



Rounds®
Patient Engagement Made Simple™

Case Study: How A Rounds Intervention Helped Save A Life

Introduction

This case study tells the story of how the Rounds software program identified an opioid clinic patient in crisis who subsequently received early intervention and treatment that may have prevented a suicide.



Introduction

- Suicide is the 10th leading cause of death in the United States, accounting for the deaths of approximately 43,000 Americans.
- Mental disorders are among the most common causes of disability. The resulting disease burden of mental illness is among the highest of all diseases.
- In any given year, an estimated 18.1% (43.6 million) of U.S. adults ages 18 years or older suffer from any mental illness and 4.2% (9.8 million) suffered from a seriously debilitating mental illness.¹
- Neuropsychiatric disorders are the leading cause of disability in the United States, accounting for 18.7% of all years of life lost to disability and premature mortality.²



The impact of COVID-19

Stress during an infectious disease outbreak can sometimes cause the following:

- Fear and worry about your own health and the health of your loved ones, your financial situation or job, or loss of support services you rely on.
- Changes in sleep or eating patterns.
- Difficulty sleeping or concentrating.
- Worsening of chronic health problems.
- Worsening of mental health conditions.
- Increased use of tobacco, and/or alcohol and other substances.





SunCoast Pain Management, PA

SunCoast was one of the first clinics in the U.S. to deploy the new 3.0 Rounds® version of the software.

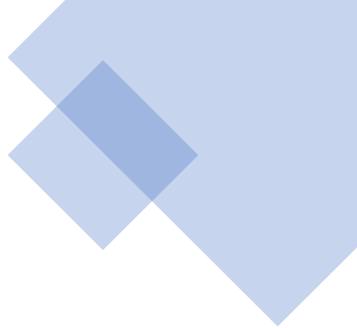
SunCoast pain management of Biloxi, MS specializes in counseling patients with opioid addictions.

The clinic's goal is to make each day better for patients through a multidisciplinary approach to treating chronic pain.

SunCoast Pain Management provides the most advanced treatment options and techniques to move patients in a positive direction with their lives.

SunCoast's Rounds software dashboard features several behavioral health screeners that are administered by an in-clinic 'navigator.'

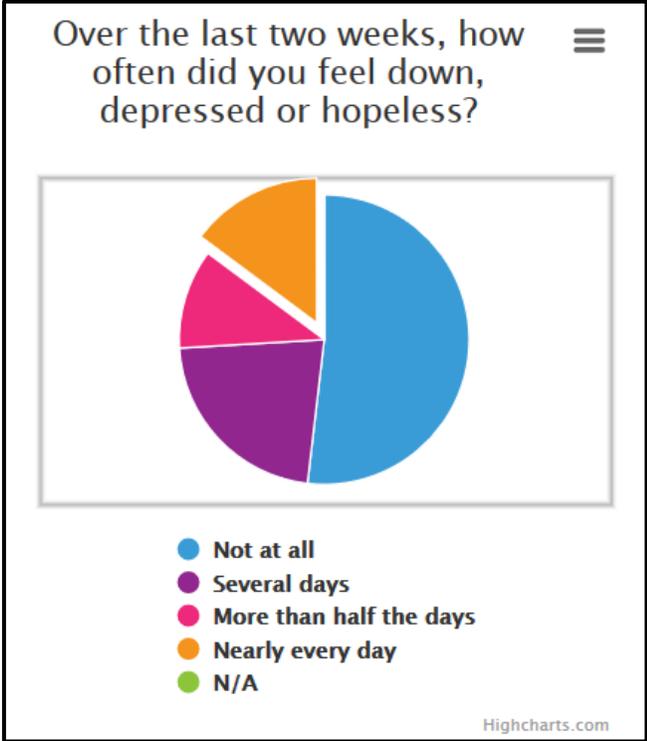
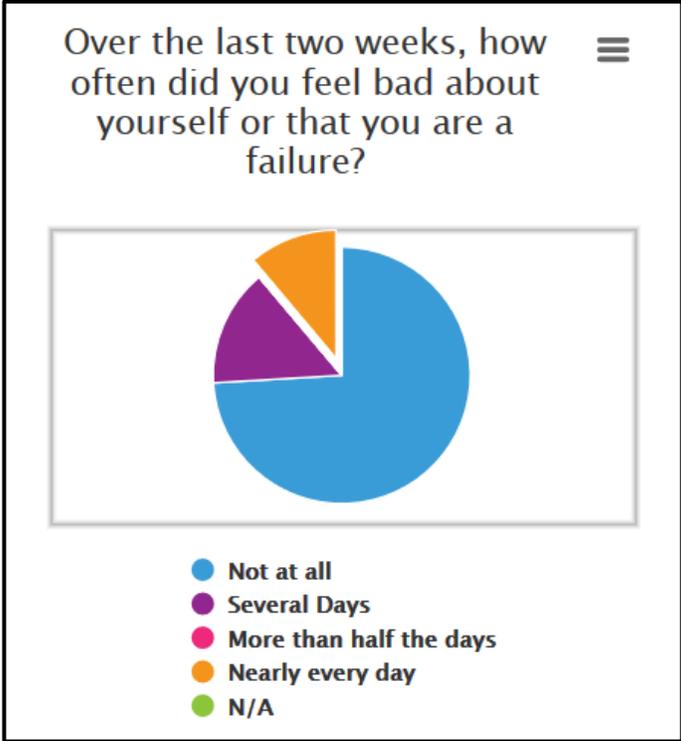
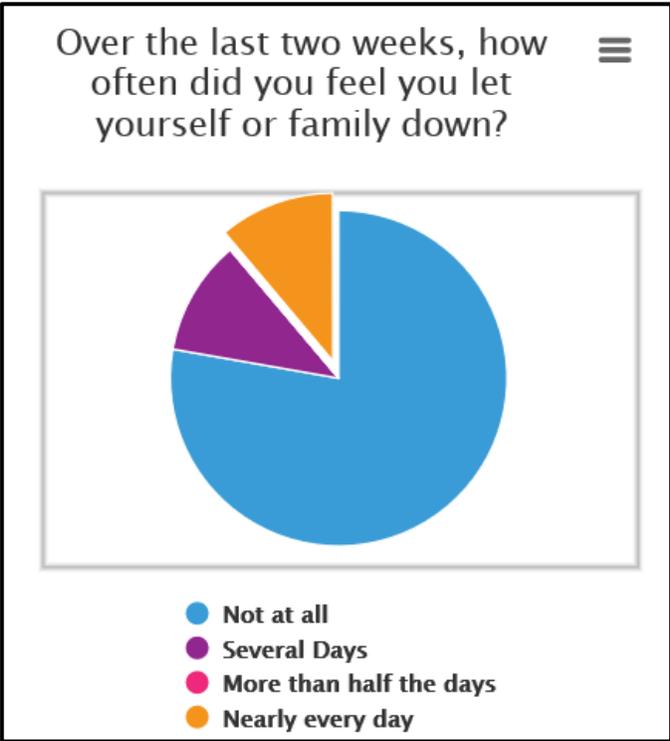
SunCoast Navigator Surveys: Surveys					Add New Survey	Manage Users			
Survey Name	Traffic Source	Start Date	End Date	# of Responses					
GAD-7 Screener	Chen Risk patients	5/12/2020	2/1/2021	29	View Survey	View Results	One-Time Survey Link	Edit Survey	Remove
PHQ-9 Questionnaire	Chen Risk patients	5/12/2020	2/1/2021	27	View Survey	View Results	One-Time Survey Link	Edit Survey	Remove
ORT survey	In-clinic interviews	5/12/2020	2/1/2021	8	View Survey	View Results	One-Time Survey Link	Edit Survey	Remove



The SunCoast panel of 3 surveys are used to screen patients for various anxiety, depression and risk for substance abuse related to their reported pain or symptoms of pain.

- GAD-7 General Anxiety Disorder (7-item) survey measures the severity of anxiety. Rapid screening for the presence of a clinically significant *anxiety disorder* (GAD, PD, SP & PTSD), especially in outpatient settings.
 - PHQ-9 Patient Health Questionnaire. To assist the clinician in making the diagnosis of depression, To quantify depression symptoms and monitor severity.
 - ORT survey The Opioid Risk Tool (ORT) is a brief, self-report screening tool designed for use with adult patients in primary care settings to assess risk for opioid abuse among individuals prescribed opioids for treatment of chronic pain.
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SunCoast Survey results are first displayed as a series of pie charts with one click, in real-time and accurate to within 5 minutes of survey submission.

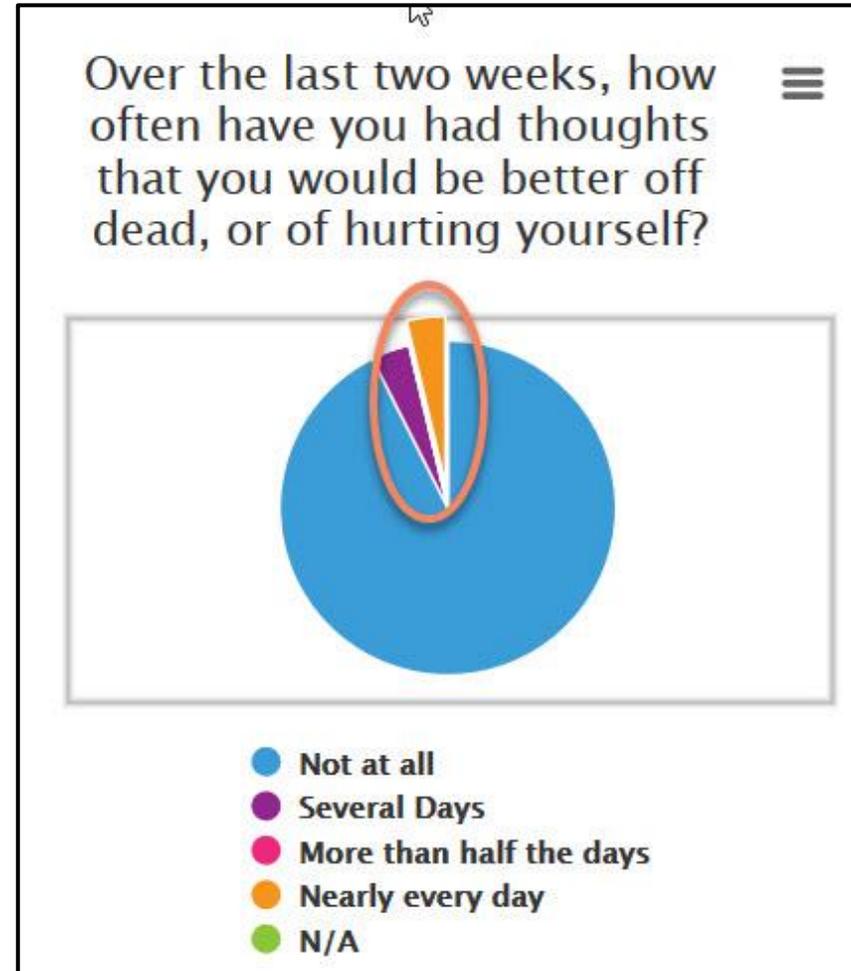




SunCoast Pain Management, PA

Shortly after the clinic began using Rounds to monitor PHQ-9 screeners, an alert SunCoast staff member identified a patient who was having suicidal thoughts nearly every day.

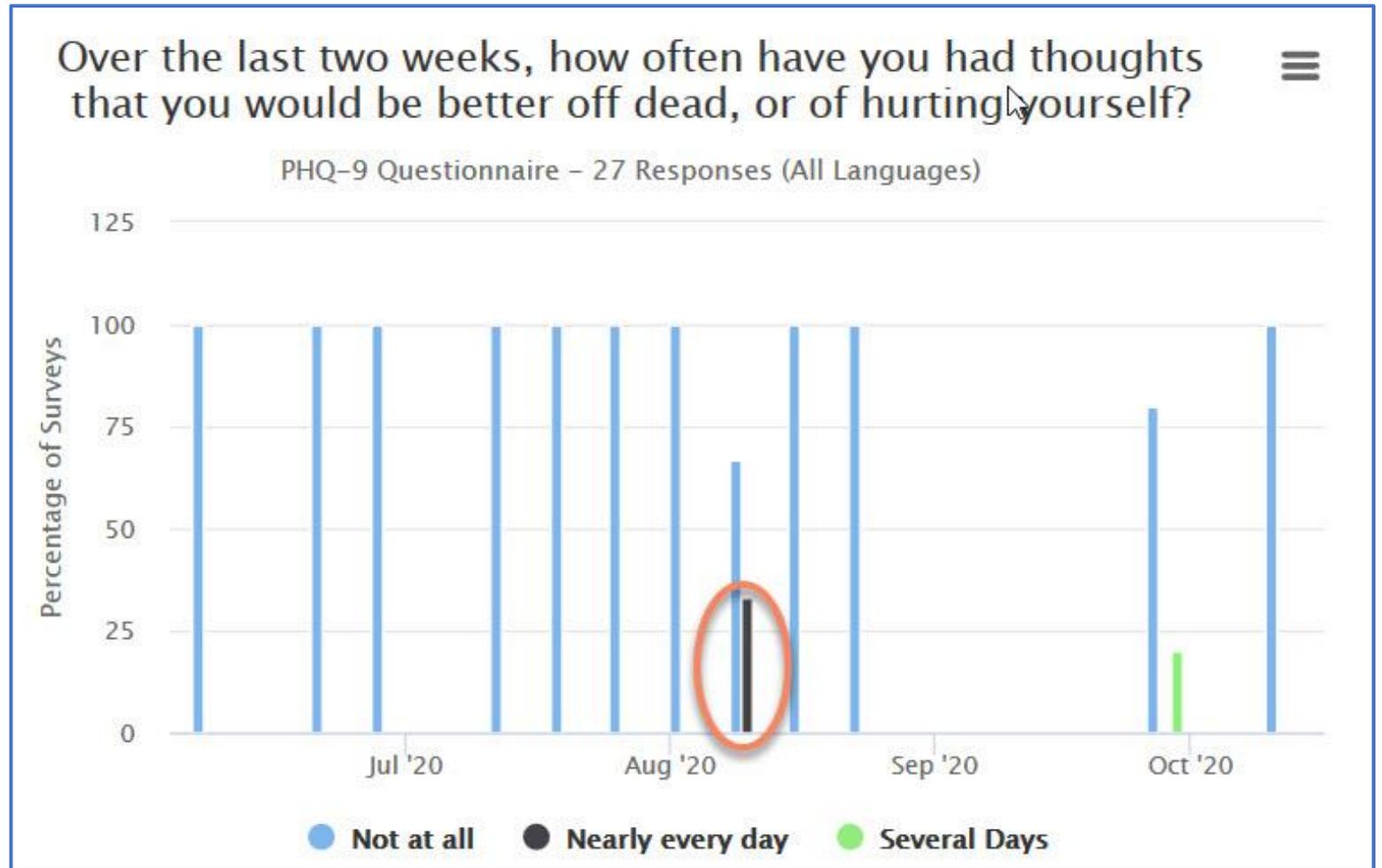
The patient had not verbalized how they were truly feeling.





SunCoast Pain Management, PA

Using the daily charts feature in the Rounds software reports, the clinician was able to identify when the anomaly survey was taken.





SunCoast Pain Management, PA

Using the Rounds data 'drill down' feature, the clinician was able to match the time and date that the anomaly occurred with the patient who was surveyed at that time.

Patient Experience Results

[Summary](#)

[Details](#)

Over the last two weeks, how often have you had thoughts that you would be better off dead, or of hurting yourself?

Export

Search:

Answer	Value	Date & Time
Nearly every day	0	8/12/2020 6:08 PM Eastern
Not at all	0	6/8/2020 10:57 AM Eastern
Not at all	0	6/10/2020 4:40 PM Eastern
Not at all	0	6/25/2020 1:42 PM Eastern
Not at all	0	7/1/2020 5:17 PM Eastern



SunCoast Pain Management, PA



“Rounds has been a great tool for us as we study the effect of a navigator on the outcome of opioid patients in my pain management practice.”

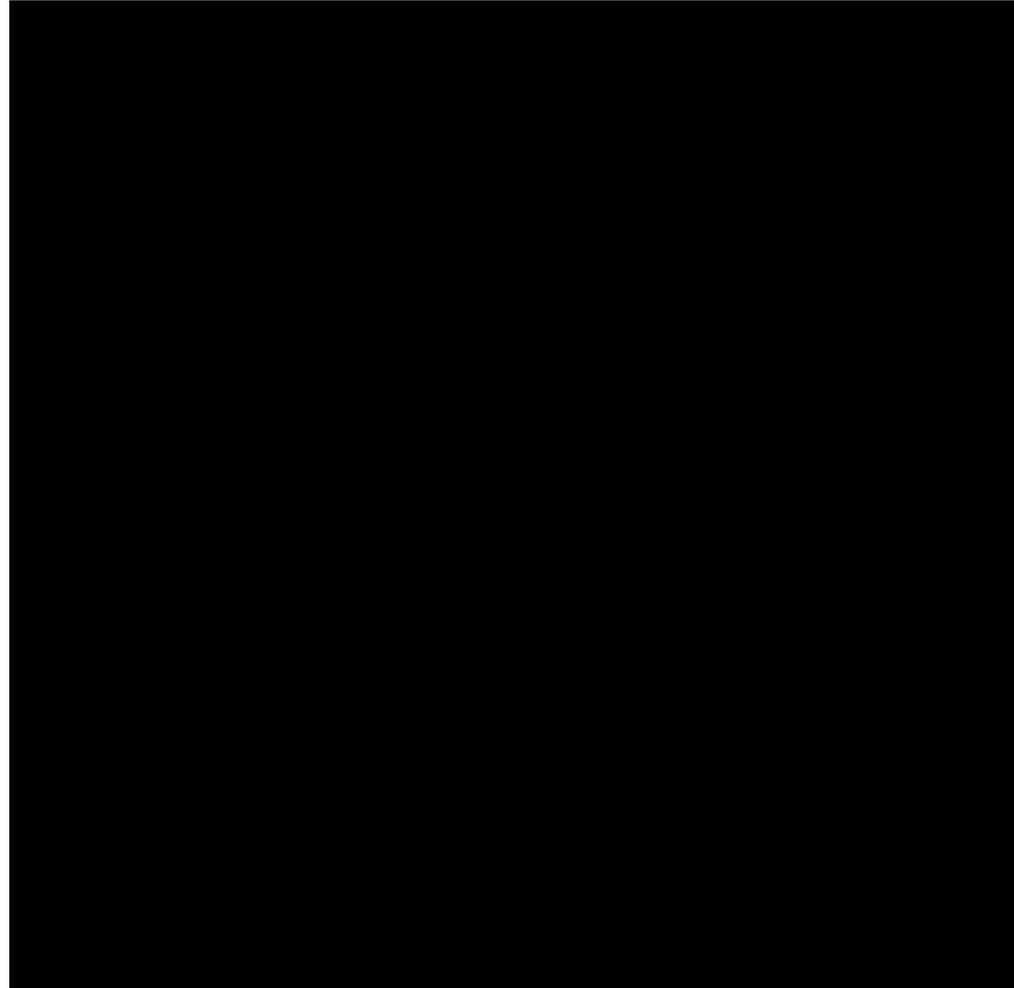
--Dr. Joe Chen, Founder



SunCoast Pain Management, PA

The patient was brought back to the clinic for a follow up interview during which he agreed to receive psychiatric care and counseling.

Dr. Chen agreed to talk about this case within the context of the real-time data collection of the Rounds software technology.



Resources

- 1. Center for Behavioral Health Statistics and Quality. Behavioral health trends in the United States: Results from the 2014 National Survey on Drug Use and Health. 2015. HHS Publication No. SMA 15-4927, NSDUH Series H-50.
- 2. US Burden of Disease Collaborators. The state of US health, 1990-2010: burden of diseases, injuries, and risk factors. JAMA, 310(6): 591-608, 2013.
- 3. Centers for Disease Control and Prevention (CDC), National Center for Injury Prevention and Control (NCIP). Web-based injury statistics query and reporting system (WISQARS) [Internet]. Atlanta: CDC; 2014. Available from: <https://www.cdc.gov/injury/wisqars/index.html>.
- 4. National Institutes of Health, National Institute of Mental Health (NIMH). NIMH strategic plan (revised 2008) [Internet]. Bethesda, MD: NIMH; 2008 [cited 2010 May 6]. Available from: <http://www.nimh.nih.gov/about/strategic-planning-reports/index.shtml>.
- 5. Lando J, Marshall Williams S, Sturgis S, et al. A logic model for the integration of mental health into chronic disease prevention and health promotion. Prev. Chronic Dis. 2006 April;3(2):A61.
- 6. National Research Council and Institute of Medicine, Committee on the Prevention of Mental Disorders and Substance Abuse Among Children, Youth, and Young Adults. Preventing mental, emotional, and behavioral disorders among young people: Progress and possibilities [Internet]. O'Connell ME, Boat T, Warner KE, editors. Washington: National Academies Press; 2009. p. 562.





Rounds® 3.0

Patient Engagement Made Simple™

TCI Software, Inc. Announces Release of Rounds Software Version 3.0. [Read press release.](#)

- How TCI's Rounds Software Helped Save A Patient's Life. [Read press release.](#)
- TCI Software, Inc. Announces Release of Rounds Software Version 3.0. [Read press release.](#)
- TCI Makes Available COVID-19 Patient Survey for Clinics During Pandemic. [Read press release.](#)
- TCI to Provide Uninterrupted Services During COVID-19 Pandemic [Read press release.](#)
- New TCI Survey Data Estimates Community Clinics Save the U.S. Healthcare System over \$3.5 billion a year. [Read more.](#)
- TCI Launches New National Healthcare Reporting Tool. [Read press release.](#)
- TCI CEO Among The Top Ten Transformational Leaders in Healthcare. [Read story.](#)
- TCI Software and IBM Renew Partnership. [Read press release.](#)
- TCI Wins Gold, Silver and 2 Merits at *SIAAwards Show*. [Read press release.](#)
- TCI Software Named "Company of the Year" by *CIOR* Review in Annual List of Top Healthcare Solutions Providers. [Read press release.](#) [Read article.](#)
- TCI Releases New Editable Language Translation Tool. [Read press release.](#)