



Providers Empowered to Deliver Better, More Connected Care with evolvedMD & NeuroFlow

Overview

[evolvedMD](#) is a behavioral health integration services company with a mission to make integrated care models, like the psychiatric collaborative care model (CoCM), easy to implement and economically viable. evolvedMD embeds behavioral health managers (BHM)s into primary care settings to improve patient access to necessary behavioral health services, while simultaneously providing much-needed bandwidth for busy primary care providers (PCPs). By designing, implementing, and supporting integrated care programs, evolvedMD provides a turnkey solution for healthcare organizations.

In 2022, evolvedMD partnered with healthcare technology company [NeuroFlow](#) to enhance its workflows, equipping patients with 24/7 access to psychoeducation and tools to manage their symptoms and track outcomes and metrics. The organization incorporated NeuroFlow's innovative digital care companion for patients and purpose-built CoCM registry for BHM)s. Through the digital care companion, NeuroFlow delivers tailored clinical content to support the patient's journey through treatment and measure their well-being in between appointments. Patient progress is managed by evolvedMD's BHM)s using NeuroFlow's CoCM registry, including insights from the digital care companion, which enables easy caseload management and reporting on patients in treatment.

In partnership with NeuroFlow, evolvedMD has delivered high quality CoCM services at health systems across the US. To demonstrate the impact of technology-enhanced CoCM, evolvedMD surveyed PCPs, patients, and BHM)s at organizations it serves before and after implementing NeuroFlow. Through these surveys, evolvedMD identified improvements in provider and BHM) efficiency and satisfaction following the implementation of NeuroFlow, as well as patient experience and outcomes that this additional technology supported.

In this first installment of a [two-part case study](#), we'll explore the impact tech-enabled CoCM had for PCPs.

Providers perceived improvement in...



Delivering Sustainable Collaborative Care

Primary care providers are on the front lines of managing patient behavioral health needs, and they face significant challenges. With limited training in managing complex behavioral health needs and comorbid physical health conditions, PCPs often aren't comfortable addressing their patients' behavioral health. Yet, given high demand, limited access to services, and the negative effect of unaddressed mental health on overall outcomes, PCPs end up shouldering the burden of behavioral health management. evolvedMD fills this gap by embedding BHMs into the primary care practice, enabling the provision of CoCM in a way that maintains continuity for the patient while supporting the PCP in holistic health management.

NeuroFlow's technology provides an additional level of patient engagement and continuity of care to this collaborative relationship, with the goal of helping patients improve more quickly and further unburdening PCPs. NeuroFlow engages patients with screenings and evidence-based behavioral health content targeted to their unique needs, reinforcing the CoCM program between visits with their care team. This ongoing engagement accelerates a patient's mental health improvement, allowing PCPs more time to address the myriad of other patient needs. They benefit from this efficiency, while simultaneously receiving all key updates on their patients' progress within their EHR, resulting in an overall improvement in provider satisfaction.

The Results

evolvedMD surveyed providers immediately before enhancing their existing CoCM program with NeuroFlow and surveyed them again four months after implementing NeuroFlow. The survey asked providers how the enhanced CoCM program impacted their patients' well-being and engagement as well as their own efficiency and confidence as a PCP.

PCPs reported that they feel the integration of behavioral health professionals with evolvedMD and the digital care companion that NeuroFlow provides helped their patients feel more supported between appointments with their behavioral health professional and improved the overall continuity of care. Additionally, PCPs felt that integrated behavioral healthcare helped improve their patients' overall mental and physical health.

"NeuroFlow and evolvedMD empower primary care providers to use their limited time with the patient to focus on medical care, trusting that the BHM, digital care companion, and monitoring tools can help identify and address underlying behavioral health needs," says Sarah Hanchett, LCSW, Vice President of Clinical Services at evolvedMD. "That's helping PCPs make the most of their resources and build positive care experiences for their patients."

Read the companion case study on patient & BHM experiences.