

Closing the Outreach Gap

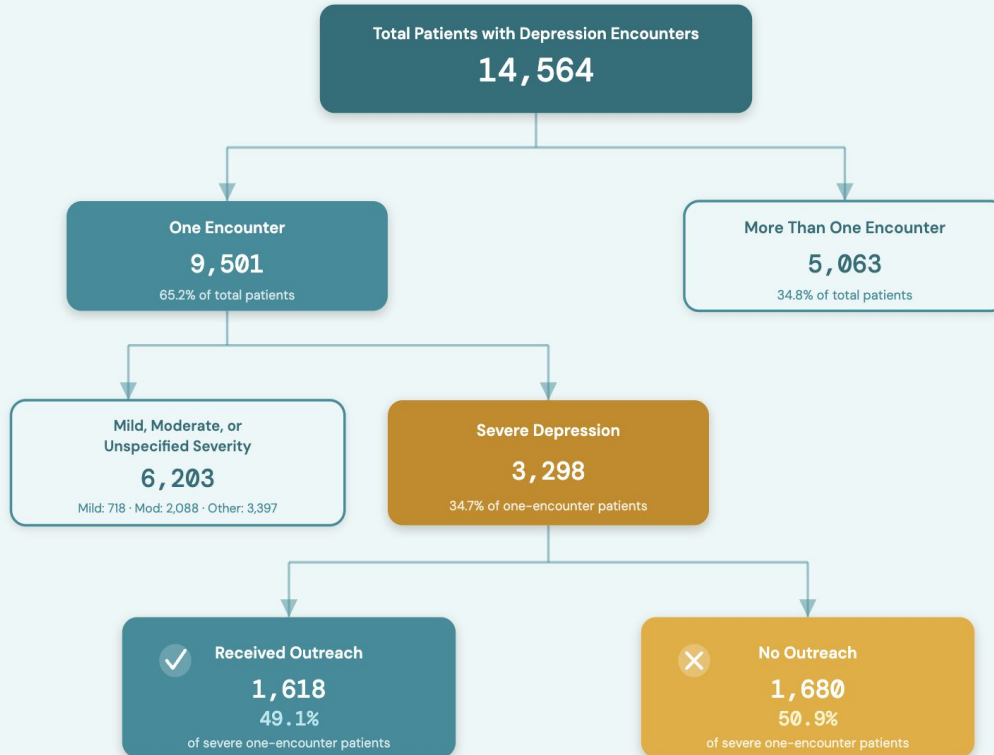
Patients with Severe Depression are **Falling Through the Cracks**

E10 - Club Sports Coders

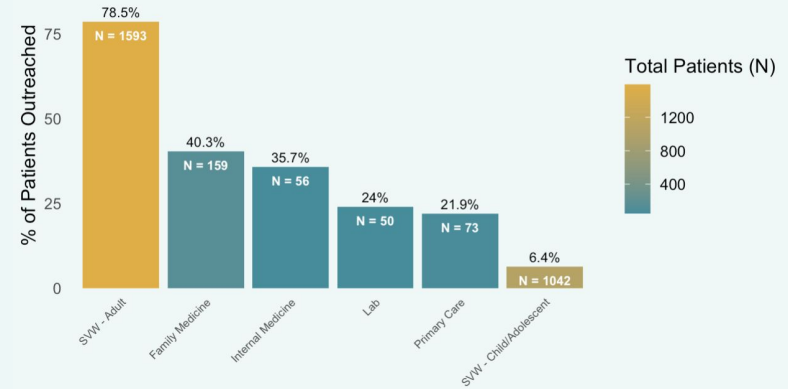
(Grant Boydell, Lucas Pichardo, Alex Rike, Djovan Velasco)

1 in 2 severe depression patients receive **no follow-up outreach**

DEPRESSION ENCOUNTER PATIENT FLOW



Outreach Rate by Department Specialty % who received follow-up outreach

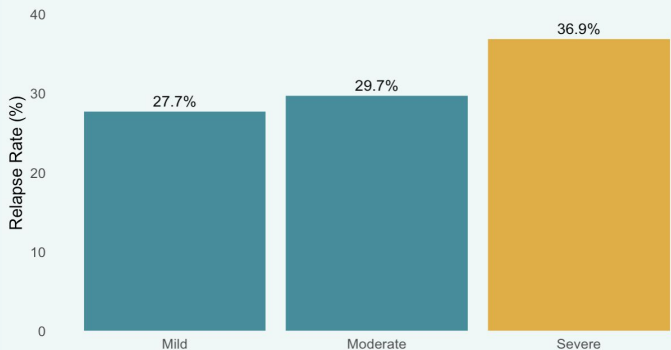


51%

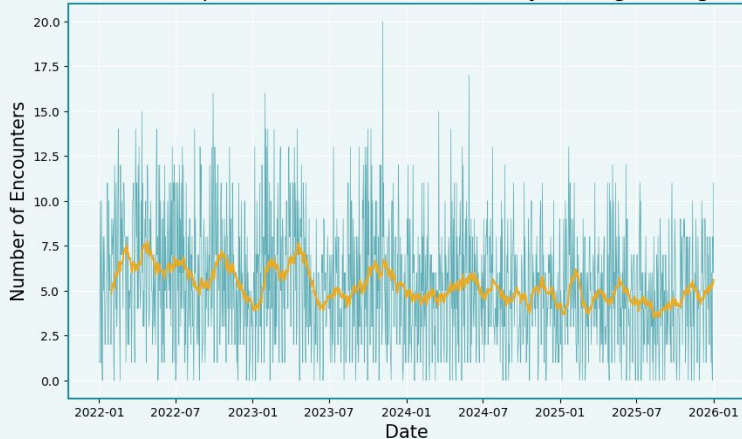
of patients diagnosed with **severe depression** do not receive further outreach

Our Solution: A Standardized Outreach Program

Relapse Rate by Depression Severity
Kessing Risk of Relapse Study (2004)

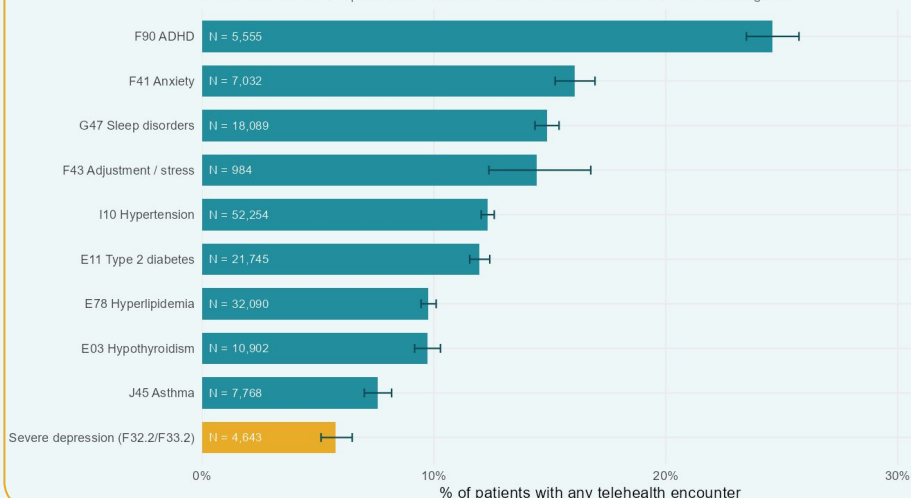


Severe Depression Encounters vs 30-Day Moving Average



Share of Patients Ever Using Telehealth, by Primary Diagnosis Group

Patient-level rate: % of patients with at least one telehealth encounter coded to that diagnosis



What's working?

⌵ Patients

1.6K

⌚ Median*

3 Days

⌚ Contacts*

3.8

*Median: # of days after an encounter until the clinic outreaches

*Contacts: # of times the clinic reaches out to patient