ERC partners with mobile app company to enhance care

With an eye toward supporting ongoing care, the Denver-based Eating Recovery Center (ERC), a health care system devoted to eating disorders, and Recovery Record, a mobile app company, have joined forces to connect patients with clinicians during and after treatment using technology and evidence-based treatment.

The partnership will provide an enhanced treatment approach and behavior analytics for professionals. The partnership, said officials, offers post-discharge surveys and support follow-up. When patients return home after treatment, the center offers outpatient providers complimentary Recovery Record access to support ongoing care for the patient.

Recovery Record is a Health Insurance Portability and Accountability Act–compliant platform made up of two interfaces: one client-facing and the other clinician-facing, said officials. Patients input information throughout treatment, which then links through the ERC dashboard for treatment team monitoring, connecting patients to individualized monitoring, assessment and treatment planning throughout their duration of care. “One thing that excited us was the way ERC supported the care continuum from hospitalization to outpatient care,” Jenna Tregarthen, CEO and founder of Recovery Record, told MHW. Many people who travel to Denver to the ERC for treatment go home to a local clinic. “Recovery Record has a unique part to play in bridging that gap,” she said.

Tregarthen added that the mobile app helps to enrich the treatment process without disrupting it. “It supports whatever stage of recovery that [the patient is in]. We give people the tools throughout treatment and beyond,” she said. Approximately 100 evidence-based skills are included in the app, Tregarthen said.

“The partnership with Recovery Record allows Eating Recovery Center to continue to incorporate technology and enhance our patients’ treatment programs,” Ovidio Bermudez, M.D., FAAP, chief clinical officer and medical director of child and adolescent services at Eating Recovery Center, told MHW. “We were able to uniquely tailor the app experience to complement our unique treatment philosophy as another means to support lasting recovery for our patients, which is always our overall goal. The app is another way to help us do just that.”

Eating Recovery Center officials worked to customize the patient’s experience to align and enhance the center’s treatment philosophy, said Bermudez. Once patients connect with an ERC clinician, they have access to a unique dashboard that has the center’s clinical content and incorporates treatment modalities, such as acceptance and commitment therapy and dialectical behavioral therapy, he said.
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Once the patient has returned home following treatment, ERC will offer them the outpatient provider’s complimentary Recovery Record access to support ongoing care for the patient to further enhance the recovery process, said Bermudez.

Treatment approach
Members of the care team include all clinicians, medical advisors, psychotherapists and clinicians that constitute the patient’s care team, said Bermudez. “As part of our customized treatment, we also collaborate with the patient’s family, who are an intricate part of the discovery, treatment and recovery stages of the illness,” he said.

ERC provides the full spectrum of recovery services or levels of care (inpatient, residential, partial hospitalization, intensive outpatient and outpatient levels of care) for any individual struggling with eating disorders, regardless of age, gender or stage of the illness, said Bermudez. “I also believe the individualized assessment and depth of aftercare planning we provide to help a lasting recovery sets us apart from other approaches,” he said.

“Patients will use the app to not only log their meals and snacks, but to provide information on their emotional experience, engagement in eating disorder symptoms, urges to use symptoms and skills that they utilized to manage distress,” Ashley Solomon PsyD, CEDS, and executive clinical director of Eating Recovery Center of Ohio, told MHW. “When they report challenges, they are prompted within the app to utilize skills that they have learned.”

ERC conducted a pilot study with its Insight Behavioral Health Center in Chicago in November 2014. The study found that 79.6 percent of patients completed therapy homework daily. This surpasses traditional pen-and-paper compliance, which is 10.9 percent, Tregarthen said.

Following the pilot, 95 percent of patients reported feeling more connected to their clinician and more accountable in their treatment. Overall, 89 percent of patients reported Recovery Record helped prevent them from getting worse, and 92 percent of patients and clinicians expressed a preference for using the app in the future.

“What we learned in this pilot highlighted how helpful and wellaccepted using the app was for both patients and clinical staff,” Bermudez said. •

For additional information, visit www.recoveryrecord.com or www.eatingrecoverycenter.com.