WEBVTT

1 "Mack, Kari" (2060488704)
00:00:04.164 --> 00:00:16.674
Hello, and thank you for joining us for signals substance use disorder
awareness series. My name is Carrie Mac and along with my coworkers,
Jordan. Nielsen Stephanie gessle. Wanda Russell, we appreciate you.

2 "Mack, Kari" (2060488704)
00:00:16.674 --> 00:00:30.564
Joining us today, we are a team of nurses and behavioral clinicians
for the substance use disorder team here at ever North, which is a
part of Cigna due to the format of this seminar. You will not be able
to ask questions during the presentation.

3 "Mack, Kari" (2060488704)
00:00:30.834 --> 00:00:33.564
You are however able to ask questions at any time.

4 "Mack, Kari" (2060488704)
00:00:33.599 --> 00:00:38.250
In the Q and a section found at the lower right hand side of your
screen.

5 "Mack, Kari" (2060488704)
00:00:38.725 --> 00:00:47.485
We will try to address as many questions as time permits during the
last 15 minutes of our hour together. Please limit your questions to
the seminar topic.

6 "Mack, Kari" (2060488704)
00:00:47.815 --> 00:00:59.995
If you have any specific questions regarding substance use disorder,
treatment, or your policy, please contact myself or 1 of my team
members, and our contact information can be found on the last slide of
the PowerPoint.

7 "Mack, Kari" (2060488704)
00:01:00.655 --> 00:01:08.035
Today's PowerPoint will be part of the presentation here in Webex or
you can click the link that will be found in the chat section near
the.

8 "Mack, Kari" (2060488704)
00:01:08.250 --> 00:01:10.050
A section as well.

9 "Mack, Kari" (2060488704)
00:01:10.050 --> 00:01:22.620
Today I have the pleasure of introducing Shannon from shatter proof

for our February webinar on Atlas, addiction, treatment, locator assessment and standards platform.

10 "Mack, Kari" (2060488704)
00:01:23.455 --> 00:01:37.915
Shannon, by Hello is the vice president of treatment, quality and strategy at shatter proof where she oversees the Atlas platform, a quality measurement system for addiction treatment facilities as well, as leads on all data related efforts.

11 "Mack, Kari" (2060488704)
00:01:38.455 --> 00:01:45.085
She also provides strategic direction for continued implementation and expansion of the Atlas platform.

12 "Mack, Kari" (2060488704)
00:01:45.360 --> 00:01:58.410
Shannon is committed to implementing system level, change and behavioral help to drive sustainable and responsive improvements to existing programs and policies, particularly those related to addiction treatment.

13 "Mack, Kari" (2060488704)
00:01:58.795 --> 00:02:13.195
Before joining shadow proof, Shannon worked as a public health professional for various research and practice projects, including telehealth programs for veterans and their caregivers at the Atlanta VA and project healthy moms a maternal.

14 "Mack, Kari" (2060488704)
00:02:13.645 --> 00:02:17.845
Mental health program at mental health America of Georgia.

15 "Mack, Kari" (2060488704)
00:02:18.475 --> 00:02:33.385
Most recently she was an evaluator at the center for Disease Control and prevention, where she evaluation product projects for the National sexual assault violence prevention program, and a youth violence prevention program to monitor progress,

16 "Mack, Kari" (2060488704)
00:02:34.015 --> 00:02:43.555
generate program recommendations and drive strategic improvements. Shannon received the masters of public health from the Department of behavioral science and health education.

17 "Mack, Kari" (2060488704)
00:02:43.560 --> 00:02:47.580
At emery university with a certificate and mental health.

18 "Mack, Kari" (2060488704)
00:02:47.580 --> 00:02:51.900
I will now turn it over to our presenter from shatter proof.

19 "Shannon Biello" (3422350592)
00:02:54.175 --> 00:03:08.455
Carrie and welcome, everyone to my presentation today, it's always
such a pleasure and honor to be able to talk about our resource with
such a lovely group. So I'm really excited to discuss Atlas today.

20 "Shannon Biello" (3422350592)
00:03:08.845 --> 00:03:15.505
So, my presentation will focus on Atlas, which is a tool to help
people navigate to quality addiction treatment.

21 "Shannon Biello" (3422350592)
00:03:17.880 --> 00:03:30.210
I wanna make sure I put the arrow at the bottom so going to my next
slide so very quickly. If you don't know us, I chatter proof. We're a
national nonprofit that is dedicated to addressing.

22 "Shannon Biello" (3422350592)
00:03:30.210 --> 00:03:33.540
Addiction related items.

23 "Shannon Biello" (3422350592)
00:03:33.540 --> 00:03:38.310
In, um, United States, and to that end, we have several.

24 "Shannon Biello" (3422350592)
00:03:38.310 --> 00:03:50.880
Areas of interests or focus points for our organization we call these
are 3 pillars that are listed here. The 1st focuses on how we can
transform addiction treatment.

25 "Shannon Biello" (3422350592)
00:03:50.880 --> 00:03:55.530
2nd focuses on how we can end addiction related stigmas.

26 "Shannon Biello" (3422350592)
00:03:55.530 --> 00:04:00.900
And the 3rd is how we can educate and empower communities.

27 "Shannon Biello" (3422350592)
00:04:00.900 --> 00:04:10.500
And that's through several things, including policy related work as
well as the ways in which we provide tools and resources to support
those who have been touched by addiction.

28 "Shannon Biello" (3422350592)

00:04:10.500 --> 00:04:17.760
So, our work on Atlas is included in that 1st pillar and so.

29 "Shannon Biello" (3422350592)
00:04:17.760 --> 00:04:25.320
Diving into that a bit more just to get even more granular about this
work. Um.

30 "Shannon Biello" (3422350592)
00:04:26.065 --> 00:04:40.135
Our work in transforming the treatments systems and several areas or
domains. Those things we'll be talking about today are how we look at
and establish national standards of care for addiction treatment.

31 "Shannon Biello" (3422350592)
00:04:40.465 --> 00:04:54.385
How we measure the quality of addiction treatment and how we offer
ways to assess and individual's need for addiction treatment. So that
they're able to be an empowered consumer in this space. The other gray
petals of this flower.

32 "Shannon Biello" (3422350592)
00:04:55.320 --> 00:05:03.359
Focus on 2 areas that are policy team tackles. Those are educating
medical professionals and improving. Um.

33 "Shannon Biello" (3422350592)
00:05:03.359 --> 00:05:13.079
Payment and coverage, so those are handled by other team, but equally
important in this fulsom approach towards transforming the addiction
treatment system.

34 "Shannon Biello" (3422350592)
00:05:16.259 --> 00:05:26.039
So, the 1 thing that we know from data is that a very small percentage
of people with substance use disorder, engage in treatment. It's, um.

35 "Shannon Biello" (3422350592)
00:05:27.209 --> 00:05:33.479
Uh, something that's been present for a while in this space, by the
way runs by 4 and really.

36 "Shannon Biello" (3422350592)
00:05:33.479 --> 00:05:40.739
Spurred chatter to think about the ways in which we can support people
and finding addiction treatment that will meet their needs.

37 "Shannon Biello" (3422350592)
00:05:43.619 --> 00:05:52.889
Keep keep moving my cursor away from the arrow at the bottom. And the

1st, fundamental question that we wanted to think through an answer is, how do people find.

38 "Shannon Biello" (3422350592)
00:05:52.889 --> 00:06:05.934
Addiction treatment, I have to ask this question during presentations and kind of groups now that we're in person and have people shout out answers. But I'll, I'll give you the answers that want to quickly than that. In this presentation.

39 "Shannon Biello" (3422350592)
00:06:06.204 --> 00:06:08.544
It's, it's through several of these mechanisms.

40 "Shannon Biello" (3422350592)
00:06:08.789 --> 00:06:17.579
1, being Google or other Internet searches, people generally get that 1 through a referral from a clinician or care Navigator.

41 "Shannon Biello" (3422350592)
00:06:17.579 --> 00:06:21.209
Through existing locator services there are.

42 "Shannon Biello" (3422350592)
00:06:21.209 --> 00:06:24.599
Ways in which people can use locators that.

43 "Shannon Biello" (3422350592)
00:06:24.599 --> 00:06:28.979
Allow them to search for addiction treatment options.

44 "Shannon Biello" (3422350592)
00:06:28.979 --> 00:06:36.209
Certainly also advertisements, marketing communications that exists related to addiction treatment and, of course.

45 "Shannon Biello" (3422350592)
00:06:36.209 --> 00:06:46.319
Word of mouth, so knowing someone who's been through his experience before has search for addiction treatment in getting their perspectives and thoughts on what treatment options might work for.

46 "Shannon Biello" (3422350592)
00:06:47.519 --> 00:06:51.029
Um, I loved 1 or if you're searching for treatment for yourself.

47 "Shannon Biello" (3422350592)
00:06:53.519 --> 00:07:06.929
And these are the ways that people generally look for and search for addiction treatment and even with those mechanisms, finding addiction

treatment is really challenging. And there are several reasons
listening to this slide. But.

48 "Shannon Biello" (3422350592)
00:07:06.929 --> 00:07:12.839
Um, 1 is because there's a lack of information available on.

49 "Shannon Biello" (3422350592)
00:07:12.839 --> 00:07:23.249
Addiction treatment options with services these, these facilities
provide, are they aligned with clinical best practices so when
completing these searches or.

50 "Shannon Biello" (3422350592)
00:07:24.749 --> 00:07:29.639
Or, you know, through word of mouth or any kind of recommendation that
you're getting, it's very.

51 "Shannon Biello" (3422350592)
00:07:29.639 --> 00:07:35.819
Challenging to be able to dive into details and to be an informed
consumer to decide if.

52 "Shannon Biello" (3422350592)
00:07:35.819 --> 00:07:39.479
An addiction treatment option would best fit your needs and.

53 "Shannon Biello" (3422350592)
00:07:39.479 --> 00:07:43.889
Would be aligned with clinical best practices, so.

54 "Shannon Biello" (3422350592)
00:07:43.889 --> 00:07:52.079
That gap that information was something that we were really mindful as
of, as we thought about what resource would best served people.

55 "Shannon Biello" (3422350592)
00:07:52.079 --> 00:07:59.669
It's also very hard in the 1st, few times searching for treatment to
know what to look for. So.

56 "Shannon Biello" (3422350592)
00:07:59.669 --> 00:08:08.639
What is a clinical best practice? What should I expect to find when
finding treatment for myself? And my left 1 what.

57 "Shannon Biello" (3422350592)
00:08:09.809 --> 00:08:14.969
What should I be looking for? And so that.

58 "Shannon Biello" (3422350592)
00:08:14.969 --> 00:08:19.289
Um, ambiguity, or, you know, um.

59 "Shannon Biello" (3422350592)
00:08:19.289 --> 00:08:27.389
That lack of clarity was something we were also really focused on on
thinking about a resource that we can offer to the public. And then.

60 "Shannon Biello" (3422350592)
00:08:27.389 --> 00:08:36.209
There are just several unfortunate practices that exist in this space.
There's predatory marketing practices. There's misleading AdWords.

61 "Shannon Biello" (3422350592)
00:08:36.209 --> 00:08:44.339
There's even worse practices, patient brokering and and we were
mindful of this and again.

62 "Shannon Biello" (3422350592)
00:08:44.339 --> 00:08:49.649
With thinking through how we bring a resource to the public really
wanted to counteract, um.

63 "Shannon Biello" (3422350592)
00:08:49.649 --> 00:08:54.269
Those predatory practices, so that people had a trustworthy.

64 "Shannon Biello" (3422350592)
00:08:54.269 --> 00:08:58.079
Unbiased transparent source.

65 "Shannon Biello" (3422350592)
00:08:58.079 --> 00:09:08.399
To search for care, and so understanding how people are searching for
care. And some of the challenges that we knew exists in this piece
really led us to take action here.

66 "Shannon Biello" (3422350592)
00:09:14.964 --> 00:09:23.394
And the 1st, and the 1st thing that we wanted to address and tackle is
this question what does quality addiction treatment look like.

67 "Shannon Biello" (3422350592)
00:09:27.899 --> 00:09:31.619
And the 1st step that we made towards this.

68 "Shannon Biello" (3422350592)
00:09:32.729 --> 00:09:38.309
Is an effort called the shadow national principles of care so.

69 "Shannon Biello" (3422350592)
00:09:39.539 --> 00:09:48.209
This is related to that 1st pedal in the in the strategic flower that
I showed you on slide 2 or 3, but.

70 "Shannon Biello" (3422350592)
00:09:48.209 --> 00:09:52.979
Really wanted to create clear.

71 "Shannon Biello" (3422350592)
00:09:54.359 --> 00:09:58.229
Standards that described.

72 "Shannon Biello" (3422350592)
00:09:58.229 --> 00:10:06.749
To a general public, what should be expected when someone engages in
substance use disorder treatment. So we engage.

73 "Shannon Biello" (3422350592)
00:10:07.674 --> 00:10:10.823
A group of experts, clinicians, researchers,

74 "Shannon Biello" (3422350592)
00:10:11.064 --> 00:10:24.234
patient advocates people who have been in this space for decades to
explore the research and distill it to several core components of
substance use disorder treatment and those rename the shadow national
principles of care.

75 "Shannon Biello" (3422350592)
00:10:24.834 --> 00:10:29.364
So these components span, anything from making sure patient has a
personalized plan.

76 "Shannon Biello" (3422350592)
00:10:29.639 --> 00:10:33.809
For treatment, they have access to care.

77 "Shannon Biello" (3422350592)
00:10:33.809 --> 00:10:37.259
They have coordinated care for, um.

78 "Shannon Biello" (3422350592)
00:10:38.004 --> 00:10:43.884
Therefore, health be it for their substance use disorder for their
physical health needs for their mental health needs.

79 "Shannon Biello" (3422350592)
00:10:44.274 --> 00:10:56.334

They have access to evidence based behavioral therapies, access to medications if those make sense for their substance use disorder and of course, have access to support services.

80 "Shannon Biello" (3422350592)
00:10:56.544 --> 00:11:00.054
That will address on the contextual needs that they might face.

81 "Shannon Biello" (3422350592)
00:11:01.199 --> 00:11:06.359
As they engage in treatment, be that, and a need for child care I need for transportation.

82 "Shannon Biello" (3422350592)
00:11:06.359 --> 00:11:12.689
And so we were able to define these principals and create a framework.

83 "Shannon Biello" (3422350592)
00:11:12.689 --> 00:11:21.959
By which we are able to define what quality addiction treatment should look like. And based upon the decades of research we knew in this space.

84 "Shannon Biello" (3422350592)
00:11:23.399 --> 00:11:29.039
And, you know, landmark publications that had.

85 "Shannon Biello" (3422350592)
00:11:29.039 --> 00:11:32.519
Come out previously inclusive of the surgeon General's report.

86 "Shannon Biello" (3422350592)
00:11:32.519 --> 00:11:40.199
In 2016, we didn't want to just stop with these principals, you know, the.

87 "Shannon Biello" (3422350592)
00:11:40.199 --> 00:11:44.789
A framework is useful, but it's it's really important to make frameworks that actionable.

88 "Shannon Biello" (3422350592)
00:11:44.789 --> 00:11:48.299
And so that drove us to Atlas.

89 "Shannon Biello" (3422350592)
00:11:48.299 --> 00:11:51.989
A platform that people could use to find the dictionary.

90 "Shannon Biello" (3422350592)

00:11:51.989 --> 00:11:55.739
And what Atlas does is, it collects.

91 "Shannon Biello" (3422350592)
00:11:55.739 --> 00:12:03.659
Data from substance use disorder, treatment facilities so that we can
display this information publicly.

92 "Shannon Biello" (3422350592)
00:12:03.659 --> 00:12:06.989
Search for, um.

93 "Shannon Biello" (3422350592)
00:12:06.989 --> 00:12:12.779
When they are, their love don't have a need for substance, use to sort
of treatment and so.

94 "Shannon Biello" (3422350592)
00:12:12.779 --> 00:12:19.589
This information is collected, we have multiple data sources and then
we take that information and we.

95 "Shannon Biello" (3422350592)
00:12:19.589 --> 00:12:27.569
Translate it into the Atlas platform where it's displayed in user
friendly ways that people can use in seeking care.

96 "Shannon Biello" (3422350592)
00:12:27.569 --> 00:12:32.939
Well, we also do for certain partner groups or organizations since we
have.

97 "Shannon Biello" (3422350592)
00:12:32.939 --> 00:12:40.049
Password protected portals or data dashboards where we also display
this information. So that states can have a look.

98 "Shannon Biello" (3422350592)
00:12:40.584 --> 00:12:54.054
Add the quality of care across their team and landscape and so that
everyone, it's not just bonus is not just on people searching for
treatment, but we're also involving States, health insurance,

99 "Shannon Biello" (3422350592)
00:12:54.084 --> 00:12:59.784
other groups in the process of understanding and improving substance
use disorder treatment.

100 "Shannon Biello" (3422350592)
00:13:04.709 --> 00:13:15.989

As mentioned Atlas, you know, the whole Atlas process starts through data collection and we use several sources to show how well addiction treatment providers.

101 "Shannon Biello" (3422350592)
00:13:15.989 --> 00:13:28.499
The shadow national principles of care and so 1 of those is actually facility survey, the providers complete that they submit that to Atlas. And then we use that information.

102 "Shannon Biello" (3422350592)
00:13:28.499 --> 00:13:37.859
Display data in different facility profiles and how well, these providers are aligned with clinical best practices.

103 "Shannon Biello" (3422350592)
00:13:37.859 --> 00:13:40.979
We also have a patient experience survey.

104 "Shannon Biello" (3422350592)
00:13:40.979 --> 00:13:44.489
People can come to our site they can click the lead review button.

105 "Shannon Biello" (3422350592)
00:13:44.489 --> 00:13:53.219
They're able to leave feedback on their experiences of care. This is a critically important component of our site, because we know through.

106 "Shannon Biello" (3422350592)
00:13:54.269 --> 00:14:08.069
Research that people really looked for the ratings and reviews of their peers when making a decision, particularly in health care, and we also are looking and piloting the ways in which we can use claims data that comes through.

107 "Shannon Biello" (3422350592)
00:14:08.069 --> 00:14:16.949
State Medicaid offices, and also from health insurance to look at the quality of care that is delivered from the treatment providers as well. And we did.

108 "Shannon Biello" (3422350592)
00:14:16.949 --> 00:14:24.089
Multiple data sources, because we really wanted to get a comprehensive picture of quality. We wanted to collect as much data.

109 "Shannon Biello" (3422350592)
00:14:24.089 --> 00:14:28.289
And information as possible, so that we could give the public.

110 "Shannon Biello" (3422350592)
00:14:28.289 --> 00:14:31.799
Inaccurate visualization on.

111 "Shannon Biello" (3422350592)
00:14:31.799 --> 00:14:42.899
How well, treatment providers are aligned with the shadow professional
principles of care and ensure that when they're looking for treatment,
they can find a provider that will offer them clinical best practices.

112 "Shannon Biello" (3422350592)
00:14:47.039 --> 00:14:50.699
So, Atlas started in 6 States.

113 "Shannon Biello" (3422350592)
00:14:50.699 --> 00:15:02.399
They're all along the East Coast there, but we've since expanded and
will be in 11 States by the spring. Our States are shown here. They're
Delaware.

114 "Shannon Biello" (3422350592)
00:15:02.399 --> 00:15:08.789
Florida, Louisiana, Massachusetts, um, New York, North Carolina and
New Jersey.

115 "Shannon Biello" (3422350592)
00:15:08.789 --> 00:15:12.869
Pennsylvania, Oklahoma.

116 "Shannon Biello" (3422350592)
00:15:12.869 --> 00:15:16.379
And again, what we'll be launching in California.

117 "Shannon Biello" (3422350592)
00:15:16.379 --> 00:15:24.359
This spring, we're also expanding into 3 additional states this year
that I can now.

118 "Shannon Biello" (3422350592)
00:15:24.359 --> 00:15:39.144
Announced publicly as well those are Connecticut, Wisconsin and
Indiana. So we'll be, we'll have even more colors on this map as we
round out the year, and we're in conversations with several other
seats to our intent is to be a national program.

119 "Shannon Biello" (3422350592)
00:15:39.294 --> 00:15:44.604
So, we go state by state to bring this research and the good news is,
we haven't.

120 "Shannon Biello" (3422350592)
00:15:45.209 --> 00:15:49.829
Stop implementing a seat yet, so we've been able to maintain Atlas and
all.

121 "Shannon Biello" (3422350592)
00:15:49.829 --> 00:15:54.779
States listed here over several years, which is a really nice
accomplishment.

122 "Shannon Biello" (3422350592)
00:15:57.749 --> 00:16:02.279
And if you're interested in and Alice being in your state, if you are
not 1 of the, um.

123 "Shannon Biello" (3422350592)
00:16:02.279 --> 00:16:13.349
You're not in 1 of the orange colors or magenta colored States on this
map. We always encourage people to reach out out as the chatter
project work because we'd love to talk to you about how.

124 "Shannon Biello" (3422350592)
00:16:13.349 --> 00:16:17.279
We might connect with people in your state to bring these resource.

125 "Shannon Biello" (3422350592)
00:16:19.854 --> 00:16:33.864
So this is the part where it stops speaking about Atlas abstractly,
and I give a chance to walk through our site. But I'll say is this is
a really exciting time for a project because we launched a version of
Atlas in July of 2020 and. and twenty and

126 "Shannon Biello" (3422350592)
00:16:34.199 --> 00:16:38.339
Was a very, very exciting time for us and.

127 "Shannon Biello" (3422350592)
00:16:38.339 --> 00:16:45.509
It was live and has been life since, but we were also able to gather
really.

128 "Shannon Biello" (3422350592)
00:16:45.594 --> 00:16:55.584
Thoughtful and important feedback from different groups from patients
from families from clinicians providers from many, many,

129 "Shannon Biello" (3422350592)
00:16:55.584 --> 00:17:04.434
many stakeholders in the field patient advocates and we were able to
take that feedback and channel all into an atlas website redesign.

130 "Shannon Biello" (3422350592)
00:17:04.704 --> 00:17:10.944
And that is, we're just on the cost of launching in that new site will
be live in March, 20.

131 "Shannon Biello" (3422350592)
00:17:12.114 --> 00:17:22.974
23, so, this year, which is very, very exciting. Um, and so I'm going
to show you our current version of Atlas, but I'm also going to give
you a very nice sneak peek into our new site.

132 "Shannon Biello" (3422350592)
00:17:22.974 --> 00:17:35.934
So that you can see what's coming as you use March, as you use Atlas
in the March, period and beyond. So what I always say, I'm gonna stop
sharing to switch screens. What I always say is. is

133 "Shannon Biello" (3422350592)
00:17:36.689 --> 00:17:46.409
If you want to see old the current version of Atlas, which will be old
Atlas, we've got to go now, because we're getting this new version of
soon, which is so exciting.

134 "Shannon Biello" (3422350592)
00:17:46.409 --> 00:17:50.189
So.

135 "Shannon Biello" (3422350592)
00:17:52.109 --> 00:17:55.589
Sharing my screen, this is Atlas.

136 "Shannon Biello" (3422350592)
00:17:55.589 --> 00:18:06.389
To get there, you type treatment Atlas dot Org into your browser,
you'll see it right here at the top and we'll certainly make sure
that's linked for you. Um.

137 "Shannon Biello" (3422350592)
00:18:06.389 --> 00:18:13.859
Once you come to Atlas, you see that there's several features that you
can use on this site. 1 is the opportunity to search for treatment.

138 "Shannon Biello" (3422350592)
00:18:13.859 --> 00:18:26.214
If you feel like, you're in a good spot, you know, where you want to
search for care within or Atlas States, or if you want to search for a
specific facility to look at the quality of their care, you can type
your name in there.

139 "Shannon Biello" (3422350592)
00:18:26.214 --> 00:18:36.924
You can type in and address or zip, and you can search through that
mechanism. What you'll notice too is that we have this taken
assessment feature at the top as well. We built, um.

140 "Shannon Biello" (3422350592)
00:18:37.229 --> 00:18:43.319
An assessment with the American Society of addiction medicine, it's.

141 "Shannon Biello" (3422350592)
00:18:43.319 --> 00:18:51.029
Important organization, and the substance used to sort of fields. You
may be familiar with them to, um.

142 "Shannon Biello" (3422350592)
00:18:51.029 --> 00:19:01.619
Give people who come to Atlas and an initial sense of guidance or
recommendation on what treatment might work for them. So, people are
able to come to Atlas click, start an assessment.

143 "Shannon Biello" (3422350592)
00:19:01.619 --> 00:19:05.579
And they go through and complete several questions.

144 "Shannon Biello" (3422350592)
00:19:05.844 --> 00:19:20.364
That assess what substances a person might be having problems with. Do
you think be able to stop using substances that they have? Any
symptoms of withdrawal was their physical health like, what is their
mental health.

145 "Shannon Biello" (3422350592)
00:19:20.639 --> 00:19:30.809
Like, at this time, and all this information is used and combined and
taken into account to generate a personalized recommendation about
what? Um.

146 "Shannon Biello" (3422350592)
00:19:30.809 --> 00:19:43.409
Type of setting be it outpatient residential and patient might be
right for your loved 1, depending on who you're taking the assessment
for and what treatment services might be helpful as well. There's
several.

147 "Shannon Biello" (3422350592)
00:19:43.409 --> 00:19:49.589
Evidence based practices in the field, there's specific to certain
substance use disorders. So, for example.

148 "Shannon Biello" (3422350592)
00:19:49.589 --> 00:19:53.399
Recommendations for if you, if you have.

149 "Shannon Biello" (3422350592)
00:19:53.399 --> 00:20:04.319
Certain mental health conditions are expressed the need for mental
health care that will come up as a treatment service recommendation
for people that will be used to sort of they might get.

150 "Shannon Biello" (3422350592)
00:20:04.319 --> 00:20:15.599
They'll get a recommendation for medications for opioid use disorder
as a gold standard practice. So really, it's intended to help people
get that initial set of guidance as they're going through the site.

151 "Shannon Biello" (3422350592)
00:20:15.599 --> 00:20:22.379
And as they're trying to decide what treatment options might work for
them, we made Atlas as easy.

152 "Shannon Biello" (3422350592)
00:20:22.704 --> 00:20:35.964
To use as possible, we've endeavor to make it as easy as possible we
can always do more, which is why we had a redesign, but all of the
recommendations that are generated through the assessment are Pre
populated as filters went.

153 "Shannon Biello" (3422350592)
00:20:35.964 --> 00:20:38.964
By the time people get to their search results so that.

154 "Shannon Biello" (3422350592)
00:20:39.719 --> 00:20:45.659
They're already looking at tailored options in the search results
field and I'll show you quickly.

155 "Shannon Biello" (3422350592)
00:20:45.659 --> 00:20:54.509
Our current search results field looks like this. So if you put an
address in, it would filter by location. Um.

156 "Shannon Biello" (3422350592)
00:20:54.509 --> 00:20:59.429
Once you Philadelphia, her just to show you, you're able to adjust.

157 "Shannon Biello" (3422350592)
00:20:59.429 --> 00:21:02.849
Proximity to a person or 2 um.

158 "Shannon Biello" (3422350592)
00:21:03.414 --> 00:21:17.034
To your location, you're able to type in payment options filter for
the treatment type. Yeah. Outpatient, residential and a bunch of other
options so that you can really tell your results and again, take the
assessment.

159 "Shannon Biello" (3422350592)
00:21:17.424 --> 00:21:19.434
It will take any recommendations you get from.

160 "Shannon Biello" (3422350592)
00:21:19.739 --> 00:21:24.569
The assessment and Pre populate those filters all ready for you. So
it's 1 less step.

161 "Shannon Biello" (3422350592)
00:21:26.124 --> 00:21:39.414
What I'll say about the assessment is it's an initial set of guidance,
so it's intended to help someone search on Atlas. You can save your
results if you want to share it with a clinician as you're interested
in jumping in, or engaging in treatment.

162 "Shannon Biello" (3422350592)
00:21:39.834 --> 00:21:45.054
But it doesn't replace the full comprehensive assessment that someone
should receive. Um.

163 "Shannon Biello" (3422350592)
00:21:45.359 --> 00:21:50.909
Upon engagement of facility to really solidify what that person's
healthcare needs are.

164 "Shannon Biello" (3422350592)
00:21:50.909 --> 00:21:55.559
And that personalized treatment plan is a really important component
of substance use to sort of care.

165 "Shannon Biello" (3422350592)
00:21:56.909 --> 00:22:07.619
So that's current Atlas, um, and then, you know, as promised, they do
want to show you our new version of Atlas, because we're just so
thrilled. Um.

166 "Shannon Biello" (3422350592)
00:22:07.619 --> 00:22:17.879
That we were able to make some really important changes to the site
for the people that we know are using it to find care. Let me make
sure.

167 "Shannon Biello" (3422350592)
00:22:19.049 --> 00:22:24.959
Would I take you over to the right place Thank you for your patients
and my screen sharing.

168 "Shannon Biello" (3422350592)
00:22:24.959 --> 00:22:32.339
Um, so.

169 "Shannon Biello" (3422350592)
00:22:32.339 --> 00:22:37.709
I just mentioned the new version of Atlas goes the live on.

170 "Shannon Biello" (3422350592)
00:22:37.709 --> 00:22:41.639
In March of 2023, so be on the lookout.

171 "Shannon Biello" (3422350592)
00:22:41.639 --> 00:22:51.329
Certainly go visit in 2000, March 2023 in the next few weeks. You can
believe it so you can see our new version. But what you'll notice is
we have focused.

172 "Shannon Biello" (3422350592)
00:22:51.329 --> 00:22:55.169
Tremendously on simplifying the site, so it's.

173 "Shannon Biello" (3422350592)
00:22:55.169 --> 00:23:01.709
Even easier for people to use Atlas is available in English and
Spanish. It currently is, will continue to be.

174 "Shannon Biello" (3422350592)
00:23:01.709 --> 00:23:11.909
You can switch the options of language there at the top. There's 1
search bar so you can search by location or facility. You don't have
to do it through multiple fields. Um.

175 "Shannon Biello" (3422350592)
00:23:12.504 --> 00:23:26.544
And the 1 thing that was really valuable that I'm really proud of is
that we've really endeavor to build a sense of community through the
site when we did user testing. We heard from people that this is a
really challenging experience, and we know it often.

176 "Shannon Biello" (3422350592)
00:23:26.544 --> 00:23:27.923
I try to prove from.

177 "Shannon Biello" (3422350592)

00:23:29.309 --> 00:23:32.729
Our own, um, experiences, um.

178 "Shannon Biello" (3422350592)
00:23:32.729 --> 00:23:36.779
And searching for addiction treatment, so, um.

179 "Shannon Biello" (3422350592)
00:23:37.224 --> 00:23:51.414
We really wanted to focus on building in content that shows people
that they're not aligned. In this experience. We have videos that
we've been interspersed throughout. We have messaging to let people
know that they're not 1 in this process.

180 "Shannon Biello" (3422350592)
00:23:51.654 --> 00:23:59.784
The goal really was to make it feel like when someone's coming to the
site and using the site, which is often a very challenging time for
them that there is.

181 "Shannon Biello" (3422350592)
00:24:02.399 --> 00:24:14.879
But there's a sense of, you know, there's someone from Saturday
sitting next to them, helping them along because they can't do that.
You know, we were really hoping we were really hoping to infuse that
in the tone of this website.

182 "Shannon Biello" (3422350592)
00:24:15.294 --> 00:24:30.144
When someone goes to search again, all in 1 search bar really nice as
well to streamline this. And you can search either by location. We
have some California locations populating here, but you can also
search by facility name. If you type in a facility name several.

183 "Shannon Biello" (3422350592)
00:24:30.449 --> 00:24:40.169
Options will populate you select the 1 that you're actually looking
for and it will take you directly to facilities profile page.

184 "Shannon Biello" (3422350592)
00:24:40.169 --> 00:24:45.029
If you search by location, you'll click.

185 "Shannon Biello" (3422350592)
00:24:45.744 --> 00:24:59.964
And then I'll take you to it's some additional options, and it's
really kind of choose your own journey on this site. Because again,
some people might be coming here and they've searched for treatment in
the past. It's not new to them. And they might feel completely
comfortable searching for care.

186 "Shannon Biello" (3422350592)
00:24:59.964 --> 00:25:05.814
If that's case, they can go directly to the search results. They don't
need to take any kind of assessment. They can start to.

187 "Shannon Biello" (3422350592)
00:25:06.119 --> 00:25:19.469
Search for care filter their options and really can take control of
that process. But if someone needs help, this is their 1st time
searching for care. And again, it can be a really hard process as we
talked about earlier in the presentation.

188 "Shannon Biello" (3422350592)
00:25:19.469 --> 00:25:28.524
They had this helped me choose and what we've done is more seamlessly
integrate the assessment that we developed with the American Society
of addiction medicine into this tool.

189 "Shannon Biello" (3422350592)
00:25:28.824 --> 00:25:38.004
So that it, it makes sense, and people understand the value of taking
the assessment and how it impacts their search results. So really
important update with the redesign as well.

190 "Shannon Biello" (3422350592)
00:25:38.279 --> 00:25:47.069
We have really worked to simplify that assessment as well. Quite proud
of that, too. Um, where we have.

191 "Shannon Biello" (3422350592)
00:25:47.069 --> 00:26:01.944
You know, simplify the language, made it very easy to select large
buttons not the smaller little circles and people have the option to
choose the substance that they feel like they may be having problems
with.

192 "Shannon Biello" (3422350592)
00:26:01.944 --> 00:26:04.524
They can also enter substances into the dropdown.

193 "Shannon Biello" (3422350592)
00:26:04.799 --> 00:26:10.649
And then go through and answer these much more simplified questions.

194 "Shannon Biello" (3422350592)
00:26:10.649 --> 00:26:24.509
As they're searching for treatment, you'll notice too that we include
language below really again, to infuse this resource with that sense
of community that we really want to bring. And if someone is taking

the assessment.

195 "Shannon Biello" (3422350592)
00:26:24.509 --> 00:26:30.329
They really want to jump to their search was also able to do. So
they're all right here at the bottom.

196 "Shannon Biello" (3422350592)
00:26:30.329 --> 00:26:36.119
So, it really is just all very much seamlessly integrated at this
point as as 1.

197 "Shannon Biello" (3422350592)
00:26:36.119 --> 00:26:45.569
Seamless tool, so you can jump back and forth. You'll see if you enter
information it's already prepopulating into, um.

198 "Shannon Biello" (3422350592)
00:26:46.619 --> 00:26:59.694
The search results, so we already indicated substances of substances
have been Pre selected in the filter. So, as people are going through
the assessment, even if they don't complete the whole thing, we're
still able to start tailoring their results as much as possible.

199 "Shannon Biello" (3422350592)
00:26:59.694 --> 00:27:04.464
So, any bits of information we immediately start tailoring so that
it's.

200 "Shannon Biello" (3422350592)
00:27:05.009 --> 00:27:09.659
Um, as personalized to the person on site as possible, because.

201 "Shannon Biello" (3422350592)
00:27:09.659 --> 00:27:12.839
What we've maintained to this site, which has been really important.

202 "Shannon Biello" (3422350592)
00:27:12.839 --> 00:27:17.069
As part of our work on Atlas is a true sense of anonymity. We don't.

203 "Shannon Biello" (3422350592)
00:27:17.069 --> 00:27:28.289
As for log ins, we don't meet people, like, personally identifying
information about themselves so that they're really able to go through
this process anonymously and search for care in a way that.

204 "Shannon Biello" (3422350592)
00:27:29.034 --> 00:27:43.974
It's intended to fight a lot of the segments, you see, in this space,

people can be averse to searching for care because of the segments that are applied to substance use disorder. So we wanted to offer them a safe and anonymous space for them to begin. The search and hopefully find treatment options that will help them.

205 "Shannon Biello" (3422350592)
00:27:44.279 --> 00:27:47.639
Very similar to the last assessment. So.

206 "Shannon Biello" (3422350592)
00:27:47.639 --> 00:27:59.279
Go through answer questions, you'll know you'll notice for asking about withdrawal again, asking about if this person has other health problems that they would need to see a doctor about.

207 "Shannon Biello" (3422350592)
00:27:59.279 --> 00:28:02.819
Any issues with mental health.

208 "Shannon Biello" (3422350592)
00:28:02.819 --> 00:28:06.959
That they would want addressed within their treatment journey.

209 "Shannon Biello" (3422350592)
00:28:06.959 --> 00:28:10.289
Um, and you suicidal thoughts.

210 "Shannon Biello" (3422350592)
00:28:11.699 --> 00:28:24.084
And another thing that we're really proud of that we enhanced is getting a sense of a person's context. So we collect information as mentioned from treatment providers on what support services they offer to patients.

211 "Shannon Biello" (3422350592)
00:28:24.384 --> 00:28:24.594
So,

212 "Shannon Biello" (3422350592)
00:28:24.594 --> 00:28:38.994
another thing that we're now able to do through Atlas with their redesign site is get a sense from people about what additional help they might need when they're going to treatment and to have and connect them with facilities that offer these different elements as part of their treatment

213 "Shannon Biello" (3422350592)
00:28:38.994 --> 00:28:39.654
services.

214 "Shannon Biello" (3422350592)
00:28:39.989 --> 00:28:45.269
So is a really nice tailor piece that we built into this new version.
And then.

215 "Shannon Biello" (3422350592)
00:28:45.269 --> 00:28:55.139
Once the person completes the assessment, they get their
recommendations at the top and has mentioned all of.

216 "Shannon Biello" (3422350592)
00:28:55.139 --> 00:29:05.099
The level of care information, outpatient, residential and treatment
service information is already prepopulated and.

217 "Shannon Biello" (3422350592)
00:29:05.099 --> 00:29:13.709
Shown in these different treatment options, so that already in this
window, people are able to see which.

218 "Shannon Biello" (3422350592)
00:29:13.709 --> 00:29:22.559
Options are meeting their needs and preferences because they can go
through and complete even more filters that are shown in the panel.

219 "Shannon Biello" (3422350592)
00:29:22.559 --> 00:29:34.649
Versus not, so, they're able to, like, by the time, my research
results are able to see where the trucks are, where there might be X's
to show where a service might not be available. People can enter in.

220 "Shannon Biello" (3422350592)
00:29:34.649 --> 00:29:41.699
People can enter in their insurance information when that's entered.

221 "Shannon Biello" (3422350592)
00:29:42.779 --> 00:29:57.444
They're able to also see which options may accept their insurance
versus not, which is also a really important option, and where they
find a facility that might work for them where they have some
interest. They're able to select that facility in the search results.

222 "Shannon Biello" (3422350592)
00:29:57.774 --> 00:29:58.974
And they're taken to.

223 "Shannon Biello" (3422350592)
00:29:59.249 --> 00:30:02.519
On this facility profile.

224 "Shannon Biello" (3422350592)
00:30:02.519 --> 00:30:13.254
And the facility profile is intended to give people all the
information they need if they're interested in engaging with this
facility. See, their hours are offered at the top.

225 "Shannon Biello" (3422350592)
00:30:13.644 --> 00:30:18.564
There's these different buttons at the top 2 on how best to contact
the facility of interested in care.

226 "Shannon Biello" (3422350592)
00:30:18.869 --> 00:30:25.079
We again show how this facility is meeting the needs and preferences.
A person has indicated.

227 "Shannon Biello" (3422350592)
00:30:25.824 --> 00:30:31.494
In their search by clicking filters by taking the assessment we offer
information on payment.

228 "Shannon Biello" (3422350592)
00:30:31.884 --> 00:30:42.654
If you enter an insurance since this facility exception, insurance,
what are other payment options available through the site as a really,
really important component when someone's making a decision about
substance use disorder treatment.

229 "Shannon Biello" (3422350592)
00:30:42.959 --> 00:30:57.659
And we also show how the facility is aligning with those chatter proof
on national principles of care. And rather than make it very text
heavy, we really endeavor to make some really useful visualizations to
make it as easy as possible for people to digest this information.

230 "Shannon Biello" (3422350592)
00:30:57.659 --> 00:31:08.369
Feedback that we got from patients is presented in this review
section. Very similar to what you see on other sites where they're
showing patient reviews. We want it to make this.

231 "Shannon Biello" (3422350592)
00:31:08.369 --> 00:31:16.589
As easy to digest as possible as well and if a person has received
care to facility, they can come and select the sleeve review button
and.

232 "Shannon Biello" (3422350592)
00:31:16.589 --> 00:31:20.939
We're really pleased that we give patients the option because, um.

233 "Shannon Biello" (3422350592)
00:31:20.939 --> 00:31:29.879
It's very important for people to have this feedback when they're
searching for care. So, for patients to be able to, to offer that
information to other patients.

234 "Shannon Biello" (3422350592)
00:31:29.879 --> 00:31:33.209
Is is a really valuable part of his website.

235 "Shannon Biello" (3422350592)
00:31:33.209 --> 00:31:40.739
And then a lot of detail, like, we gave a lot of information in blue
section, it's a detailed rich patient profile.

236 "Shannon Biello" (3422350592)
00:31:40.739 --> 00:31:53.219
Or it will give information on what types of staffing are available at
the site, which behavioral therapies is, this facility offer, which
medications prediction treatment are available.

237 "Shannon Biello" (3422350592)
00:31:53.219 --> 00:32:06.809
Does this facility of integrated mental health care? So all the
richness of detail that we collect through our data sources is
presented here in long form for people who love data for people who
have details and information. I'm 1 of those people.

238 "Shannon Biello" (3422350592)
00:32:06.809 --> 00:32:19.229
We make it all readily accessible profiles so that when someone's
coming to the site, and it's about to make a final decision, they're
very much aware of the services that are available to them and they're
able to be.

239 "Shannon Biello" (3422350592)
00:32:19.229 --> 00:32:23.939
And empowered consumer and make an informed decision. That's really,
really important to us.

240 "Shannon Biello" (3422350592)
00:32:26.339 --> 00:32:31.559
So, back to my presentation, but thank you for giving me an
opportunity to walk through.

241 "Shannon Biello" (3422350592)
00:32:31.559 --> 00:32:37.109
That side, because tongue very, very important to me. Um.

242 "Shannon Biello" (3422350592)
00:32:37.109 --> 00:32:51.509
Back my slides, so, Atlas has been around now for more than 2 years.
So we've really been working in the states where we're at live and
accessible to.

243 "Shannon Biello" (3422350592)
00:32:51.509 --> 00:33:03.149
Spread the word to increase awareness. We are a re resource, which is
my favorite part, because it means anyone can come to our site and use
it. So we've been working with.

244 "Shannon Biello" (3422350592)
00:33:03.149 --> 00:33:16.259
Billboards with, like, you'll see business cards below and other
avenues to increase awareness about this tool. So that people know
that they can come to Atlas. If they need substance use disorder
treatment and the states where we're located.

245 "Shannon Biello" (3422350592)
00:33:18.089 --> 00:33:31.794
And there's many different types of people who can use Atlas, you
know, certainly people with substance use disorder in their loved ones
as mentioned. They can take the assessment receive initial guidance on
what treatment options might be best for them. They search for care.

246 "Shannon Biello" (3422350592)
00:33:31.794 --> 00:33:36.174
They can filter and tailor these options so that they're looking at
options.

247 "Shannon Biello" (3422350592)
00:33:36.389 --> 00:33:45.414
That are most likely to meet their specific needs and then they can
really dive in and look at the quality information that we have
available for these sites of care.

248 "Shannon Biello" (3422350592)
00:33:45.654 --> 00:33:53.304
They can compare in that search results where facilities are meeting
certain needs and preferences versus not. And ultimately, um.

249 "Shannon Biello" (3422350592)
00:33:53.609 --> 00:34:00.209
As the primary goal of Atlas, they're able to find a treatment option
that will best work for them. It's so important to us.

250 "Shannon Biello" (3422350592)
00:34:02.309 --> 00:34:12.299
But this can also be used by referral sources, care, navigators,

community based organizations. There's so many people that exist in
this field that are.

251 "Shannon Biello" (3422350592)
00:34:13.164 --> 00:34:26.634
Front line and helping others find substance use to sort of treatment.
So this is a tool that they can use as well they can walk through the
assessment with someone if they're in need of substance, use disorder
treatment and complete the same search filter for options.

252 "Shannon Biello" (3422350592)
00:34:26.634 --> 00:34:32.514
Et cetera, so that they are confident that they're providing a person
with a solid referral for substance use disorder treatment.

253 "Shannon Biello" (3422350592)
00:34:32.844 --> 00:34:42.084
So we've also trained community organizations, care navigators at
health insurance companies and other people who function as referral.

254 "Shannon Biello" (3422350592)
00:34:42.299 --> 00:34:47.759
Is to use that list so that it's a tool that within their arsenal to
help people.

255 "Shannon Biello" (3422350592)
00:34:47.759 --> 00:34:52.709
Find the care that they need, and that's been a really lovely part of
this project as well.

256 "Shannon Biello" (3422350592)
00:34:54.119 --> 00:34:57.689
And again, it's free, so so is available for that purpose.

257 "Shannon Biello" (3422350592)
00:34:58.914 --> 00:35:11.994
And so we talked about people we talked about referral entity and
referral sources, but we also have data dashboards that we provide to
treatment providers, use submit data to Atlas to our state partners
and to health insurance.

258 "Shannon Biello" (3422350592)
00:35:12.294 --> 00:35:25.524
So that they're able to look at the data. And aggregate, and we
identify where there are gaps in treatment where there are gaps and
access to care. We really democratize access to Atlas. We make it
Atlas data.

259 "Shannon Biello" (3422350592)
00:35:25.524 --> 00:35:27.684

We make it as available as possible.

260 "Shannon Biello" (3422350592)
00:35:28.284 --> 00:35:35.814
So all these different groups, because we want to emphasize the
importance of everyone working together to increase access to quality
care.

261 "Shannon Biello" (3422350592)
00:35:36.084 --> 00:35:44.064
And so through these dashboards, again, a state partner might go in
and see where there are gaps and opportunities for improvement.

262 "Shannon Biello" (3422350592)
00:35:44.064 --> 00:35:52.314
So that their constituents have access to better treatment treatment
providers themselves are able to go into Atlas and see where they
might um.

263 "Shannon Biello" (3422350592)
00:35:52.679 --> 00:36:03.779
Have opportunities to better align with the shadow, professional
principles of care and health insurers have an opportunity to look at
their networks, the quality of their networks, and think about where
there opportunities for.

264 "Shannon Biello" (3422350592)
00:36:03.779 --> 00:36:08.099
Um, for improving, um.

265 "Shannon Biello" (3422350592)
00:36:08.099 --> 00:36:14.789
The delivery of network care as well. So it's been a really nice
systems level approach too.

266 "Shannon Biello" (3422350592)
00:36:19.709 --> 00:36:26.729
So, again, this is part of my presentation where I engage the crowd,
but there are many, many ways in which I think Atlas can be used.
It's.

267 "Shannon Biello" (3422350592)
00:36:26.729 --> 00:36:40.674
You would have his primary function of helping people, a substance use
disorder, or those family members, or friends who are touched base
since you sort of because someone they love might be struggling with
their substance use disorder. So that's a very primary purpose.

268 "Shannon Biello" (3422350592)
00:36:40.674 --> 00:36:48.684

And 1, that is near and dear to our hearts, but there are other people that can use that list. Like, we've talked about those referral entities, those.

269 "Shannon Biello" (3422350592)
00:36:49.469 --> 00:36:54.749
Those frontline people in the field community based organization States.

270 "Shannon Biello" (3422350592)
00:36:54.749 --> 00:37:07.434
Using our data to think about the ways that we increase the adoption of clinical best practices in the field. So that everyone has like, everyone has access to evidence piece, addiction, treatment. So many, many ways to use Atlas.

271 "Shannon Biello" (3422350592)
00:37:07.434 --> 00:37:10.974
And that's been a really exciting and thrilling part of this work as well.

272 "Shannon Biello" (3422350592)
00:37:13.169 --> 00:37:26.999
And the coming soon portion, so just to emphasize some of the stuff that we have coming up, the paper Atlas, obviously expanding to new states. We love going to new states. So we have 3 there.

273 "Shannon Biello" (3422350592)
00:37:26.999 --> 00:37:37.824
Coming up in 2023. we are in discussions with other seats. So our intent is to keep expanding Atlas. So please, if interested feel free to email us. You can join our listserv.

274 "Shannon Biello" (3422350592)
00:37:37.824 --> 00:37:49.044
You can know where, and when Atlas will be next year, shouting it from the rooftops as soon as we're getting clearance to publicly announce. So. to publicly announce so

275 "Shannon Biello" (3422350592)
00:37:49.529 --> 00:37:53.369
Really exciting. Um, have had good momentum over these past.

276 "Shannon Biello" (3422350592)
00:37:53.369 --> 00:38:03.779
Um, 3 years, and are looking for it to the additional states that we can enter into in the next several years as we march towards becoming a national resource.

277 "Shannon Biello" (3422350592)

00:38:04.584 --> 00:38:14.484
You like you, people also got to see the new version of Atlas we are
thrilled. So excited to be launching that in March of 2023 will be on
lookout for that.

278 "Shannon Biello" (3422350592)
00:38:14.484 --> 00:38:23.784
And again, as a free resource, we are always thinking about the ways
in which we can increase awareness and use of Atlas. So we are doing.
so we are doing

279 "Shannon Biello" (3422350592)
00:38:24.090 --> 00:38:34.260
Outreach campaigns, promotional work marketing with our partners so
that we are able to make sure that this is in front of as many people
as possible and that's been a priority.

280 "Shannon Biello" (3422350592)
00:38:34.260 --> 00:38:44.190
In our work as well this is our email so if you want to email us, feel
free, we love emails.

281 "Shannon Biello" (3422350592)
00:38:44.190 --> 00:38:51.840
Email anytime any questions, any, if you're interested in joining our
lists are happy to answer them happy to add you.

282 "Shannon Biello" (3422350592)
00:38:54.270 --> 00:38:59.940
And thank you, and that's my email. If you have any questions for me
so really appreciate you.

283 "Shannon Biello" (3422350592)
00:38:59.940 --> 00:39:13.140
Coming to this presentation obviously I love talking about Atlas and
it's really good to introduce it to people so that more people are
aware of it and can use it because that's that's really our goal. So
thank you so much for your time.

284 "Jordan nielsen" (1719726080)
00:39:18.630 --> 00:39:32.580
Shannon, we will now move into the Q and a portion of today's talk or
conversation feel free to continue to submit questions as we go along
here. And we'll answer as many time permits.

285 "Jordan nielsen" (1719726080)
00:39:32.580 --> 00:39:39.780
All right, so the 1st question that we have is what is patient
brokering.

286 "Shannon Biello" (3422350592)
00:39:41.340 --> 00:39:47.880
Oh, that's a really good question. I'll give it very general
definition so it's when.

287 "Shannon Biello" (3422350592)
00:39:47.880 --> 00:39:51.690
People are.

288 "Shannon Biello" (3422350592)
00:39:51.690 --> 00:40:00.690
It's basically practicing mislead people to attend in addiction
treatment program. Their promised treatment they're brought there and
they're not receiving care. That's.

289 "Shannon Biello" (3422350592)
00:40:00.690 --> 00:40:05.100
Evidence based or clinical, those practices are offering, um.

290 "Shannon Biello" (3422350592)
00:40:05.100 --> 00:40:15.750
Anything that's helpful for them so it's someone can receive a
communication to say, hey, you know, Here's a treatment option for you
and they're.

291 "Shannon Biello" (3422350592)
00:40:15.750 --> 00:40:20.700
A person is led to believe that they'll receive treatment on a site
and in fact, that's.

292 "Shannon Biello" (3422350592)
00:40:20.700 --> 00:40:25.920
Not the case, they don't, they don't receive care and they're, they're
misled to to go to that location. And, um.

293 "Shannon Biello" (3422350592)
00:40:25.920 --> 00:40:30.870
Paper services specifically thinking they'll receive treatment
services and not receive any.

294 "Jordan nielsen" (1719726080)
00:40:31.735 --> 00:40:45.865
Really unfortunate that is for answering that. The next question that
we have is Atlas just for finding inpatient treatment facilities, or
are there resources for finding therapist?

295 "Shannon Biello" (3422350592)
00:40:46.200 --> 00:41:00.540
Outpatient treatment, et cetera. Yeah. That's a great question. So we
offer information on sites of care. So that can be an impatient

substance use disorder, treatment setting, but it can also be an
outpatient.

296 "Shannon Biello" (3422350592)
00:41:00.540 --> 00:41:07.620
Substance use disorder, treatment, setting as well so we run it for
the full spectrum whether someone needs outpatient services. Um.

297 "Shannon Biello" (3422350592)
00:41:07.620 --> 00:41:11.370
In that more informal environment up to needing.

298 "Shannon Biello" (3422350592)
00:41:11.370 --> 00:41:26.070
More intensive inpatient treatment we don't offer information on
individual providers. So so we wouldn't have an individual practicing
therapist, but if it's a licensed site for substance, use to sort of
treatment, we will have it in our system.

299 "Jordan nielsen" (1719726080)
00:41:30.510 --> 00:41:40.980
The next question we have is, it's a, it's a customer client, I should
say is located in the state that Atlas is not currently in. So.

300 "Jordan nielsen" (1719726080)
00:41:40.980 --> 00:41:48.570
Like, North Dakota, for example, can someone still use the search
engine to find care? That is.

301 "Jordan nielsen" (1719726080)
00:41:48.570 --> 00:41:53.400
In a state in which you guys are located or have the Atlas engine
running.

302 "Shannon Biello" (3422350592)
00:41:53.400 --> 00:41:56.520
Yeah, so we, um.

303 "Shannon Biello" (3422350592)
00:41:56.520 --> 00:42:10.680
We don't limit you if you're in North Dakota, but you'd be willing to
go to treatment in California. Say where we are located, you can
definitely search. We assume that there are many many ways in which
people search for addiction treatment.

304 "Shannon Biello" (3422350592)
00:42:10.680 --> 00:42:14.220
And a person might be able to, or might want to.

305 "Shannon Biello" (3422350592)

00:42:14.220 --> 00:42:18.510
To search for treatment outside of their immediate area. Um.

306 "Shannon Biello" (3422350592)
00:42:18.510 --> 00:42:23.010
So definitely possible definitely able to do that. I mean, in the, um.

307 "Shannon Biello" (3422350592)
00:42:23.010 --> 00:42:36.360
I live in the Tri state area, so you can search for anything in your
overlapping with 3 different seats. Same with New England. So, it's
not there isn't hard boundaries with the States, which is really nice
and there's different ways. People can come to the site as well.

308 "Shannon Biello" (3422350592)
00:42:36.360 --> 00:42:39.930
For example, you might have a mother who's searching for her child.

309 "Shannon Biello" (3422350592)
00:42:39.930 --> 00:42:43.170
And is looking for, might live in.

310 "Shannon Biello" (3422350592)
00:42:43.170 --> 00:42:52.710
Ohio, but we'll be searching for a child who lives in North Carolina
so there's, there's a lot of flexibility. We're not tracking anyone.
It is very much anonymous. So people can search, um.

311 "Shannon Biello" (3422350592)
00:42:52.710 --> 00:42:58.530
Within Atlas dates were located in whatever way it makes sense to
them. That's a great question.

312 "Jordan nielsen" (1719726080)
00:43:02.035 --> 00:43:16.165
The next question that we have is how about adding any avenues for
financial assistance, which is oftentimes a barrier for treatment. So,
for example, my son won't go to treatment because he has a 5,000
dollars deductible on. on

313 "Shannon Biello" (3422350592)
00:43:16.500 --> 00:43:20.790
Yeah, and, um, the.

314 "Shannon Biello" (3422350592)
00:43:20.790 --> 00:43:26.970
You know, the, the cost barrier is very real in substance, use
disorder treatment. So it's.

315 "Shannon Biello" (3422350592)

00:43:26.970 --> 00:43:31.620
It's a very hard thing to navigate. What I will say is, um.

316 "Shannon Biello" (3422350592)
00:43:31.620 --> 00:43:35.820
We've been focusing as much as we can on payment and where there are.

317 "Shannon Biello" (3422350592)
00:43:35.820 --> 00:43:44.550
Options for alternative payment models, like, if someone, if somebody
has a sliding scale, if they offer a free treatment.

318 "Shannon Biello" (3422350592)
00:43:44.550 --> 00:43:48.300
We started to collect the information, so we can make it readily
accessible on your site.

319 "Shannon Biello" (3422350592)
00:43:48.300 --> 00:43:59.310
Um, there's some states also where they have state or county level
grants to support people who might need help and paying for treatment.
So we've really been building out.

320 "Shannon Biello" (3422350592)
00:43:59.310 --> 00:44:14.245
And making sure that we're collecting as much information on payment
as possible so that that's visible on our site. Because it is a very
real challenge for many people when they're engaging in substance use
disorder care and substance use disorders a chronic disease. That
someone will need care for, um.

321 "Shannon Biello" (3422350592)
00:44:14.610 --> 00:44:20.820
For the long term, and so we want to make sure that payment
information is readily accessible there. And in fact, um.

322 "Shannon Biello" (3422350592)
00:44:20.820 --> 00:44:32.640
We added information about signing fee scale, whether there's re,
treatment where there's grants, and then also information about
whether facility provides cost estimate. So, we've really been working
to build out.

323 "Shannon Biello" (3422350592)
00:44:32.640 --> 00:44:41.460
And collect comprehensive data on payment because we know that's
important to people in addition to showing whether a facility is the
network for an insurer.

324 "Jordan nielsen" (1719726080)

00:44:44.070 --> 00:44:52.680
Thank you. All right the next question that we have is and I know you
already answered this and I do think it's important for me.

325 "Jordan nielsen" (1719726080)
00:44:52.680 --> 00:44:57.870
Reiterate is can anyone use Atlas or is there your charge associated
with it?

326 "Shannon Biello" (3422350592)
00:44:57.870 --> 00:45:08.430
No, we're free and we will it's very important. I will say over and
over again Atlas is free. There's no charge. There's no.

327 "Shannon Biello" (3422350592)
00:45:08.430 --> 00:45:12.270
Log in, you don't have to give us your information. You just come to
our site.

328 "Shannon Biello" (3422350592)
00:45:12.270 --> 00:45:21.450
You can take the assessment you can search for treatment whenever you
want no element on that site we'll charge you at a dime or collect
your email.

329 "Shannon Biello" (3422350592)
00:45:21.450 --> 00:45:24.750
Anything like that so please come, please use it.

330 "Jordan nielsen" (1719726080)
00:45:27.720 --> 00:45:40.770
And then, in regards to those barriers that you've talked about, what
atlas's goal on increasing the number of 1, out of 10, who received
treatment to maybe a higher percentage.

331 "Shannon Biello" (3422350592)
00:45:40.770 --> 00:45:44.610
Do you have I know it's it's a very.

332 "Shannon Biello" (3422350592)
00:45:44.610 --> 00:45:58.380
It's a very troubling percentage and so that's really where our
partnership with the States and with community based organizations
comes into play and we're really working on awareness campaign. We
have, um.

333 "Shannon Biello" (3422350592)
00:45:59.755 --> 00:46:14.365
Staff that are focused, primarily on outreach and marketing and so
when we're in to say, we partner with as many people as possible to be

Co listed on site to be in promotional materials beyond build in some states, they're billboards,

334 "Shannon Biello" (3422350592)
00:46:14.365 --> 00:46:27.955
we get on billboards to be in healthcare offices and settings we also have advertisements in different spaces, Facebook, Google, search, et cetera so that we can be as kind of.

335 "Shannon Biello" (3422350592)
00:46:28.290 --> 00:46:36.210
Of as many people as possible. So I think it's really through partnerships and through a really intentional outreach effort that, um.

336 "Shannon Biello" (3422350592)
00:46:36.210 --> 00:46:49.350
We're hopefully going to be able to mitigate some of the challenges we see with access to care and we're going to really continue to figure out an intentional strategy to increase our outreach. So that people know they can use this free resource. Um.

337 "Jordan nielsen" (1719726080)
00:46:49.350 --> 00:46:52.650
Yeah.

338 "Jordan nielsen" (1719726080)
00:46:53.730 --> 00:47:03.570
How often is treatment facility profiles updated or verified for accuracy in regards to location and contact information.

339 "Shannon Biello" (3422350592)
00:47:03.570 --> 00:47:08.250
Such a good question. We.

340 "Shannon Biello" (3422350592)
00:47:08.250 --> 00:47:14.970
Great question if it's information like phone number web say, address.

341 "Shannon Biello" (3422350592)
00:47:14.970 --> 00:47:20.670
That could be updated in real time. So as soon as the facility tells us that they moved sites um.

342 "Shannon Biello" (3422350592)
00:47:20.670 --> 00:47:33.750
We update that in our system, so it will be about a day from when we receive that update from a facility. So that information is kept as current as we possibly can. Because we know it's really important for people to to have that information and have it be.

343 "Shannon Biello" (3422350592)
00:47:33.750 --> 00:47:43.530
Updated in real time, the quality information that we collect from
providers on clinical practices that they have available is updated
more on.

344 "Shannon Biello" (3422350592)
00:47:43.530 --> 00:47:47.430
An annual cycle, so, like, it's generally updated, um.

345 "Shannon Biello" (3422350592)
00:47:47.430 --> 00:47:52.615
Within a 1 to 2 year, period to ensure that that information doesn't
get stale too.

346 "Shannon Biello" (3422350592)
00:47:52.645 --> 00:48:07.645
So, all those processes are in place, and we have processes also for
once we receive that submission of data from a treatment provider to
go through some cleaning validation processes to ensure that what
we're presenting on our site is current inaccurate.

347 "Shannon Biello" (3422350592)
00:48:07.675 --> 00:48:08.725
And, um.

348 "Shannon Biello" (3422350592)
00:48:09.270 --> 00:48:21.715
Clear definitely can be a barrier and information to updated. Oh, yes.
That is very dynamic. Is that phone? Number is everything changes.

349 "Shannon Biello" (3422350592)
00:48:22.345 --> 00:48:24.475
We will not have a single day.

350 "Shannon Biello" (3422350592)
00:48:24.810 --> 00:48:32.220
Where we don't receive a request to update from achievement provider,
but I think that's really encouraging because it allows us to make
sure that the information.

351 "Shannon Biello" (3422350592)
00:48:32.220 --> 00:48:39.600
That we're presenting on our site is is up to date, so yes. It's a
lot. It's a big component of our work. Mm. Hmm.

352 "Jordan nielsen" (1719726080)
00:48:41.640 --> 00:48:53.850
All right, so if a provider group that does telehealth for alcohol use

disorder treatments, how can they get listed in Atlas? Is there a cost to be listed as a facility or provider?

353 "Shannon Biello" (3422350592)
00:48:55.140 --> 00:48:59.940
Is there a Costco said, no, we don't take money from treatment providers.

354 "Shannon Biello" (3422350592)
00:48:59.940 --> 00:49:06.210
We're not what's called a pay to play system. So, this is a great question. I should've said this presentation.

355 "Shannon Biello" (3422350592)
00:49:06.210 --> 00:49:12.030
Well, we list all substance, use disorder, treatment license to deliver this care within estate.

356 "Shannon Biello" (3422350592)
00:49:12.030 --> 00:49:16.680
That can the treatment landscape proceed in different? Um.

357 "Shannon Biello" (3422350592)
00:49:16.680 --> 00:49:24.930
All people all providers have a profile, and the, whether they submit data is is really up to them, but we do outreach. We, um.

358 "Shannon Biello" (3422350592)
00:49:24.930 --> 00:49:37.770
Sends the survey link to the providers and they have an opportunity to complete it no cost to them. And then if they complete the survey, we give them access to that data portal. No cost. They're either. So we don't, um.

359 "Shannon Biello" (3422350592)
00:49:37.770 --> 00:49:44.640
We don't accept or have providers pay to be in our system. And again that helps us maintain, um.

360 "Shannon Biello" (3422350592)
00:49:44.640 --> 00:49:56.550
An objective and unbiased system, so that people know that there isn't money or, like, any kind of advertising involved in who we're listing and how we're listing. It's really just based upon the data. And how certain facilities are meeting a person's need.

361 "Jordan nielsen" (1719726080)
00:49:56.550 --> 00:50:09.420
All right, if someone can that did the assessment that is online, is there a number that they can call and talk with someone to help them

navigate their treatment options?

362 "Shannon Biello" (3422350592)
00:50:10.560 --> 00:50:14.850
Yeah, that is also a great question and so.

363 "Shannon Biello" (3422350592)
00:50:14.850 --> 00:50:24.420
It depends on the state for certain states. We're working to make sure
certain states have.

364 "Shannon Biello" (3422350592)
00:50:24.420 --> 00:50:38.995
Help lines that are specific for the constituents, and they have
really good information about things like what their payment options
might be if there's kind of level funding things like that, where
they're specifically meant to function as care navigators. And so
where that's available in our state.

365 "Shannon Biello" (3422350592)
00:50:39.025 --> 00:50:45.925
We listed at the top of our search results, so people can know and can
call that number, but that different state to state.

366 "Shannon Biello" (3422350592)
00:50:46.645 --> 00:50:57.265
That's why we're also focused on making this resource clear and
available for certain referral entities, like navigators or others. So
that, that that connection is present.

367 "Shannon Biello" (3422350592)
00:50:57.475 --> 00:51:04.405
So we, we do offer phone numbers where there are all these additional
resources available but Atlas itself doesn't run a help.

368 "Jordan nielsen" (1719726080)
00:51:08.070 --> 00:51:15.270
All right, and then just 1 last question are you able to share that
link to the search site again?

369 "Jordan nielsen" (1719726080)
00:51:15.270 --> 00:51:20.940
I'm just Yep just so they have it.

370 "Jordan nielsen" (1719726080)
00:51:20.940 --> 00:51:24.390
I think I will put it in the does that work?

371 "Jordan nielsen" (1719726080)
00:51:24.390 --> 00:51:32.700

Perfect yes, thank you. And then, um, while she's doing that, um, we
have launched a.

372 "Jordan nielsen" (1719726080)
00:51:32.700 --> 00:51:44.940
A survey, so you'll find that on your side panel in the slide. So if
you just have 5 questions or base, so if you could take a few months
to fill that out, this just helps us to keep our seminars relevant.

373 "Jordan nielsen" (1719726080)
00:51:45.895 --> 00:52:00.055
To you as our viewers, and if you haven't already done, so feel free
to listen to any replace that we have of any past seminars and you can
also sign up for our automatic email reminders for any upcoming
sessions.

374 "Jordan nielsen" (1719726080)
00:52:00.660 --> 00:52:05.700
Um, again, that site dot com backslash knowledge.

375 "Jordan nielsen" (1719726080)
00:52:05.700 --> 00:52:11.580
Alcohol, and and I will put that in a chat as well.

376 "Shannon Biello" (3422350592)
00:52:11.580 --> 00:52:19.080
Did it the chat Thank you all for your thoughtful questions what
agree.

377 "Shannon Biello" (3422350592)
00:52:19.080 --> 00:52:24.990
Set of questions that were asked and again, if you have additional
ones that pop into your head.

378 "Shannon Biello" (3422350592)
00:52:24.990 --> 00:52:38.100
As you're moving throughout your day and you want to send it off to my
team, please feel free to do. So, again, we love to answer questions
about this tool be happy to send you any additional clarification.

379 "Jordan nielsen" (1719726080)
00:52:52.590 --> 00:52:57.720
All right, well, I think that's all that we have.

380 "Wanda russell" (1391470592)
00:52:57.720 --> 00:53:03.000
Shannon, it should be able to.

381 "Wanda russell" (1391470592)
00:53:04.080 --> 00:53:15.570

Go ahead, Donna. Would you be able to share with us? Shatter proofs
work on the stigma. I know that your great work has made a big effect.

382 "Wanda russell" (1391470592)
00:53:15.570 --> 00:53:23.550
And I think that now the opioid crisis is increasing in a different
way, due to fat and all. Can you share about.

383 "Shannon Biello" (3422350592)
00:53:23.550 --> 00:53:32.850
The workshop reports doing. Yeah. So I think we work is actually
really interesting and what we've done.

384 "Shannon Biello" (3422350592)
00:53:32.850 --> 00:53:38.100
Primarily through that program is focused on how we can generate um.

385 "Shannon Biello" (3422350592)
00:53:39.205 --> 00:53:50.275
Anti stigma related campaigns, so we work directly with the state to
create communications materials that can be launched that clarify
misconceptions around substance, use disorder.

386 "Shannon Biello" (3422350592)
00:53:50.575 --> 00:53:56.695
And the really wonderful thing is through those, those campaigns we've
been able to see a reduction in, um.

387 "Shannon Biello" (3422350592)
00:53:57.000 --> 00:54:11.880
Certain as you D, misconceptions that people might have, and that have
been harmful for people with substance use to shorten and pass. So
really good results. Will they'll ask something like, um.

388 "Shannon Biello" (3422350592)
00:54:12.685 --> 00:54:14.035
Oh, my gosh. Blanking on questions.

389 "Shannon Biello" (3422350592)
00:54:14.035 --> 00:54:18.145
But, you know, when that 1 that our CEO brings up a lot is, like,

390 "Shannon Biello" (3422350592)
00:54:18.145 --> 00:54:30.325
would you have a problem with your loved 1 or if you're looking for
married someone with substance use for if you live next to someone
with substance, just sort of. So.

391 "Shannon Biello" (3422350592)
00:54:31.140 --> 00:54:38.850

By doing these preimposed test assessments, we've been able to see how the campaign has been helpful in addressing.

392 "Shannon Biello" (3422350592)
00:54:38.850 --> 00:54:53.070
Those kind of those held beliefs and how we've seen reductions in some of those misperceptions over time. So those, those campaigns go live in seats always interested to talk about that work further. If of interest. Um.

393 "Shannon Biello" (3422350592)
00:54:53.070 --> 00:55:00.480
And they've also been working to create a substance use to sort of segment index, which assesses um.

394 "Shannon Biello" (3422350592)
00:55:00.480 --> 00:55:07.740
Staying with stigma within communities within states that a more comprehensive level I think the 1st instrument that has.

395 "Shannon Biello" (3422350592)
00:55:07.740 --> 00:55:15.180
Ever been created for assessing substance use, just sort of related stigma. So that's been widely circulated.

396 "Shannon Biello" (3422350592)
00:55:15.180 --> 00:55:22.380
Through our States and nationally as well, which has been really, really productive work. Um.

397 "Shannon Biello" (3422350592)
00:55:22.855 --> 00:55:37.555
Other things available is our educational campaign it's called 5, where we're able to deliver short, concise lessons about substance use disorder to really get the information out there for people that may not be familiar with it.

398 "Shannon Biello" (3422350592)
00:55:37.555 --> 00:55:44.545
That's been really wonderful. Rewarding work. We partner with companies and organizations so that they become a part of.

399 "Shannon Biello" (3422350592)
00:55:45.780 --> 00:56:00.330
Employee education, which has been amazing to increase awareness and understanding of substance use disorder. So that has been coupled with increasing knowledge of substance, use disorder nationally too, which has also been helpful in that.

400 "Shannon Biello" (3422350592)

00:56:00.330 --> 00:56:15.235
Um, increasing awareness, reducing stigma space, Shannon, we did have
1 last question come in about how is, how is this funded?

401 "Shannon Biello" (3422350592)
00:56:15.540 --> 00:56:18.810
Oh, great question. Um.

402 "Shannon Biello" (3422350592)
00:56:19.225 --> 00:56:34.105
So, Atlas, because we use that state that state by state or approach
is at this point, majority funded by state partners. So States will
fund bringing Alice to their state. We have also.

403 "Shannon Biello" (3422350592)
00:56:34.380 --> 00:56:47.610
In smaller proportions funding from state based, or other foundations
or philanthropy. So that's a component of our funding system as well.
And then we are also funded by, um.

404 "Mack, Kari" (2060488704)
00:56:47.610 --> 00:56:53.100
Health insurance as well. Okay.

405 "Mack, Kari" (2060488704)
00:56:53.100 --> 00:57:00.660
Great, thank you. Well, that kind of brings us to the end of our time
here today. Thank you so much for all of the great information.

406 "Mack, Kari" (2060488704)
00:57:00.660 --> 00:57:07.650
The survey will be available yet for a couple of minutes for people,
and we just appreciate everybody. Joining us today Thank you.

407 "Shannon Biello" (3422350592)
00:57:08.695 --> 00:57:09.415
So much.

408 "Shannon Biello" (3422350592)
00:57:37.650 --> 00:57:43.470
Okay.