

The Newest From NeuroFlow: Spring 2021 Edition

Here you can check out some of the exciting updates we've been making to our NeuroFlow app, dashboards and reporting. Review the features that we've rolled out since January - and get a sneak peek into what's coming soon.

As always, you can visit our [NeuroFlow Knowledge Base](#) for additional guidance or reach out to your Customer Success Manager with questions.

Table of Contents

IN THE NEUROFLOW APP

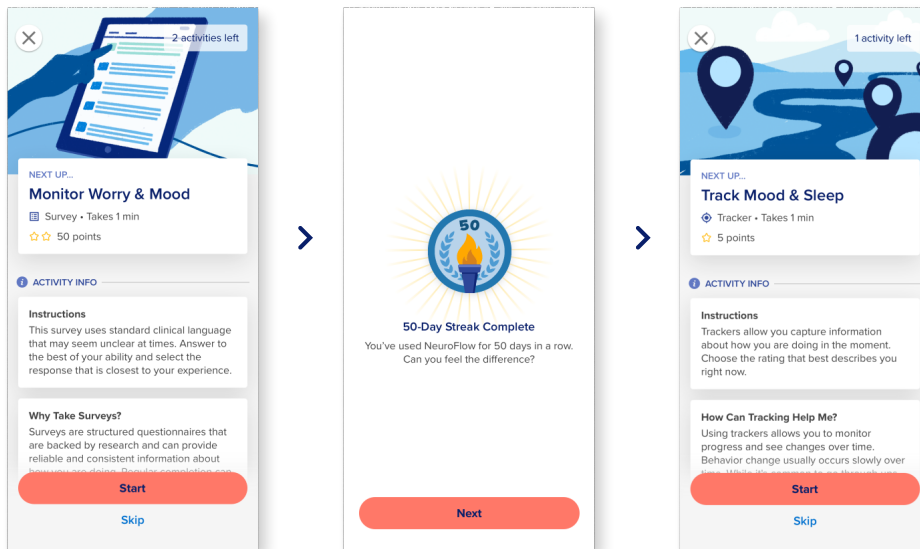
Redesigned Activity Flow	2
Personalized Feedback after User Assessment	2

DASHBOARDS & REPORTING

Site-Level Dashboard	3
New PTSD Screener and Trigger	4
Screener Data Directly in Encounters in athena	5
Update to Clinical Content	6
Brief Addiction Monitor (BAM) Assessment	6
Collaborative Care Model (CoCM) Module	7

1 Redesigned Activity Flow COMING SOON

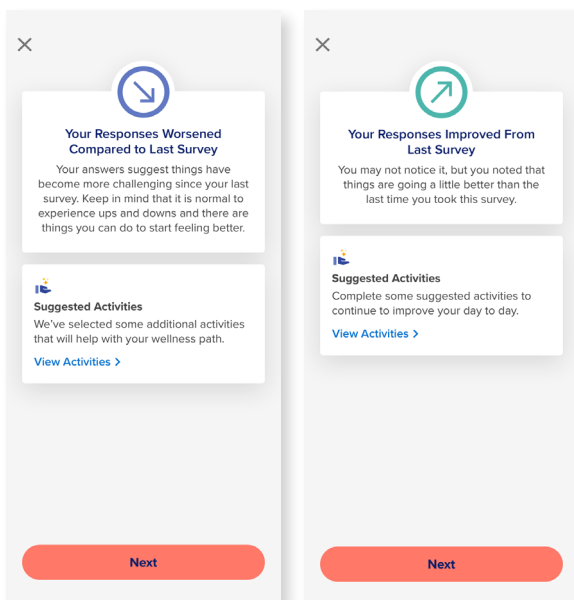
What we changed: We've made it easier to connect a user to their next assigned activity. By clearly explaining the value that a user will get out of completing an upcoming activity, we aim to increase the number of activities that a user completes in each session. Users can also see how many assigned activities are remaining without having to return to the To Do tab.



Where to find it: Users will experience this change within the activity flow for any set of assigned activities. For more information about activities, check out the [Knowledge Base](#).

2 Personalized Feedback after User Assessment

Released: January 5, 2021



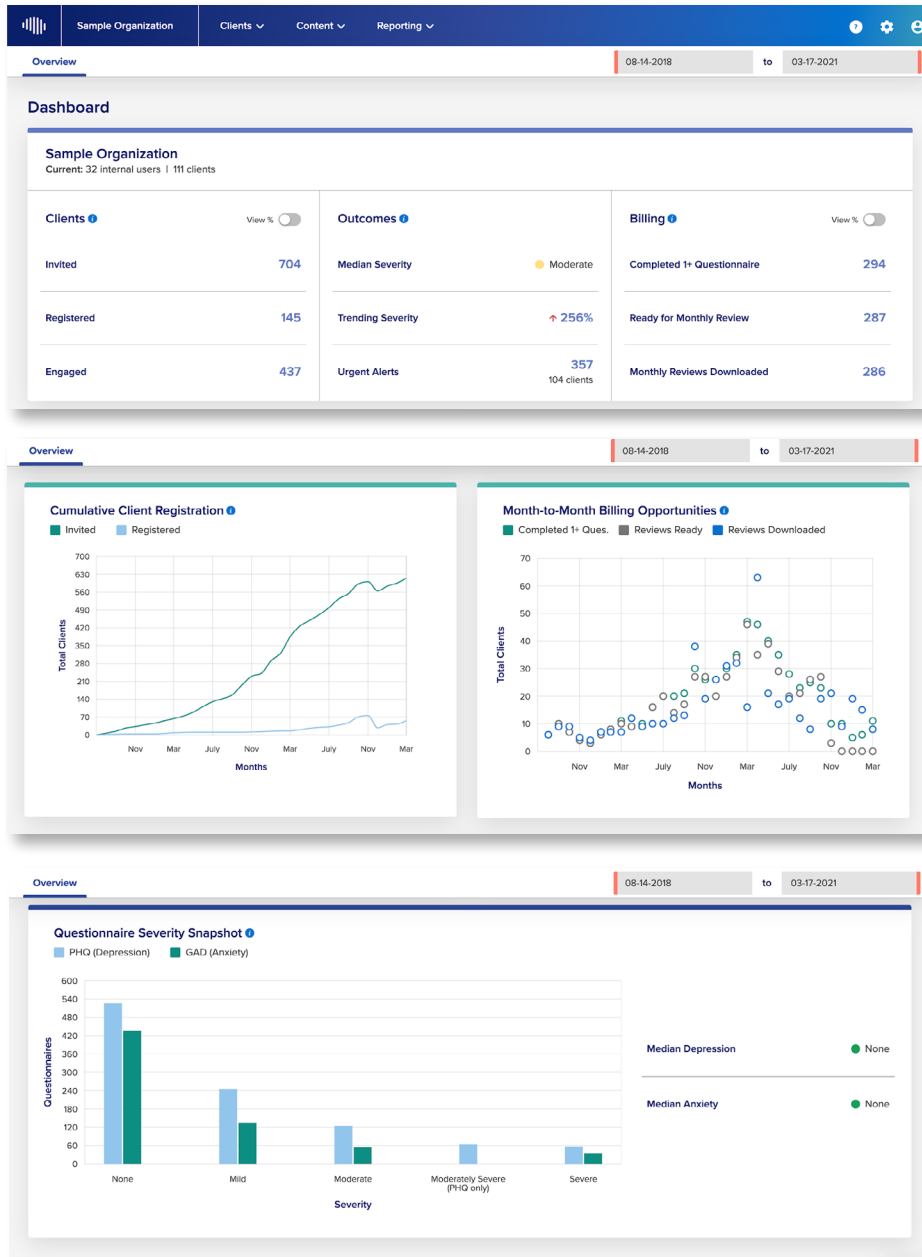
What we changed: After completing an assessment, users seek more immediate feedback on their results. We added a bolder visual indicator to show progress or change in assessment score over time. By recommending additional helpful content, we also engage users to stay on the app longer to explore.

Where to find it: Users will experience this change after submitting one of the following assessments: GAD-2/7, PHQ-2/8/9, or Edinburgh. You can review our full list of assessments on the [Knowledge Base](#).

3 Site-Level Dashboard

Released to prescriber-led organizations: Rolling out through April 2021

What we changed: We know that dashboards and reporting are the highest impact features for administrative oversight and measuring success metrics. With this update, we're able to show you a view of rolled-up insights for your full population.



Where to find it: This Dashboard can be found within the main navigation after login. You can use a date range to filter the data related to enrollment, outcomes and billing. Additionally, we've added a "View %" toggle to some of the widgets at the top of the Dashboard.

New PTSD Screener and Trigger

Released: March 30, 2021

What we changed: We have added a new 5-item screener for PTSD called the PC-PTSD-5, designed to identify probable PTSD. Users who screen positive require further assessment, and our new trigger can be activated to automatically send content to these users.

PC-PTSD-5
PTSD
Completed: 03-31-2021

PC-PTSD-5 Score: **2** out of 5

Severity: **Negative**

Risk Level: **None**

Origin: **None**

Read

In the past month, have you...	No	Yes
Have you ever experienced this kind of event?	<input type="radio"/>	<input checked="" type="radio"/>
Had nightmares about the event(s) or thought about the event(s) when you did not want to?	<input checked="" type="radio"/>	<input type="radio"/>
Tried hard not to think about the event(s) or went out of your way to avoid situations that reminded you of the event(s)?	<input checked="" type="radio"/>	<input type="radio"/>
Been constantly on guard, watchful, or easily startled?	<input type="radio"/>	<input checked="" type="radio"/>
Felt numb or detached from people, activities, or your surroundings?	<input checked="" type="radio"/>	<input type="radio"/>
Felt guilty or unable to stop blaming yourself or others for the event(s) or any problems the event(s) may have caused?	<input type="radio"/>	<input checked="" type="radio"/>

3:26

Screen Trauma
Survey - Takes 2 mins
50 points

ACTIVITY INFO

Instructions
This survey uses standard clinical language that may seem unclear at times. Answer to the best of your ability and select the response that is closest to your experience.

Why Take Surveys?
Surveys are structured questionnaires that are backed by research and can provide reliable and consistent information about how you are doing. Regular completion can help provide insight to your overall wellness, as well as aid in identifying changes over time.

Start

3:26

Sometimes things happen to people that are unusually or especially frightening, horrible, or traumatic.

Have you ever experienced this kind of event?
For example: A serious accident or fire, a physical or sexual assault or abuse, an earthquake or flood, a war, seeing someone be killed or seriously injured, having a loved one die through homicide or suicide.

No
 Yes

If you don't understand the question or if the answer is unclear, answer the best you can.

1 OF 1

3:26

In the past month, have you...

Tried hard not to think about the event(s) or went out of your way to avoid situations that reminded you of the event(s)?

No
 Yes

If you don't understand the question or if the answer is unclear, answer the best you can.

2 OF 6

Where to find it: The screener will be available alongside our standard assessments on the Templates page, and can be delivered either as assignments or templates or via in-house workflows. The trigger, along with a new template for PTSD, will be available on the Triggers page.

5 Screener Data Directly in Encounters in athena

Released: March 23, 2021

What we changed: This update to our integration with athena allows you to see behavioral health assessments right in an encounter within athena, along with all other clinical info for a patient. It also allows assessment data to be pulled into reporting alongside other important data in your athena instance.

The screenshot shows the athenaNet interface for a patient encounter with Todd GRANDE. The patient's status is 'ready for staff' and the location is 'Waiting Room - Todd Grande'. The 'Screening' section is expanded, showing the following scores:

- PHQ-2/PHQ-9: Total score 7
- GAD-7: Total score 8
- AUDIT-C: Total score 3

The close-up screenshot shows the PHQ-2/PHQ-9 screening questionnaire. The total score is 7, and the guideline indicates 'Depression Severity: Mild. Watchful waiting; repeat PHQ-9 at follow-up.' The questionnaire asks about various symptoms over the last two weeks:

Over the last two weeks, how often have you been bothered by any of the following problems?

- Little interest or pleasure in doing things: Not at all Several days More than half the days Nearly every day
- Feeling down, depressed, or hopeless: Not at all Several days More than half the days Nearly every day
- Trouble falling or staying asleep, or sleeping too much: Not at all Several days More than half the days Nearly every day
- Feeling tired or having little energy: Not at all Several days More than half the days Nearly every day
- Poor appetite or overeating: Not at all Several days More than half the days Nearly every day

Where to find it: If you have an athena integration, this functionality can be enabled in the EHR section of your NeuroFlow “Site” Settings. Once enabled, PHQ-2/9, GAD-2/7, and AUDITC data will populate going forward in the “Screeners” section of a patient encounter in your chart in athena. Please contact your Customer Success Manager if you plan to activate this functionality.

6 Update to Clinical Content

Released: February 2, 2021

What we changed: We are always looking for ways to improve our content to give users access to resources and education on topics most relevant to them. This February release was a massive update to optimize educational content for users, including new videos, journal prompts, mindfulness activities, and more.

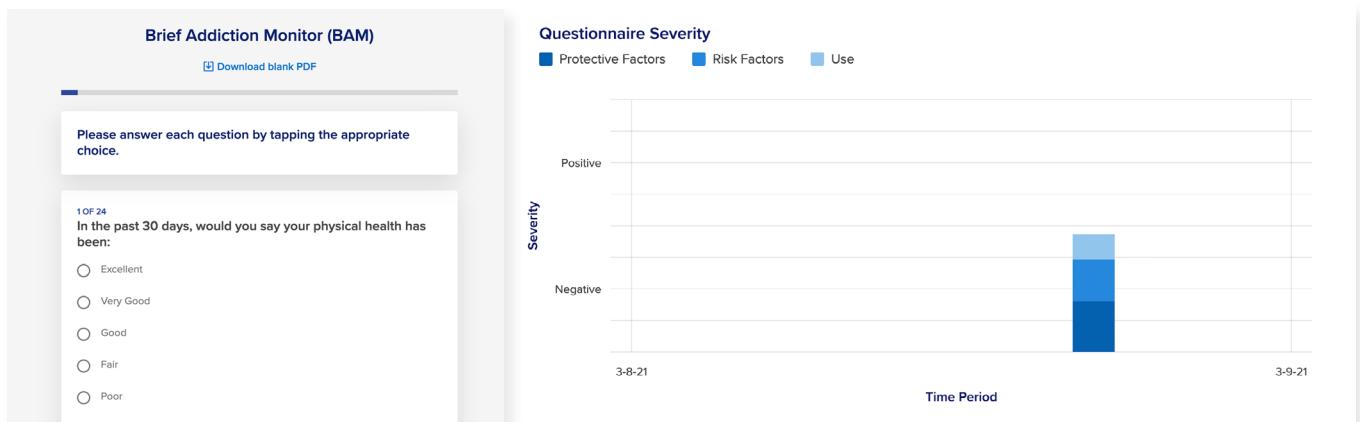


Where to find it: You can find all updated clinical content within the Templates section of your dashboard.

7 Brief Addiction Monitor (BAM) Assessment

Released: January 19, 2021

What we changed: We added the BAM assessment, a gold standard assessment used by substance use and addiction providers, to our repertoire. This provides more detailed insight into specific substances and factors that lead to use. The scoring outputs reflect this more detailed insight by reporting on three separate measures in the results: Protective Factors, Risk Factors, and Use.



Where to find it: The BAM is administered similarly to other assessments in NeuroFlow via the user's app or web experience. You can assign it to a patient(s), or add it to a template and send out automatically. Once completed, results will appear in the Monthly Review or your dashboard. Contact your Customer Success Manager to learn more!

Collaborative Care Model (CoCM) Module

COMING SOON

What we changed: Collaborative care (CoCM) is a natural extension of behavioral health integration (BHI), and its efficacy is backed by years of research. In the dashboard, we have designed a process for entering a patient into a CoCM program, tracking their progress, and enabling critical collaboration between providers.

The screenshot shows a patient management interface. On the left, there's a sidebar with filters for Providers, Templates, Triggers, Created By, and Patient ID. The main area displays a list of patients with columns for checkboxes, names, icons, status, and providers. A modal window is open on the right, titled 'Treatment Plan', with options for 'Current Program' (Behavioral Health Integration (BHI) and Collaborative Care Model (CoCM)) and 'CoCM Program Status' (Active Treatment, Pending Consent, Declined Program, Relapse Prevention Plan (RPP), Discharged, and Other). A 'Save changes' button is visible at the bottom of the modal.

Andrew	Kahn	Male	40	1	Andrew Kahn	None	Moderately Severe	CoCM	Active Treatment	02/11/2021
Alex	Lekacz	Male	77	2343	Dr. Diana Prince	Ricky Jones	Moderate	CoCM	Active Treatment	03/02/2021
Sam	DeLuccia	Male	29	2	Dr. Diana Prince	Brian Brugger	Severe	CoCM	Active Treatment	02/11/2021
Cory	Johnson	Male	40	22322	Dr. Diana Prince	Chris Molaro		BHI	Discharged	02/24/2021
James	Ford	Female	31	3	Dr. Diana Prince	None	None To Minimal	CoCM	Active Treatment	02/24/2021

Where to find it: Once you have established a CoCM program, you'll be able to assign and manage the program for patients, and utilize our Outcomes Report for reporting. Ask your Customer Success Manager to learn more! Email support@neuroflow.com