



INDIAN HEALTH SERVICE HUMAN-CENTERED DESIGN

JOURNEY 5: RECOVERING FROM OPIOID ADDICTION [SECTION 7 OF 11]

SERVICE BLUEPRINTS

How to read the Service Blueprints

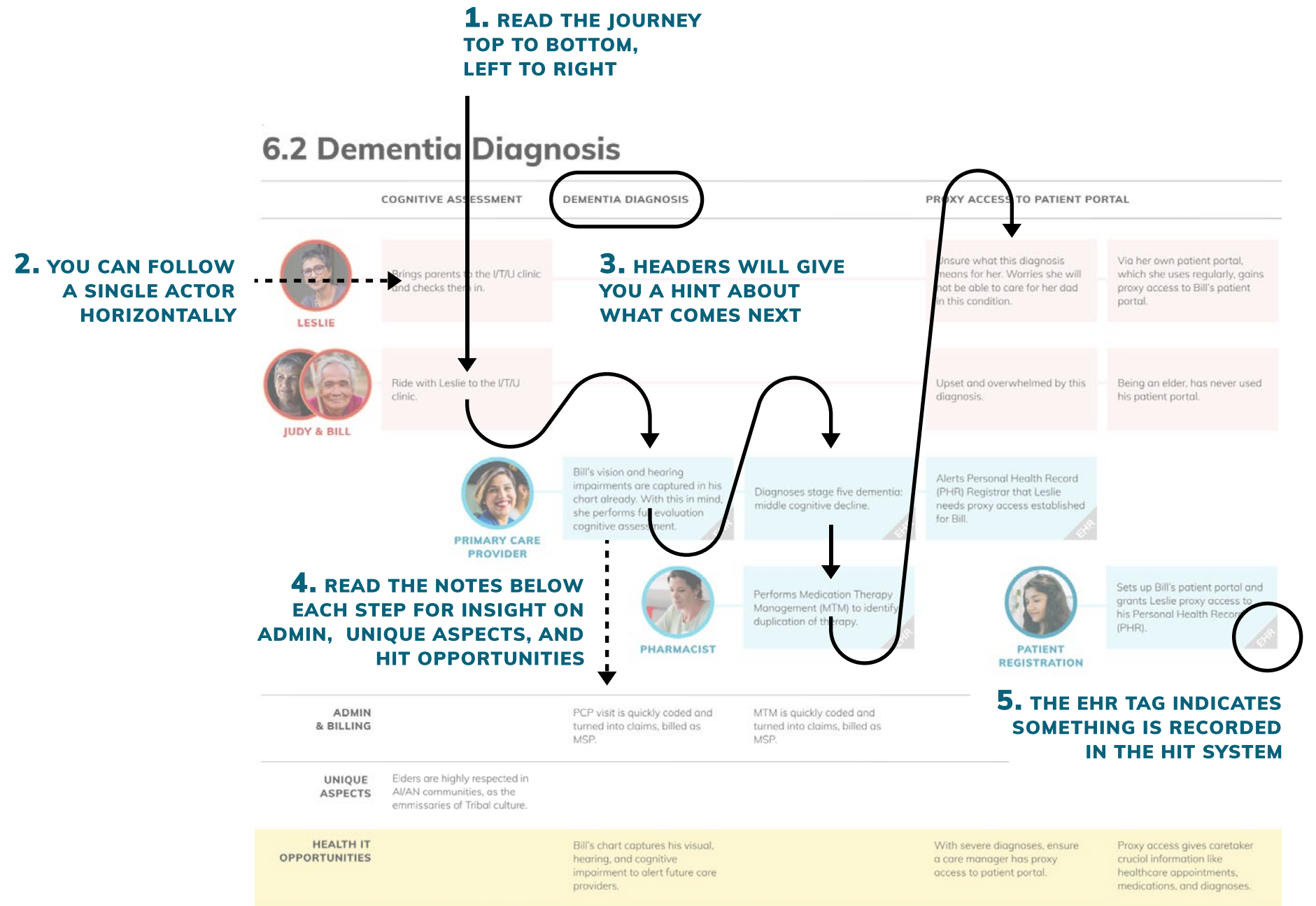
The journeys in this report present seven stories of patients and caretakers receiving care in adverse circumstances. The purpose is to convey stories that, read collectively, paint a dynamic and encompassing picture of the varying needs of the AI/AN population and IHS staff when it comes to health services.

These are composite experiences of real people and the processes they engage in to seek and provide care. Examples of regulations and reporting requirements are pulled from interviews and Subject Matter Experts.

However, these represent a “happy path” from an IT perspective. While retaining real challenges in the landscape such as ruralness and lack of connectivity, IT solutions are added to the stories to illustrate how IHS might service existing needs with modern solutions. These solutions are not meant to be prescriptive. They are simply examples of how Health IT can improve care. Solution-agnostic use cases are listed at the end of this report.

How the Stories Were Crafted

The HCD team selected stories based on patient’s health disparities for AI/AN patients. The sequence of events was crafted to highlight Health IT opportunities and unique aspects of I/T/U that can be affected positively by Health IT opportunities as comprehensively as possible. Many health disparities and health outcomes were left out due to scope and to whether it covered a variety of Health IT opportunities. Workshops with team members from the Health IT Modernization project, HHS and the IHS were conducted to ensure the right opportunities were being highlighted based on experience and discovery conducted by many of those team members.



JOURNEY 5: RECOVERING FROM OPIOID ADDICTION

LIAM'S JOURNEY

Liam has been mandated by a Tribal court order to attend a substance abuse program. He gets the support he needs on his path to recovery.

SUBSTANCE ABUSE

DEPRESSION

TELEHEALTH

TRIBAL FACILITY

TRADITIONAL HEALING

BEHAVIORAL HEALTH

PHARMACY

SUBSTANCE ABUSE COUNSELOR

THERAPIST

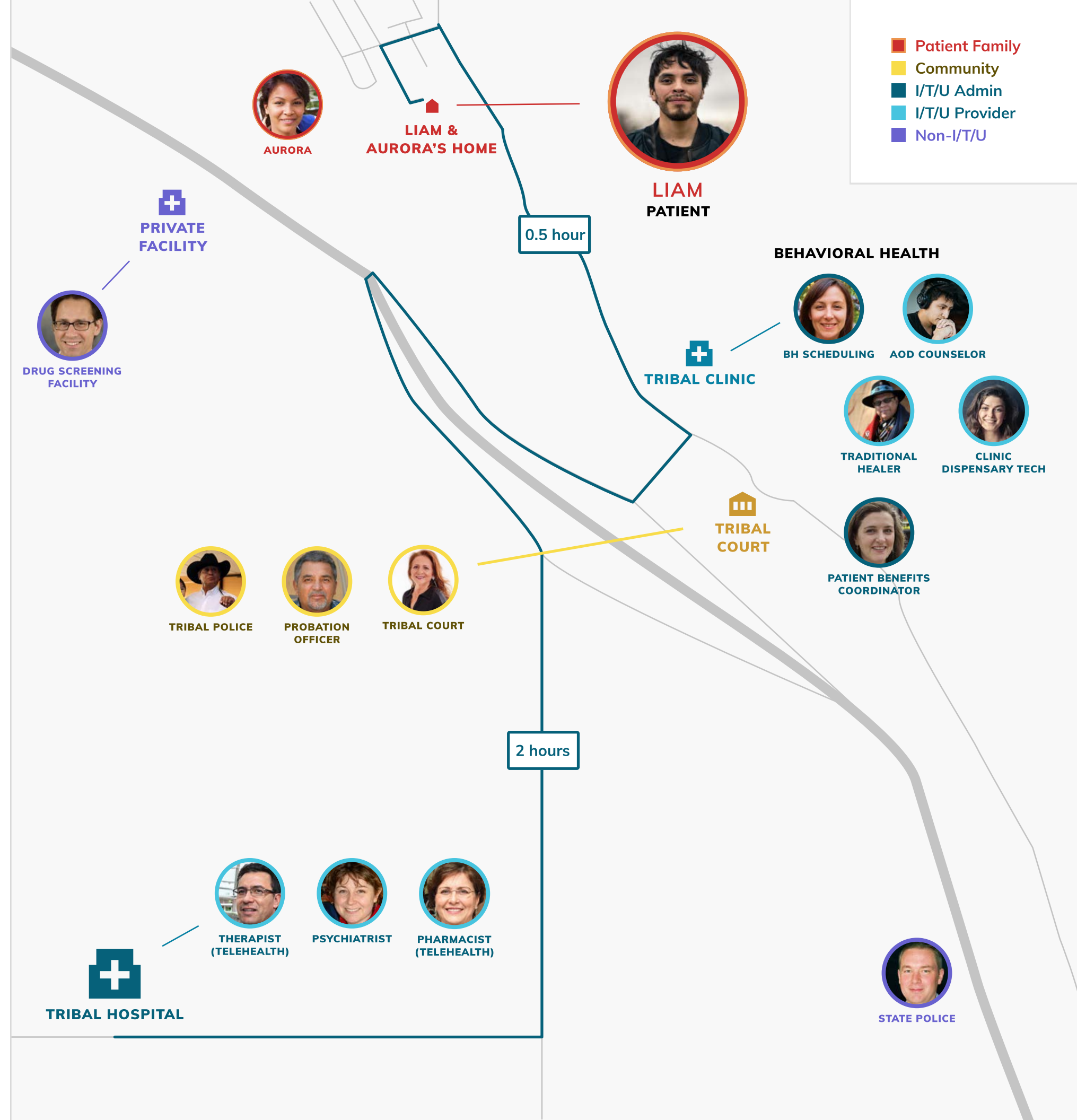
PSYCHIATRIST

Liam's Background

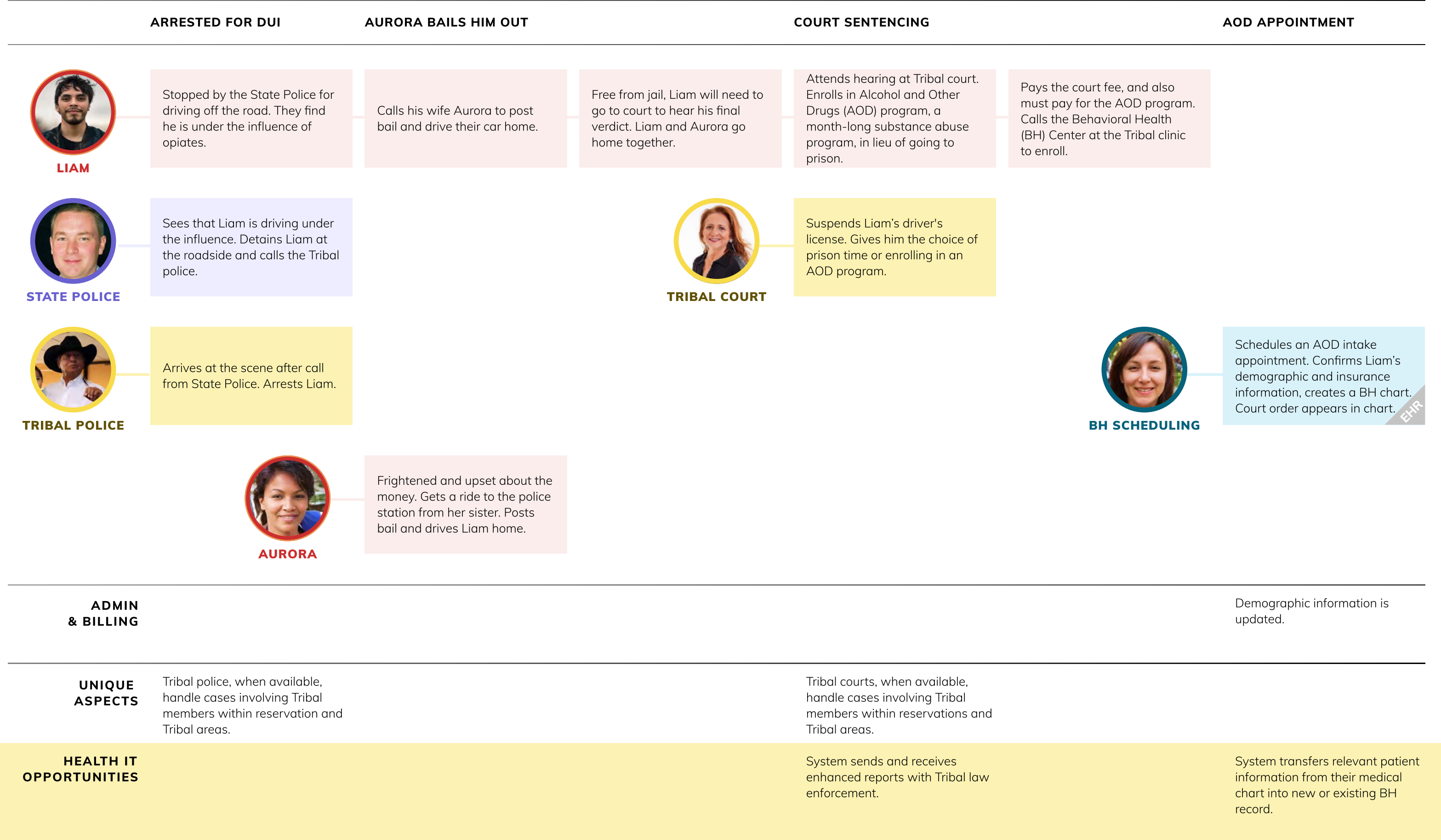
Liam and his wife, Aurora, live on the reservation, where Liam has worked construction for his uncle since graduating high school. After sustaining a back injury on a construction site, Liam was prescribed OxyContin for pain and has become dependent on opioids. To make things worse, he has not been able to work due to his injury.

A DUI resulted in arrest and a Tribal court mandate to follow a 26-week long Alcohol and Other Drugs (AOD) counseling program at the local health facility.

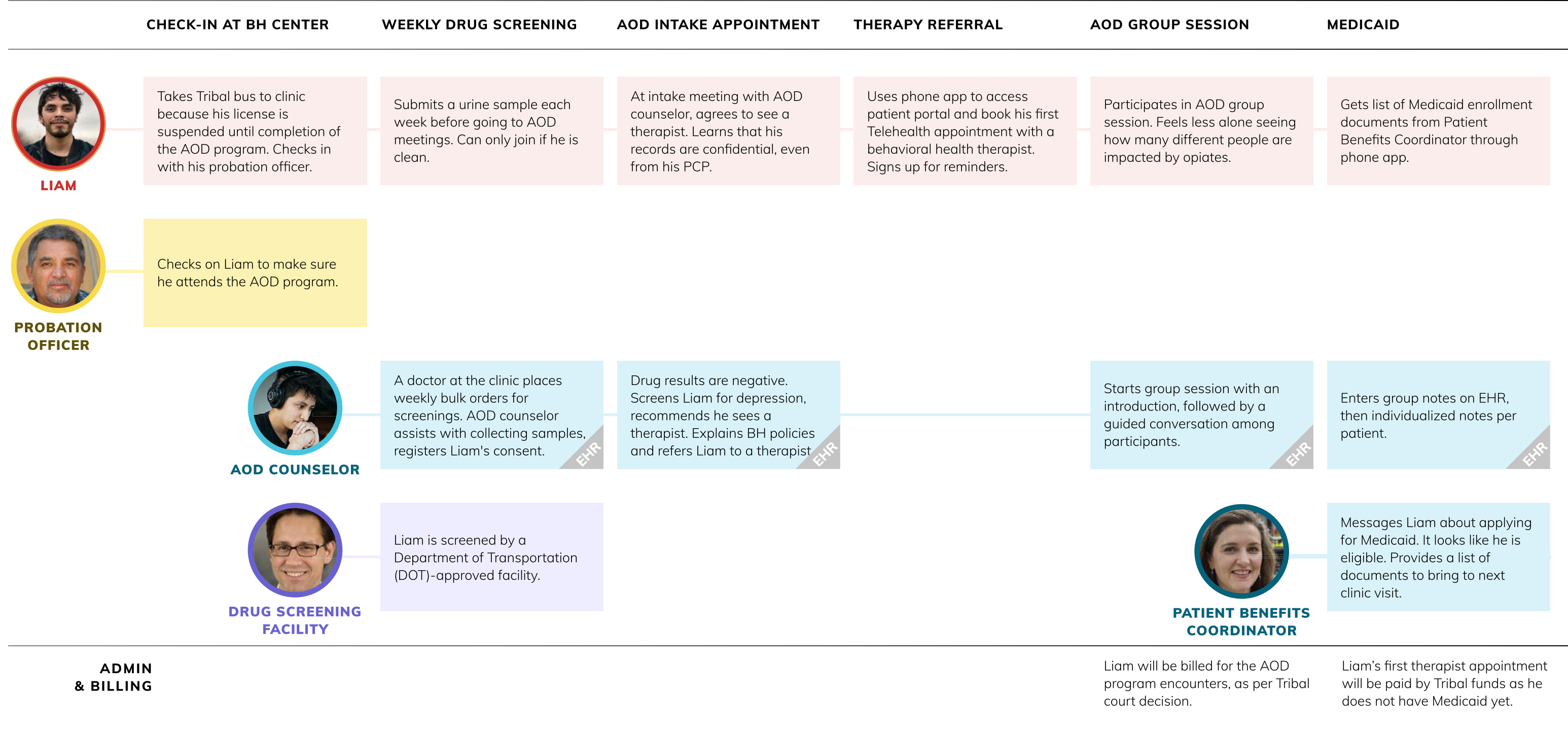
Several professionals in the health facility help him on his path to recovery.



5.1 Liam is Arrested and Sentenced to Alcohol and Drug (AOD) Program



5.2 Liam Attends AOD program



UNIQUE ASPECTS

HEALTH IT OPPORTUNITIES

HIT supports standing, and policy order.	Doctors can bulk order drug screenings based on system reports.	Access to drug screening results from external facility—to be included in the EHR and Tribal court report	Patient portal sends reminders and notifications through text and phone app.	Attendance in group sessions is captured and distributed to each participants behavioral health chart.	Ability to enter group notes then individualize them by patient, so process is faster.
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5.3 Liam Sees a Therapist About his Depression

THE THERAPY SESSION

PSYCHIATRIST CONSULT

PRESCRIPTION PICKUP



LIAM

Receives alert for appointment. Logs into secure video call via phone app. Feels depressed and withdrawal makes it difficult to focus on anything.

Schedules appointment with psychiatrist and traditional healer. Can be done with a few taps on the phone app.

EHR

Uploads all required documents for Medicaid application to phone app.

Receives alert for appointment. Receives e-prescription immediately, fills at the pharmacy.

EHR

Receives alert when prescription is ready for pickup.

EHR

Telehealth pharmacist consults with him before he receives medication. App asks if he wants to add this prescription to his medical chart.

EHR



THERAPIST (TELEHEALTH)

Meets with Liam. Recommends seeing a psychiatrist to discuss anti-depressants. Also recommends speaking with a traditional healer from the clinic.

Schedules weekly therapy calls with Liam before hanging up. Wraps up notes and sends referral to a Telehealth psychiatrist.

EHR



PSYCHIATRIST

Meets with Liam via Telehealth. Prescribes anti-depressant, sends prescription to the clinic dispensary.

EHR

Schedules follow-up with Liam to check the effects of the medication after a month.

EHR



PATIENT BENEFITS COORDINATOR

Receives Medicaid documents and processes his application same day. It's approved!



PHARMACIST (TELEHEALTH)

Receives Rx order, reviews and processes so it can be provided remotely at the clinic dispensary.

Consults Liam when he gets his medication via an app on his phone. Documents consultation on EHR.

EHR



CLINIC DISPENSARY TECH

Prescription is processed via an Rx vending machine. Remote pharmacist double checks the Rx with the help of a local tech

EHR

Rx is ready to be picked up at dispensary.

ADMIN & BILLING

Therapist consult quickly coded and paid for by the Tribal behavioral health program.

Psychiatrist consult quickly coded and billed to Medicaid.

UNIQUE ASPECTS

HEALTH IT OPPORTUNITIES

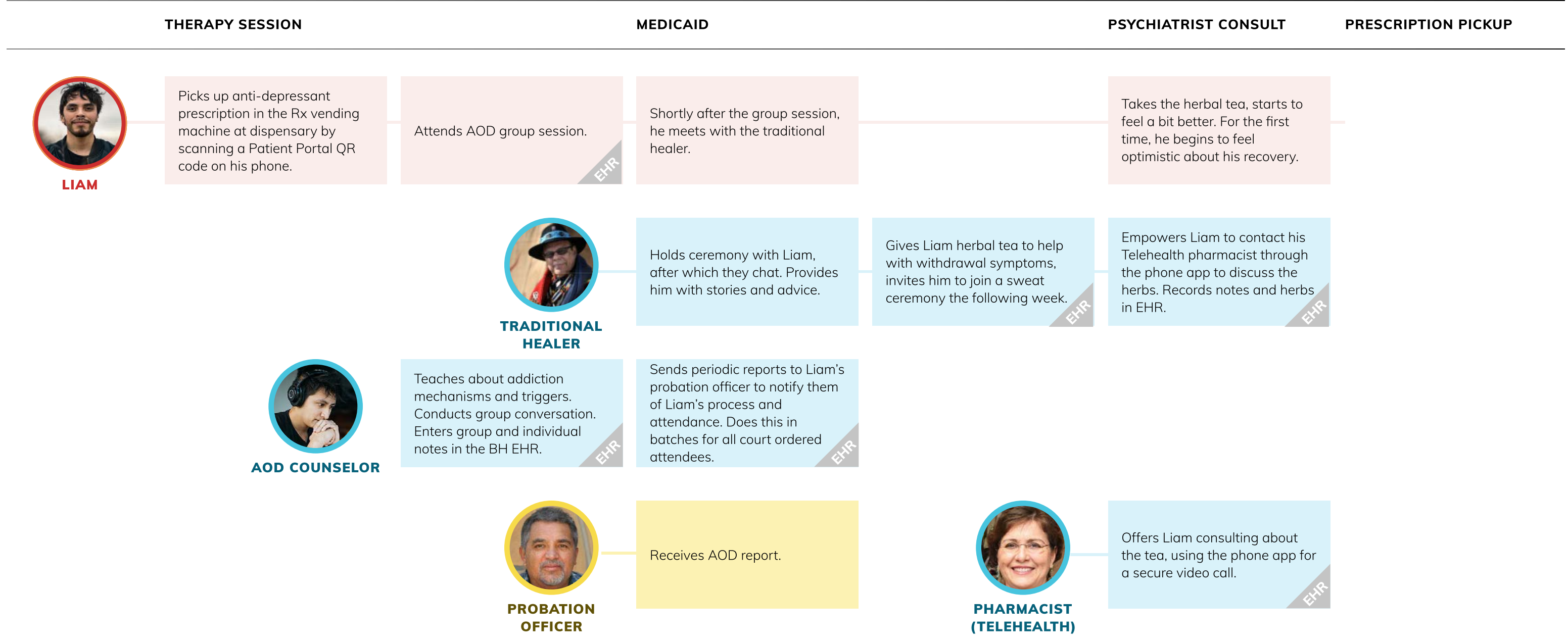
Telehealth calls are secure, encrypted, and HIPPA compliant.

Integration with popular apps allow patients to save appointments to their calendars.

Complete and up-to-date list of medications is visible in BH chart.

BH prescriptions are private by law. System gives patient the option to share with their PCP, so they have the full picture.

5.4 Liam Consults with Traditional Healer



ADMIN & BILLING	THERAPY SESSION	MEDICAID	PSYCHIATRIST CONSULT	PRESCRIPTION PICKUP
Rx cost quickly coded and turned into claims for Medicaid.	Group sessions are quickly coded and turned into claims for Medicaid.	Traditional healer costs are coded and billed to Medicaid.		Pharmacist consult is coded and turned into claims for Medicaid.

UNIQUE ASPECTS	THERAPY SESSION	MEDICAID	PSYCHIATRIST CONSULT	PRESCRIPTION PICKUP
		Many AI/AN patients prefer to work with a traditional healer for behavioral health issues.	Traditional medicine herbs can interfere with the effect of other prescription drugs.	Often, traditional healers' notes are not visible to other providers, except prescriptions.

HEALTH IT OPPORTUNITIES	THERAPY SESSION	MEDICAID	PSYCHIATRIST CONSULT	PRESCRIPTION PICKUP
		System helps AOD counselor generate patient report based on notes for legal purposes.	Herbal medicines appears on the patient's drug list to avoid interactions. System also contains an herbal inventory.	

HHS / IHS Health IT Modernization

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