

Empowering Community Services: Unlocking Collaboration with the EDCC Program

Today's Presenters

**Marcus
Divers**

EDCC Program
Manager,
Virginia Health
Information



**Georgia
Bachman**

Acting
Executive Director



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**Paula Arce,
MS, LPC, NCC**

Supervisor, Clinical
Behavioral Health
Program (CBHP)



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**Shakeisha
Sterling, MSW**

Clinical Behavioral
Health Case Manager
Geriatric



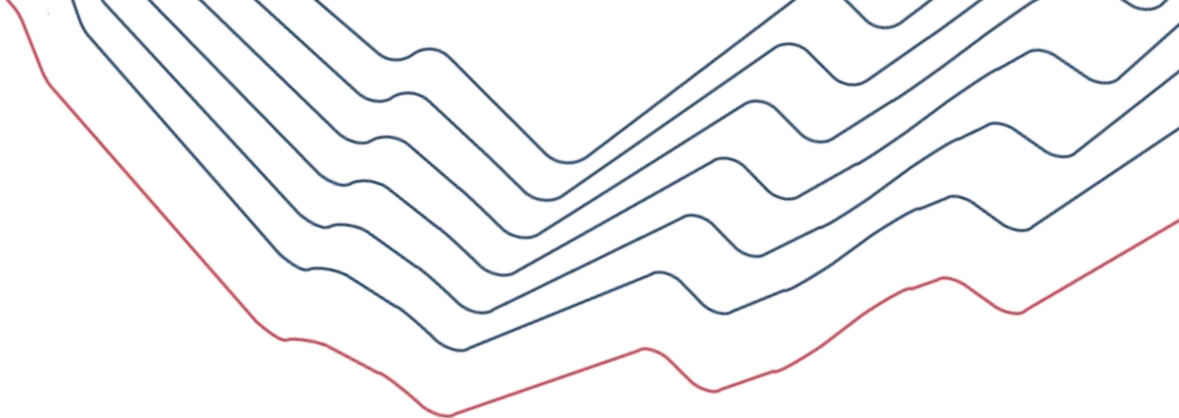
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**Morgan Croft-
Schornak,
LGSW, MSW,
MPA**

Sr. Solution Design Lead,
PointClickCare



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Agenda

1. Prince William Success
2. EDCC Program Background
3. Demo
4. Onboarding Process
5. What's news with EDCC

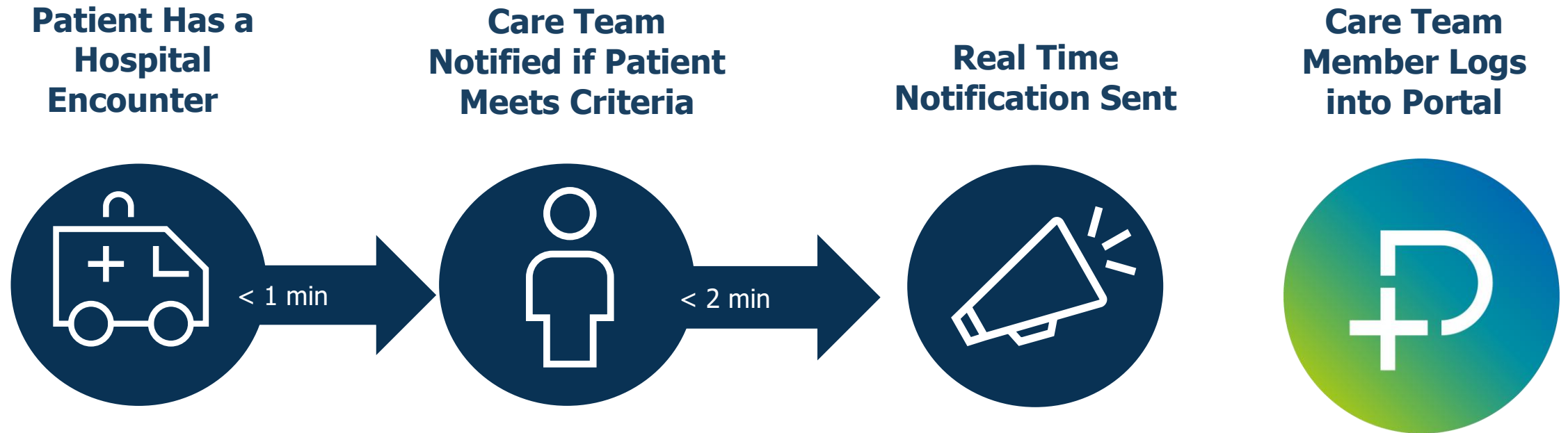
Pulse Check

Emergency Department Care Coordination Program (EDCC)

- **A single technology solution** that enables data sharing between all hospital emergency departments, health plans and healthcare providers in the Commonwealth.
- Facilitates **real-time communication and collaboration** among physicians, other healthcare providers, and clinical and care management personnel.
- For the purpose of **improving the quality of client care services.**



How Does the EDCC Program Work?



Staff receive notification and log into the portal to learn more about the client and take appropriate action.

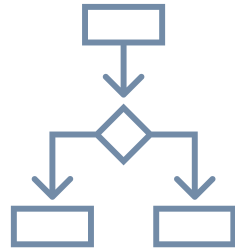
What features does the EDCC provide?

Risk Identification



Real-time analytics identify your client population's risk.

Intelligent Notifications



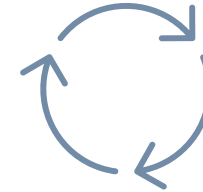
Risk-based alerts, curated into a consumable format and delivered into existing workflow.

Care Team Visibility



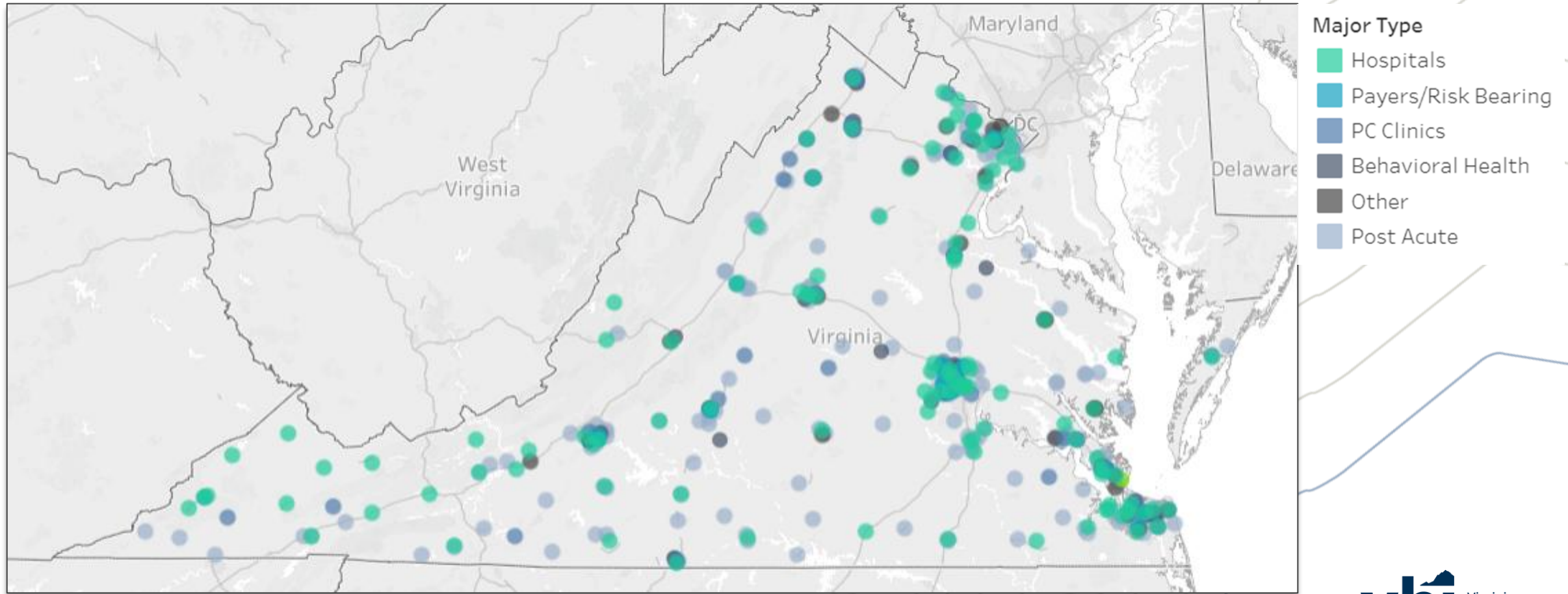
See who is on the client's broader care team that needs to be engaged and share that you support also the client.

Shared Care Plans



Share unique client specific care insights via a collaborative online portal which follow the client going forward, no matter which EHR the provider uses.

EDCC Care Collaboration Across Virginia





Paula Arce, MS, LPC, NCC

Therapist III, Clinical Behavioral Health Program
(CBHP)

Prince William County Community Services Boards

Empowering teams and
building connections to better
stay connect with vulnerable
clients

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Value to your organization

Overview

Purpose:

- Enhance care continuity for individuals with behavioral health issues in emergency departments.

Goal:

- Reduce unnecessary ED visits and improve case management through effective communication and coordination.

Key Challenges

- Frequent and unnecessary ED visits by behavioral health clients.
- Limited communication between EDs and CSB case managers.
- Missed opportunities for timely intervention and care coordination.

CSBs Connected to the EDCC

Blue Ridge
Behavioral
Health

Chesapeake
Integrated
Behavioral
Health

Colonial
Behavioral
Health

Danville
Pittsylvania CSB

Fairfax-Falls
Church CSB

Goochland
Powhatan CSB

Hampton-
Newport News
CSB

Hanover CSB

Harrisonburg
Rockingham CSB

Henrico Area
Mental Health &
Developmental
Services

Horizon
Behavioral
Health

New River
Valley CSB

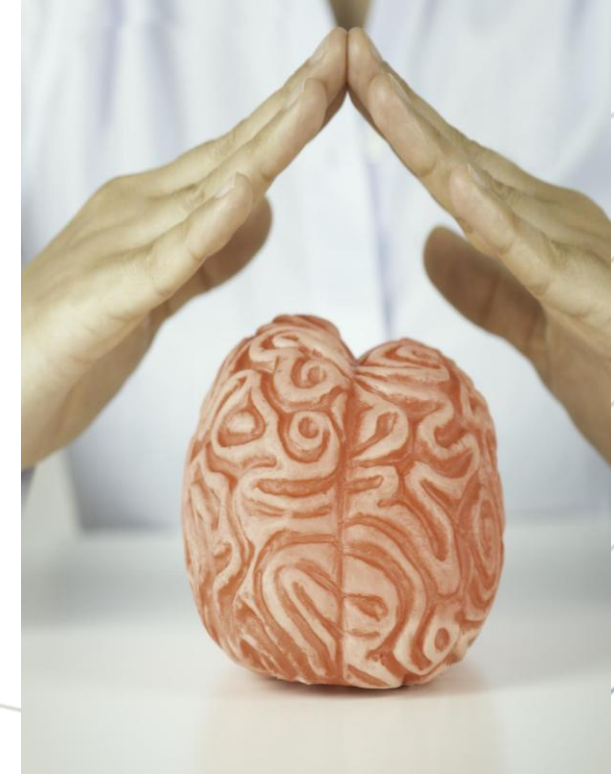
Norfolk CSB

Prince William
CSB

Rappahannock
Area CSB

Region Ten CSB

Richmond
Behavioral
Health Authority



Case Study – Prince William CSB

Championing Continuity of Care for Behavioral Health

Georgia Bachman, Acting Executive Director

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Keys for Successful Implementation

Pilot Phase

- Form a small, dedicated team to lead the project.
- Aim for quick wins to build credibility.

Gradual Rollout

- Use pilot success stories to engage more teams.
- Highlight client success stories to show impact.

Support and Motivation

- Provide ongoing assistance to staff.
- Promote enthusiasm and collaboration.

Measuring Results

Success Metrics

Total
Users:
61

Patients
Viewed:
1130 in 12
months

Monthly
Users:
36

Key Contributors

- IT Specialist: Ensured platform functionality.
- Administrative Staff: Delivered daily reports and shared updates.
 - Announced access to premium EDCC features, enabling detailed client interaction tracking and improved care coordination
- Clinicians: Actively used the portal and shared best practices.



Shakeisha Sterling, MSW

Clinical Behavioral Health Case Manager
Geriatric

Prince William County Community Services
Boards

How timely and
comprehensive information
can enhance client advocacy

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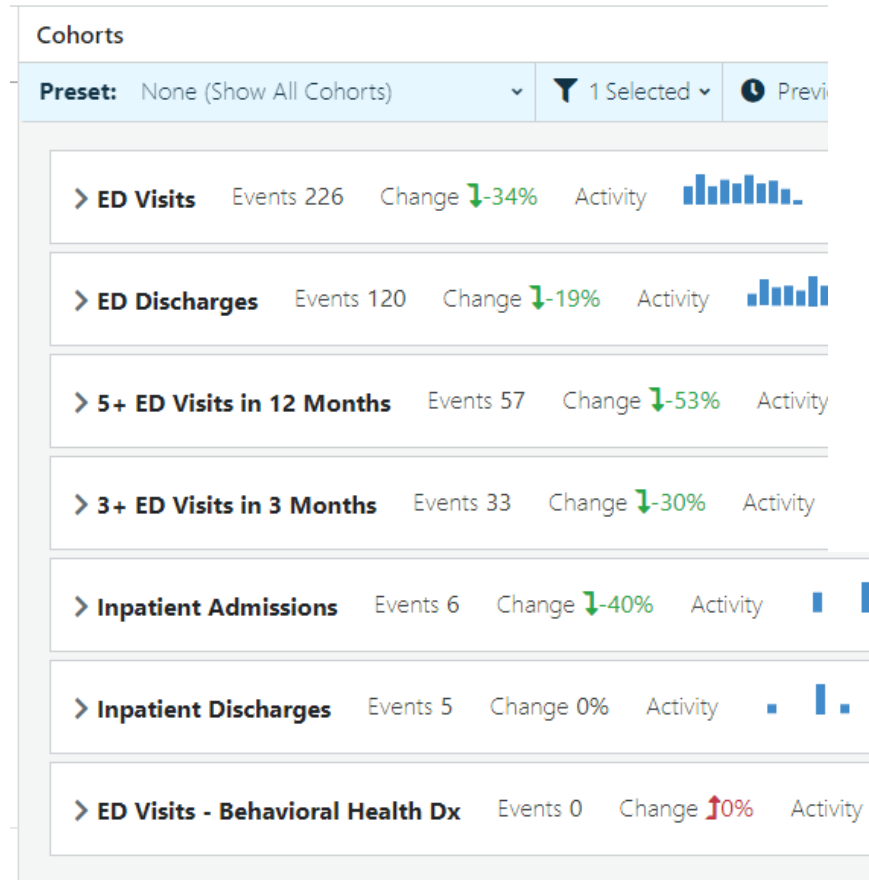
EDCC is configurable to your personal needs

Championing Continuity of Care for Behavioral Health

Georgia Bachman, Acting Executive Director

Where can you view and add client information?

- Clicking the hyperlink in a notification will direct the user to the client Overview page within the web-based portal.
- Within the **portal**, you can:
 - View additional client details
 - Document and update Care Insights
 - Add a safety & security event
 - View your Cohorts
 - Download scheduled reports



PointClickCare®

Email Address



Password

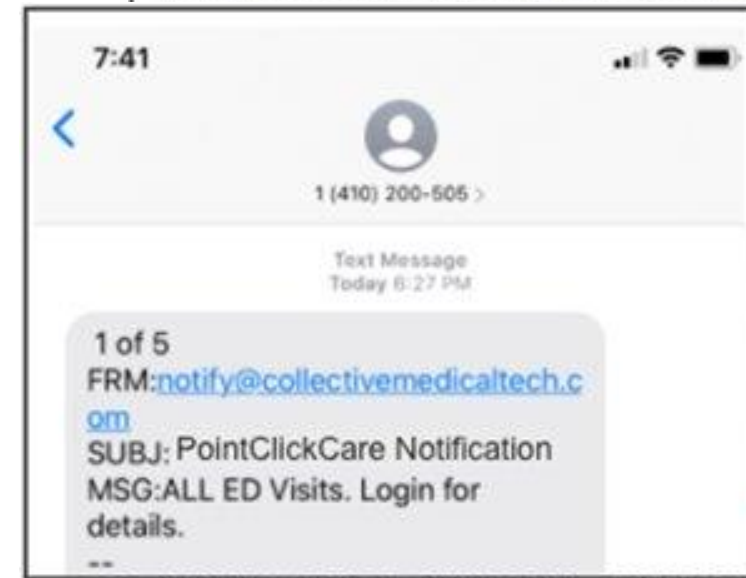
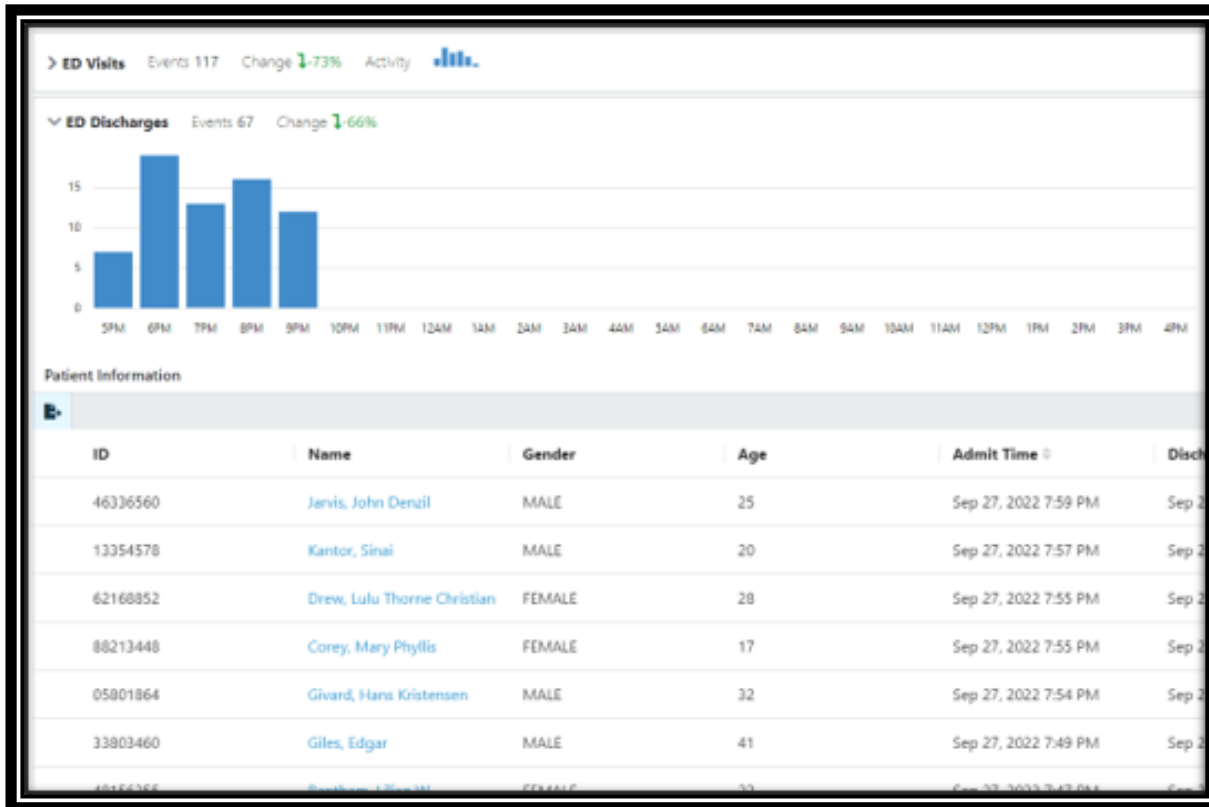


[Forgot password?](#)

Sign In

How can you receive notifications?

Portal, Email and Text



Impacts:

- More informed decisions
- Improve the quality of care for the client

What Criteria Sends Notifications?

Select which criteria best suits your organization...

Core Criteria

High Utilizing Patients

5+ ED encounters within 12 months

Rising Risk

3+ ED encounters within 90 days

All ED Encounters

Any emergency department encounter

All Inpatient Encounters

Any inpatient encounter

All SNF Encounters

BH/ SUD Criteria: History Of...

ED Visit with Mental/Behavioral Health Dx

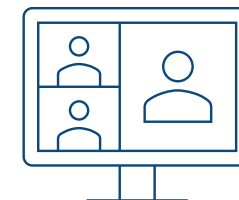
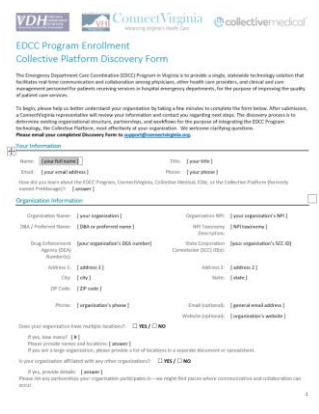
ED Visit with Suicidal Ideation, Suicide Attempt and/or Self Harm

ED Visit with Opioid Overdose

ED Visit with Alcohol Abuse

ED Visit with Opioid Use Disorder

The Onboarding Process



Fill out a Discovery Form for your organization

Schedule an EDCC Program demonstration

Review and sign an Exchange Trust Agreement with VHI

IT Implementation with PointClickCare Team

Join the EDCC Collaboratives

Questions

Contact Information

If you know you want to onboard or have questions about onboarding email

EDCC Team – EDCCPsupport@vhi.org

If you have questions about implementing for you agency

Georgia Bachman – gbachman@pwgov.org

Thank you for joining

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What is on the horizon

Maternal Health Criteria

Core Criteria	Additional Criteria: History Of...
High Utilizing Patients 5+ ED encounters within 12 months	<u>Optional: Maternal Health Criteria</u>
Rising Risk 3+ ED encounters within 90 days	ED Visit with Suicidal Ideation, Suicide Attempt and/or Self Harm
Care Insights/Safety & Security event	ED Visit with Opioid Overdose
Advance Health Care Directive Registry document	ED Visit with Alcohol Abuse
Narx score greater than 500	ED Visit with Opioid Use Disorder
Flags (MDRO & SEI)	ED Visit with Mental/Behavioral Health Dx

Updating Data Submission Guide

Requirement	Specifics for Collection
ADTs	Existing layout will now be expanded to all hospital departments
Lab Results	HL7 ORU/MDM from all hospital departments
Images	HL7 ORU/MDM from all hospital departments
Care Coordination Information	HL7 based fields- Care Plans, Medication, Problem list, Allergies, SDOH screening

Updated EDCC Agreement

- Shortens agreement to participate in EDCC vs old broader ETA
- Addresses new data requirements

Demonstration



Appendix

The background of the slide features a series of wavy, parallel lines in dark blue and red, creating a stylized, abstract pattern that flows from the bottom left towards the top right.

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