

# IMPACT STORIES



TryCycle Data Systems

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## Explore TryCycle's Digital Compassionate Tether.

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The following stories of impact reflect true events shared with TryCycle's frontline staff, provided in both verbal and written form.

These impact stories are told from the perspective of clinicians, therapists, nurses, counsellors, and trained peer supports (those with lived experience) who utilize TryCycle's Digital Compassionate Tether model of care in various treatment settings like detox, inpatient, outpatient, residential, aftercare, and during transitions of care.

Largely, the population of clients utilizing TryCycle includes adults and adolescents (age 16+ ) who are in treatment for substance use disorders (alcohol, opioids, or other), as well as those experiencing mental health issues such as depression, anxiety, or suicidal ideation.

The narratives within are written as short vignettes for the benefit of the reader. Additional impact stories from previous years are available on request.



## SUICIDAL IDEATION, LIFE SAVED

A client used TryCycle to self-report thoughts of Self-Harm, Sleep Trouble, Tiredness, and Poor Appetite “nearly every day”. This input triggered a High Risk alert to the care team. The Recovery Support Specialist (RSS) reviewed the real-time data in TryCycle, observing that the client had expressed suicidal ideation in the app's journal section. The client wrote “I’m worried that my passive thoughts are turning into more than just ideations; I’ve started to come up with a plan.” The RSS responded quickly and was able to get the client to the Emergency Department (ED). The client continued to use the app while in the ED to dialogue with the treatment team.

This client credited the TryCycle app and the RSS team for saving her life. (October 14, 2021)



## SHIFT WORKER UNHEALTHY HABITS

A client in treatment for Alcohol Use Disorder expressed concerns related to triggers that occurred after hours. A Recovery Plan was developed which included TryCycle. This client found the tool helpful since she worked late hours. When her shift was complete, that's when she felt the need to connect with her treatment team. When she used TryCycle, she was able to intercept her alcohol use by expressing her thoughts in real-time, releasing her impulsivity and obsession to use. Over time, the client's awareness and insight continued to develop.

As a result, the client decided to leave her bartending job and transition to a healthier work environment. (September 16, 2021)



## MEDICATION COMPLIANCE

A client referred to a higher level of treatment wanted to leave (treatment) against medical advice. The client's care team was contacted to support the client through her transition from Outpatient to Inpatient. The client wanted to “give up” and was not taking medications as recommended. The client shared that she appreciated the app program, knowing there are people who understand through experience and can reach out when TryCycle detects changes in her mood and feelings.

Since TryCycle was a familiar tool, this client asked to continue using TryCycle during her transition to Inpatient, to report her medication compliance. (September 16, 2021)



## JOB LOSS

A 21-year-old was onboarded to TryCycle and used the app the same day. Their first check-in was flagged as High Risk, allowing the clinician to follow up and model how to continue using TryCycle as a positive action step. The next day the client turned to TryCycle again; this time 8 of 9 risk indicators were High, including Self-Harm. The client's mood was 'worried' and they wrote (in the app) 'fired from work and had a panic attack'. A rapid response from the care team provided support to get this client the help they needed. The client went to the Emergency Department and remained “tethered” through TryCycle.

Using this tool, strong rapport and a swift response was built within the first days, ensuring client safety. (July 29, 2021)



### SHY CLIENT OPENS UP

Clients who are engaged in using TryCycle are laying the foundation for personal growth. A new client checked in to the app regularly in the evenings for several days and then stopped. There were no new entries and this was a notable change in pattern prompting follow-up. During a group therapy discussion, the client indicated being shy (about using TryCycle). A message was sent to the "shy" client on TryCycle with further encouragement to engage with the app. That night the client provided a lengthy TryCycle entry, including a message about feeling able to start "opening up".

This tool provided a safe and secure avenue for the client to share and receive support. (August 11, 2021)



### COVID ISOLATION

My client started treatment for Opiate Use Disorder in June 2020, during the height of COVID. The client was quickly engaged in TryCycle from the beginning of treatment. A pattern of decreased use of TryCycle led me to reach out and check in. TryCycle enabled the entire care team to observe patterns leading towards dropout, prompting early intervention that prevented this client from leaving treatment prematurely. We consistently supported the client through TryCycle during his treatment, leading to a positive outcome and a successful discharge.

The client shared with his clinician that the TryCycle app and Recovery Support resources, especially during the isolation of COVID, were essential to his recovery. (August 5, 2021)



### BUILDING RECOVERY SKILLS

During group therapy, a client shared their struggles with episodes of relapse. Another client in the group shared how using TryCycle helped them consistently when they find themselves in risky/stressful situations. It's that initial action of using the app, answering the questions, and the ability to express themselves in the journal, that brings an immediate release and relief to clients. Clients appreciate the feeling of support and receiving prompt replies from members of the care team, especially during non-traditional business hours.

TryCycle assisted this client in building the recovery skills of trust, self-awareness, and self-care, ultimately affording them the courage to receive support. (August 11, 2021)



### COORDINATED CARE TEAMS

TryCycle demonstrates and promotes a collaborative team effort, all moving in the same direction. We begin by onboarding a new client to TryCycle and engaging them right away with the treatment team. Once the client checks in to TryCycle, the recovery coach acknowledges this through the app (creating dialogue), and that's followed up by their clinician who engages with the client as well. The client is quickly tethered to their treatment team, allowing them feel seen and heard. We use this as a tool to reinforce that clients have a team of people to support them. They are not alone.

TryCycle offers unique and impactful opportunities that go beyond the standard level of care. (September 13, 2021)



## AWAITING A TREATMENT BED

We had a client seeking detox for fentanyl use. We connected him to the intake call centre through our standard process. While awaiting a bed, we had the client signed up/on to TryCycle so that he could engage with the treatment team, and we could support him daily. We knew exactly from his first TryCycle entry how the client was feeling regarding his symptoms and cravings. The client completed withdrawal management and was started on Suboxone. He continued to journal in the app, letting us know how he was doing since starting the medication.

This client stayed on TryCycle and let us know how he was doing post-detox while continuing to stay engaged with his team. Today he returned to Inpatient! (November 16, 2020)



## TREATMENT RE-ENGAGEMENT

This is a great example of a client who reached out on TryCycle regarding medications. The client had been discharged due to nonattendance and not responding to outreach calls. We decided to leave the client tethered to TryCycle for a short period post-discharge. When the client ran out of medications, he got back in touch, and we were able to re-engage him in treatment! This client arrived today for intake opening up a conversation with his clinician to discuss his medication issue.

By reinforcing the use of TryCycle as an outreach tool, we were able to connect with this client in a way that worked for him. (March 20, 2021)



## REMOVING BARRIERS

A new client was onboarded to the TryCycle App by one of our community counsellors. Even though this client had just been at the clinic earlier in the week, they immediately wrote something in their app journal. It was concerning a domestic violence issue. People want to reach out, but they don't do it because of stigma. This client didn't even know the services we offered here in the community.

I was able to refer them to the services they needed. I feel this is really great tool. (June 2, 2021)



## EASY ONBOARDING

I was asked to join a therapy group when there is a large turnover of the men's and women's groups. I was sharing ways to support each individual's recovery starting with the TryCycle app, and showing clients how to use it and to build engagement. The option to access TryCycle on a computer (not just the app) is such a bonus! I was signing up an Inpatient client who couldn't remember their app store password to download the app; we completed their signup using the website instead.

There was no delay in getting this client up and running. (September 16, 2021)



## Client Testimonials

“

Having access to TryCycle once I left treatment and after not going to groups anymore truly helped keep me on track through the change. – Former IOP Client (September 2021)

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“

If we had something like this a few years ago, maybe my brother would still be alive. I can see this app really saving lives. – Mental Health Client (May 2021)

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“

Just wanted to say thank you so much for all of your help. I'm in the hospital and starting to feel better. You guys literally saved my life. – Mental Health Client (October 2021)

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