



Recovery Record

Help@Hand Collaboration Impact Report

Eating Disorder Mobile App

help @ hand™

CONNECTING PEOPLE WITH CARE
RIVERSIDE



What is Recovery Record?

Recovery Record is an mobile app that is a leading global product for eating disorder management. The mobile app features include check-ins, CBT self-monitoring, DBT and ACT skills, outcome tracking, meal monitoring, clinical goal review, and motivation enhancement.

Learn more at
www.recoveryrecord.com

Help@Hand Target Area & Population

Improve Outcomes for High Risk Populations and enhance support services for our eating disorder Consumers

Digital Innovation – Pilot Implementation Strategy

The utilization of the mobile app was embedded within the County Eating Disorder (ED) Program in close collaboration with Novahn Xayarath, Eating Disorder Program Manager and the Eating Disorder Champions.

Help@Hand Clinical Staff Team
Peer Team Member
RUHS-BH Evaluation Unit
University of California Irvine, H@H Evaluation
Help@Hand Tech Lead

Timeline



FY 2019–2020

Peer Team explored and tested over 200 different mobile apps with the intention of identifying suitable mobile apps to address the needs of our Help@Hand populations of focus including the eating disorder consumers. After various meetings with vendor, the team decided to invite Recovery Record to participate in the statewide collaboration vendor selection meeting to get vetted and get approved as an app vendor for the collaborative.

FY 2021–2022

- Digital Behavioral Health Questionnaire v2.4 (Risk Assessment Only).
- HIPPA Compliant & security.
- Pilot Implementation Planning.
- Pilot Proposal completed.
- Participation consents created.
- Pilot Evaluation Plan developed
- Executive Team approved pilot.
- Contract with vendor executed.
- Vendor Training.
- UCI Providers Evaluation Planning & Contract.
- Testing of app and custom training materials developed.

FY 2022–2023

- Training and onboarding of ED Champions.
- H@H joined the ED Program and ED Champions in a ED Program conversation with Sacramento County to share Technology Enhanced Best Practices for Eating Disorders Treatment (Feb. 2023).
- App Data discussions with vendor.
- Recovery Record Pilot expanded to contracting providers: Victor Community Support Services (VCSS) and Wylie Center Organization providers.

Sacramento County



The Help@Hand team joined Janine Moore, Deputy Director - Children's and Transitional Age Youth Programs, Novahn Xayarath, ED Program Manager and ED Champions in an ED Program conversation with Sacramento County to share Technology Enhanced Best Practices for Eating Disorders Treatment with the Recovery Record App.



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Communication Strategies Infographics



Recovery Record
-Technology Enhanced Best Practice for Eating Disorder Treatment

help @ hand Riverside University Health System Behavioral Health

This app acts as a "helper" on their journey

- A secure place which can track progress and set backs, keep up with programming, and access in the moment skills and support.
- A tool we can practice using in program and take outside of the treatment facility and into the storm of day-to-day life.

Recovery Record

- Self-monitoring to increase awareness of behaviors and their accompanying emotions and thoughts.
- Helps you and your patient understand the nature of the problem.
- Creating a "gap" between trigger and response
- Practicing skills to respond differently and change behaviors that seemed automatic
- Developing a habit of regular eating (highlight irregular eating as a maintaining factor)

Brought to you by RUHS -Behavioral Health Help@Hand

Brookly Kaye, MSW, Service Administrator
Sally Decker, Change Team
Marta Martha, MEd, Help@Hand Program Manager
Joseph Povey, Senior Clinical Therapist
Katie Henry, Clinical Therapist
Melissa Vespenek, Senior Peer Support Specialist
Susanne Jones-Williams, MSW, Manager, Evaluation
Tori Black, MEd, RN, C/MHSA, Program Management
Dr. Dana Berklin, Director, Community Engagement Unit, UCI Help@Hand Evaluation

Customize Activate Optimize Monitor

Recovery Record CONGRATULATIONS!

An account has been created for you! You have received an email from Elissa. Now what? Follow this path for success!

- 1 COMPLETE REGISTRATION**
1. Download the Recovery Record Clinician App on your phone.
2. Answer "No" to the "Do you have an existing account?" question.
3. Enter email to register.
*If you would prefer to use QR on desktop, you can also sign up at our website by clicking "sign up".
- 2 SIGN & SEND CONSENT**
Open "RR Welcome Packet" > "RR Care Team Consent" > Sign, date and send to: K.Henry@ruhealth.org
- 3 INVITE CLIENT**
The easiest way to link with a client is having them download the app, click "Connect Clinician" and have them enter your Link Code. Your Link Code is at the top of "your Profile" in the "Settings" Menu.
- 4 UTILIZE FEATURES AND ENGAGE WITH APP!**
- 5 EMAIL**
K.HENRY@RUHEALTH.ORG OR J.KOONTZ@RUHEALTH.ORG
the client's preferred email for "Welcome" \$40 Incentive e-gift card or for any questions or need for support.
- 6 INVITE ANOTHER CLIENT!**
- 7 RESPOND TO INQUIRIES FROM UCI**
asking about your experience with the app.

FOR AFTER SEPTEMBER 29TH

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CONNECTING PEOPLE WITH CARE

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- 4 CLIENT SIGNS & YOU SEND CONSENTS**
Open "RR Welcome Packet" > "RR Care Team Consent" > Sign, date and send to: K.Henry@ruhealth.org
- 5 INTAKE EVALUATION MEASURE FOR THE HELP@HAND PROJECT**
Open "RR Welcome Packet" > locate the correct "Intake Packet" for client (Youth, Adult, RUG, Victor, etc) > Print, have client fill out, sign & date, include EHR Client ID and email the client. We will have gift card sent.
- 6 SEND SURVEY TO H&H**
Send survey packet to K.Henry@ruhealth.org. Our team will send the gift card to client's email and will send a response to indicate if it went. *NOTE: Sign & Date can be sent in the same email.
- 7 3 MONTH/6 MONTH MEASURES FOR THE HELP@HAND PROJECT**
Open "RR Welcome Packet" > locate the correct "3 Month" or "6 Month" Packet for client. Print, have client fill out, sign & date, include EHR Client ID and email. *Repeating Step 6, Send survey packet to K.Henry@ruhealth.org.

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Communication Strategies



Recovery Record Newsletters

Recovery Record Care Team Newsletter

An all-in-one-letter for updates you want to know!

help@hand RIVERSIDE

VOLUME 1, ISSUE 1 / 1 JUNE, 2023

DID YOU KNOW?!

- You do not have to wait until you have a client ready to join the Pilot before registering! Go ahead and explore all the features! You can even practice with a colleague to get a sense of the client's experience.
- We have had 14 consumers utilize Recovery Record so far!
- LAST DATE to onboard for Pilot is September 14th
- Questions coming up? Email Kayla and she will help you! K.henry@ruhealth.org

As always, we can be contacted for any questions, concerns, and if there are any new participants to recommend.

TIPS CORNER:

One "cherry on top" feature for the clinical side, is how EASY it is to provide that in-between session support. The quickest way is to tap the "Let all clients know you've reviewed logs" option. See image:



WONDERING HOW TO DESCRIBE THE APP? TRY THIS:

RR app is a leading global product for eating disorder management. Features include check ins, CBT self-monitoring, DBT and ACT skills, outcome tracking, meal monitoring, clinical goal review, and motivation enhancement. Learn more at www.recoveryrecord.com

THE APP MADE ME REALIZE IT WASN'T JUST ME

Recovery Record Care Team Newsletter

An all-in-one-letter for updates you want to know!

help@hand RIVERSIDE

VOLUME 2, ISSUE 1 / 1 AUGUST, 2023

DID YOU KNOW?!

- Your client can earn \$150 in gift cards by filling out the intake, 3-month, and 6-month evaluation measures! Send the completed survey to Kayla and the gift card is sent to your clients email!
- We are working on getting you a Digital Health Literacy Certificate for your participation! The vendor is working on creating a Certificate to capture the significance of your efforts in incorporating tech innovations to treatment of care. Stay tuned for updates!

TIPS CORNER:

Look out for a digital folder coming your way! This "H@H Recovery Record Packet" folder can be downloaded for your convenience and will include:

- Participant and Clinician Consent forms
- Evaluation Measure Surveys
- Gift Card Guide
- and a NEW "What's Next?" Recipe infographic to guide you through the steps involved with the pilot project!

(Didn't fill out a consent form? Don't worry. Neither did the person next to you. My team and I will be visiting soon and helping you get us what we need!)

23 Consumers have linked with Recovery Record!!

PLEASE CONTRIBUTE TO OUR SURVEY

You may hear from Biblia! Biblia Cha is with our UCI team. We are collaborating in gathering data. She is reaching out to care team members for your feedback on your experience. We want to hear from you! Never logged in? Let us know that and a little about why. Thank you to everyone for helping us with this pilot project. Your feedback contributes to if and how digital technology is a benefit to both consumers and providers.

The last day to onboard a client in the H@H Pilot Program is **SEPTEMBER 14th**. After this date, your licence for Recovery Record will still be valid, but **NEW clients will no longer be able to receive gift cards for participation**

Questions coming up? Email Kayla and she will help you! K.henry@ruhealth.org



Recovery Record

-Technology Enhanced Best Practice for Eating Disorder Treatment

help@hand RIVERSIDE UNIVERSITY HEALTH SYSTEM Behavioral Health

This app acts as a "helper" on their journey

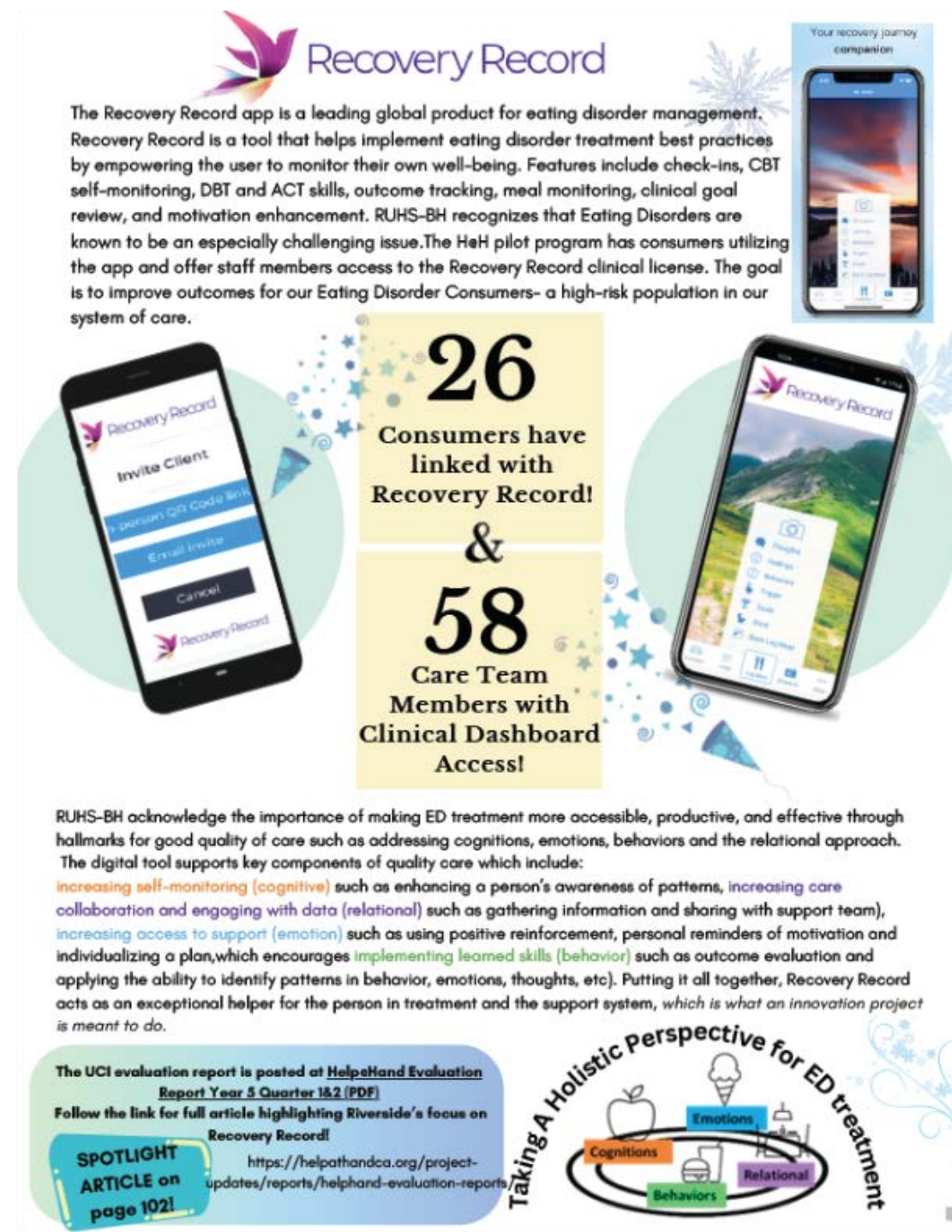
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- A tool we can practice using in program and take outside of the treatment facility and into the storm of day-to-day life.



Communication Strategies

Recovery Record Newsletters - December 2023

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Recovery Record

The Recovery Record app is a leading global product for eating disorder management. Recovery Record is a tool that helps implement eating disorder treatment best practices by empowering the user to monitor their own well-being. Features include check-ins, CBT self-monitoring, DBT and ACT skills, outcome tracking, meal monitoring, clinical goal review, and motivation enhancement. RUHS-BH recognizes that Eating Disorders are known to be an especially challenging issue. The HeH pilot program has consumers utilizing the app and offer staff members access to the Recovery Record clinical license. The goal is to improve outcomes for our Eating Disorder Consumers- a high-risk population in our system of care.

26 Consumers have linked with Recovery Record! & **58** Care Team Members with Clinical Dashboard Access!

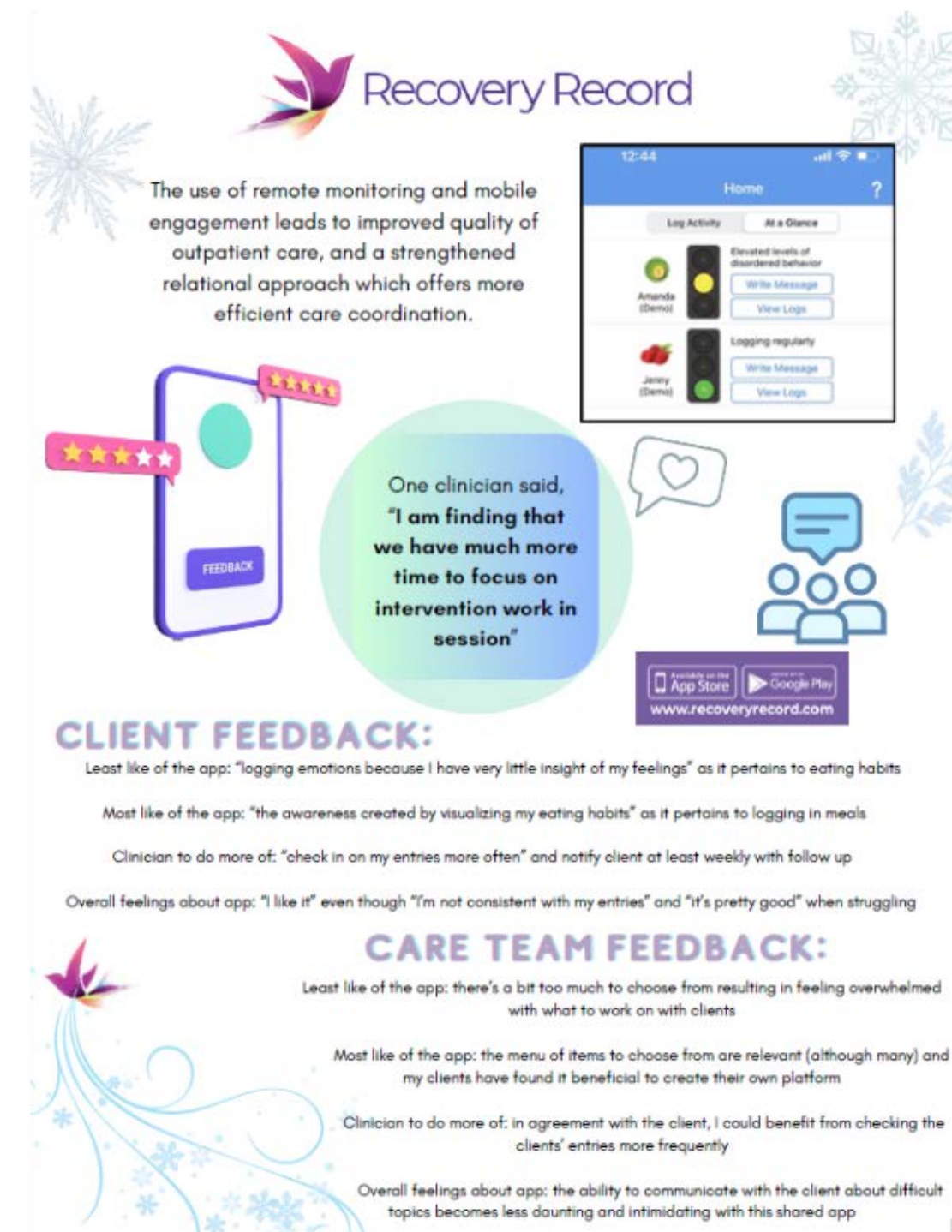

RUHS-BH acknowledge the importance of making ED treatment more accessible, productive, and effective through hallmarks for good quality of care such as addressing cognitions, emotions, behaviors and the relational approach. The digital tool supports key components of quality care which include:

- increasing self-monitoring (cognitive) such as enhancing a person's awareness of patterns, increasing care collaboration and engaging with data (relational) such as gathering information and sharing with support team),
- increasing access to support (emotion) such as using positive reinforcement, personal reminders of motivation and individualizing a plan, which encourages implementing learned skills (behavior) such as outcome evaluation and applying the ability to identify patterns in behavior, emotions, thoughts, etc). Putting it all together, Recovery Record acts as an exceptional helper for the person in treatment and the support system, which is what an innovation project is meant to do.

The UCI evaluation report is posted at [Helpand Evaluation Report Year 5 Quarter 1&2 \(PDF\)](https://helpandca.org/project-updates/reports/helpand-evaluation-reports). Follow the link for full article highlighting Riverside's focus on Recovery Record!

SPOTLIGHT ARTICLE on page 102! <https://helpandca.org/project-updates/reports/helpand-evaluation-reports>

Taking A Holistic perspective for ED treatment



Recovery Record

The use of remote monitoring and mobile engagement leads to improved quality of outpatient care, and a strengthened relational approach which offers more efficient care coordination.

One clinician said, "I am finding that we have much more time to focus on intervention work in session"

CLIENT FEEDBACK:

- Least like of the app: "logging emotions because I have very little insight of my feelings" as it pertains to eating habits
- Most like of the app: "the awareness created by visualizing my eating habits" as it pertains to logging in meals
- Clinician to do more of: "check in on my entries more often" and notify client at least weekly with follow up
- Overall feelings about app: "I like it" even though "I'm not consistent with my entries" and "It's pretty good" when struggling

CARE TEAM FEEDBACK:

- Least like of the app: there's a bit too much to choose from resulting in feeling overwhelmed with what to work on with clients
- Most like of the app: the menu of items to choose from are relevant (although many) and my clients have found it beneficial to create their own platform
- Clinician to do more of: in agreement with the client, I could benefit from checking the clients' entries more frequently
- Overall feelings about app: the ability to communicate with the client about difficult topics becomes less daunting and intimidating with this shared app

Recovery Record Vendor Outcome Report

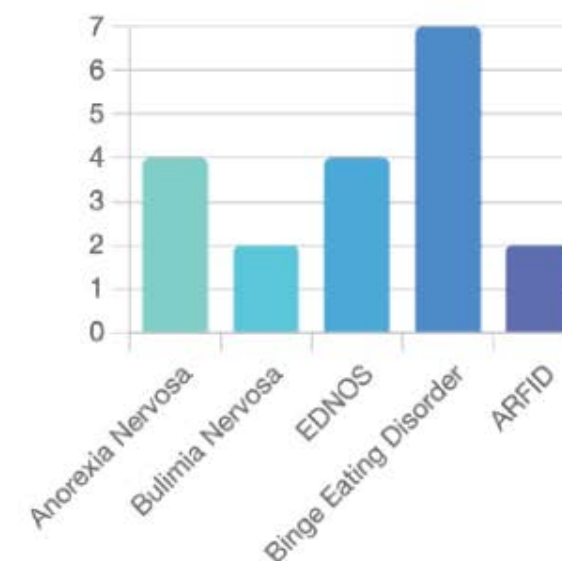


Riverside University Health System Pilot Study: App Based Engagement and Data Informed Eating Disorder Care

For the purpose of this report, we looked at Riverside University Health System clients who used the Recovery Record app as a part of the pilot program. During the pilot period **26 RUHS clients with eating disorders** enrolled and used Recovery Record in connection with their treatment provider. This report details demographic information and engagement and health outcomes achieved by these clients through their use of the Recovery Record application as an adjunct to their clinical care.

Diagnostic Distribution

Of all clients, 19 (73%) provided demographic information. **Client uptake spanned diagnostic categories, Binge Eating Disorder accounting for the largest proportion (N=7; 37%),** followed by Eating Disorder Not Otherwise Specified and Anorexia Nervosa. Binge Eating Disorder has the greatest population prevalence of all eating disorders however is often underrepresented in clinical treatment settings. It is promising to see this diagnostic distribution that approximately reflects population prevalence.

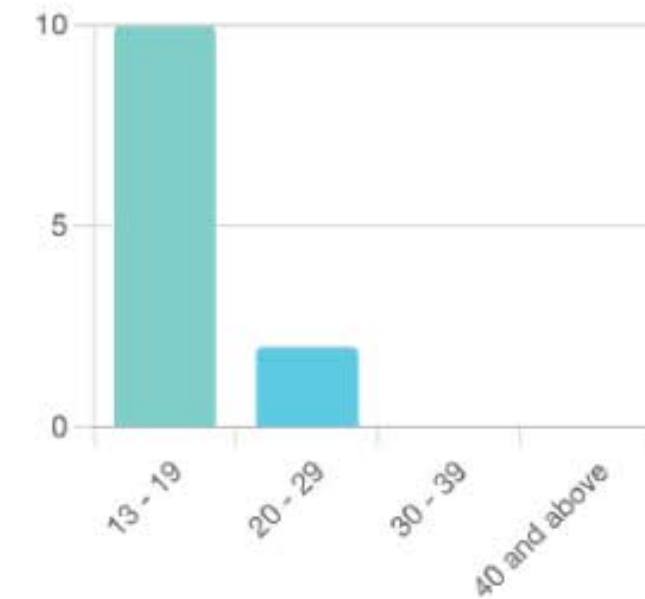


Recovery Record Vendor Outcome Report



Age and Gender Distribution

Of clients who provided their gender information, 91.3% identified as female and 8.7% as male. **The average age was 16.8, (range 13 - 24).** The majority (**83%**) of clients were under age 19. Clients in all age categories engaged meaningfully with the application.



Client Uptake and Engagement

In the pilot, **23 members actively utilized Recovery Record with a participating provider.** RUHS clients using Recovery Record in their care collectively logged **5,276 CBT-self monitoring entries.** They achieved a high and sustained level of engagement, completing **203 total entries per client, on average.**

In the pilot, how many therapeutic logs entries have been completed in-app?

5,276

Average App-Based Log
Entries **Per Client**

203

Recovery Record Vendor Outcome Report

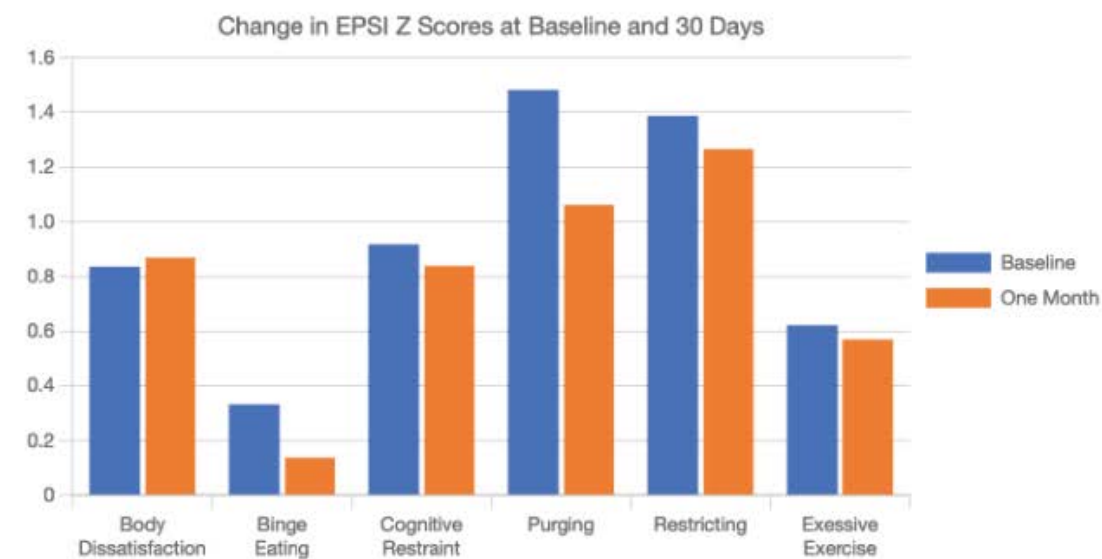


Clinical Outcomes

Clients are asked to complete an Eating Pathology Symptoms Inventory (EPSI) questionnaire upon provider link and one month later. Baseline and follow-up outcome data were provided by 13 clients, representing 50% of a possible 23 clients. With such a small sample, we were unable to power diagnosis-level analyses, however the below clinical outcomes for these members provides insight into how Recovery Record is supporting quality of care and recovery progress.

All Clients

On average, clients experienced significant improvement in Purging, Binge Eating, Restricting, Cognitive Restraint (persistent thoughts about restrictive eating) and Excessive Exercise per scales of the Eating Pathology Symptoms Inventory (EPSI). These are the key target symptom areas for individuals with eating disorders. There was a slight directional increase in Body Dissatisfaction, which often sees a decline as clients reduce restrictive behaviors or gain weight in treatment.



Recovery Record Vendor Outcome Report



Outcome Informed Care Delivered by RUHS Clinicians

Health outcome data collected in-app are made available to providers treating participating clients in real time. Given the dynamic nature of eating disorder progression and recovery, these data in addition to nuanced daily meal, symptom, thought and trigger data, are fundamental to the delivery of proactive and effective treatment.

Expansion for Greater Impact

Recovery Record has a great many new capabilities to elevate the standard of care and support clinicians by offloading manual tasks and streamlining workflows. In 2024, we will complete refresher training for all clinicians and support access to Recovery Record's new Family Based Treatment app, to support an even greater impact.

Thank You

For Your Attention

January 2023



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