health: How, Why and When to be Ready," Joint Commission webinar, April 2017
4 Baruch, G., & Vrouva, I. (2010). Collecting Routine Outcome Data in a Psychotherapy Community Clinic for Young People: Findings from an Ongoing Study. Child & Adolescent Mental Health, 15(1), 30-36
5. Baruch, G., & Vrouva, I. (2010). Collecting Routine Outcome Data in a Psychotherapy Community Clinic for Young People: Findings from an Ongoing Study.Child and Adolescent Mental Health, 15(1), 30-36