



## Center for **Technology** and **Behavioral Health**

Innovate · Evaluate · Disseminate

### **Implementation of a Substance Use Recovery Support Mobile Phone App in Community Settings: Qualitative Study of Clinician and Staff Perspectives of Facilitators and Barriers**

Lord S, Moore SK, Ramsey A, Dinauer S, Johnson K. Implementation of a substance use recovery support mobile phone app in community settings: Qualitative study of clinician and staff perspectives of facilitators and barriers. *JMIR Ment Health*. 2016;3(2):e24. doi: 10.2196/mental.4927.

Goal: To evaluate facilitators and barriers to implementation of a mobile recovery support app with clients in addiction treatment settings.

#### **Implementation Process:**

##### **Planning**

- Determine which client populations would be best served by the app
- Determine whether devices will be provided to clients for using the app
- Work with technology vendors to ensure that the devices being used are compatible with the app, local service area, and the agency technology infrastructure
- Develop client recruitment strategies, plans for when and how to introduce the app to clients, and protocol for training clients on how to use the device and app
- Create clear plans for monitoring program features to ensure client safety, security, and privacy
- Identify indicators of and barriers to implementation success
- Develop plans to consistently monitor and use data to inform implementation processes

##### **Engagement**

- Assign internal team with clear roles and responsibilities to lead implementation
- Identify staff with favorable attitudes towards mHealth to serve as implementation champions
- Collaborate with mobile app developers for technical assistance and to make adaptations as needed to improve fit with client and agency needs
- Introduce clients to the app early on to build awareness and interest

##### **Execution of Implementation Plan**

- Scale rollout to assess and address challenges as they arise
- Meet with stakeholders regularly to review implementation progress and adapt workflow as needed
- Collect client and stakeholder feedback to guide implementation adaptations

##### **Monitoring and Feedback**

- Conduct ongoing review of app usage data to monitor client use, risk, and outcomes
- Use data to make adaptations as needed

##### **Sustainability**

- Integrate ongoing costs of the program (e.g. providing devices to clients, training, technical assistance, staff time) into agency funding and budgeting activities
- Maximize fit between the app and agency policy by making adaptations to both
- Establish the program as part of the agency business model or model of care

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