

RMCHCS Alcohol and Substance Abuse Treatment Program Receives National Recognition

Written by Staff Reports

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On June 10, Rehoboth McKinley Christian Health Care Services' Substance Abuse Treatment Program was recognized by the Rural Health Information Hub through a case study describing the hospital's program. The study provides insights into the goals the hospital has achieved by profiling RMCHCS' program on the hub's Rural Health Models & Innovations section. This section of the website features a national collection of successful rural health programs and interventions maintained by RHIH.

The Rural Health Information Hub is funded by the Federal Office of Rural Health Policy to be a national clearinghouse on rural health issues. It is committed to supporting healthcare and population health in rural communities.

"RHIH's recognition of our Substance Abuse Treatment Program is further validation of its success," David Conejo, CEO, RMCHCS, said. "We hope through the national attention our case study will receive, that other hospitals nationwide will share our success. Quality rural healthcare is important in enabling small town residents to receive the same care you find in urban areas."

The Substance Abuse Treatment Program is available to Gallup and McKinley County residents seeking assistance with addiction. Many of the program's participants are former homeless residents who benefited from an outreach program jointly operated by RMCHCS and the Immediate Action Group, a Gallup non-profit organization. The outreach provides food, clothing and medical care to participants.

Treatment and Technology Help Addicts

The recognition the program received from RHIH was twofold: for the treatment of addiction itself and the innovative method RMCHCS used to advance addiction healthcare. The treatment program enrolls clients for a 90-day period of detoxification, treatment, and workplace preparation, instead of the traditional 30- or 60-day period. The extension allows for more time to establish sobriety and has seen lower relapse rates than other programs.

There is also a heavy focus on career readiness and work placement. Clients are taught new skills and can hone their occupational expertise through supervised work placements and course work. For those convicted of a crime related to alcohol or substance misuse, the program offers an alternative to serving jail time. Regular probation meetings and appointments before a judge are required, but many have taken the opportunity for a second chance.

Behavioral Health Service Software and Phone App

Medical and behavioral health providers track each client's progress through a behavioral health service app from [Zoeticx](#), a software platform that enables providers to treat addiction in new ways.

"Zoeticx is pleased to work with RMCHCS to help the many addicts in McKinley County," Zoeticx CEO Thanh Tran said. "Our ProVizion software suite not only helps patients, but helps hospitals achieve Commission on Accreditation for Rehabilitation Facilities recognition, which documents and enforces CARF requirements to the point of care."

The app securely monitors the health of the client based on criteria set by providers. The app is linked to RMCHCS's electronic medical record system and is used by providers to identify patients and manage their health data. The app has the capability to produce reports based on patient data that can quickly be compiled and used to develop successful treatment plans. Providers can customize reports to identify at-risk patients, diagnose their symptoms, and monitor their treatment success in real time. Reports are focused on the following:

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- Care report planning
- Evidence-based reporting
- Resource utilization
- Healthcare benefits
- Patient care progress
- Trial and error

The app also reminds clients of their probation appointments through a calendar and keeps track of attendance by allowing the client to check in through a selfie sign-in, a photo feature that relies on facial recognition to open, that is time-stamped and geotagged. A provider database allows RMCHCS counselors and providers to check the client's progress.

The app also helps streamline follow-up care and can help measure the effectiveness of the program and recidivism rate. It measures client compliance rates through the attendance of judicial meetings, 12-step group meetings, counseling sessions, testing, and medical appointments.

The use of the app is completely free to the client. This method has not only helped clients maintain their physical health and sobriety, but it also leaves a positive impression on judges during appearances in court.

For more information, contact: William Madaras (William@Glasslanternpr.com)

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