



Clackamas County partners with GenerationOne to use mobile technology to improve community health

CLACKAMAS COUNTY, Ore., May 22, 2012 /PRNewswire/ -- In August 2011, Clackamas County Health, Housing, and Human Services (H3S) launched an innovative new program to help improve physical and mental health outcomes for patients. The mHealth program, also known as Mobile Health, used text messages to keep in touch with clients managing chronic conditions such as mental illness and diabetes. Cell phones and the mobile platform for the project were supplied by a partner, GenerationOne, a private mobile healthcare technology company.

The mHealth program received national recognition and was awarded a Model Practice Program Award from the National Association of County and City Health Officials (NACCHO) in February of 2012. NACCHO's Model Practices Program honors and recognizes outstanding local health practices from across the nation and shares and promotes these practices among local health departments.

"We are always looking for new ways to improve the health of our community," Said Cindy Becker, Director of Clackamas County H3S. "Projects like mHealth are an example of how we can use new technologies and creative thinking to help people make better choices, manage their own health, and improve their lives."

Clackamas County is an innovator in using mobile technology to help improve health care delivery to its clients. Participants in the mHealth project received mobile phones and daily text messages that included health tips, medication reminders, blood glucose checks, mood inquiries, and appointment reminders. H3S partnered with a private mobile healthcare technology service provider, GenerationOne, to support the infrastructure and technology as well as an academic institution, Portland State University, to support research design and program evaluation.

"Mobile technology will play a critical role in improving health care in the future," said Nathan Pendleton, Chief Operating Officer, of GenerationOne. "It is the close collaboration on projects like the Clackamas Country program that is helping us quickly propel mHealth forward. We look forward to putting this experience to work on future projects."

The project provided individually customized messages distributed from a secure central platform with a 24/7 accessible website operated by GenerationOne. County health care providers were able to track and trend health changes and behavior through a clinician web-based dashboard. They had access to participant responses on the clinician dashboard and were alerted by email if participants' text responses indicated their health needed attention or if they would not make it to appointments.

Survey results from participants showed many positive results. Feedback indicated that participants liked the services at the County clinics significantly more after participating in the program. There was an increased perception that the Clackamas staff cared for their well-being and there was a significant increase in participants taking their medications as prescribed. Participants also stated that they were more likely to be able to deal with their daily problems effectively.

The County is considering expanding the mHealth program to include other chronic illnesses and support programs in both its Primary Care and Behavioral Health clinics.

About Clackamas County:

The Clackamas County Health, Housing and Human Services department promotes and assists individuals, families and communities to be healthy, safe, and thrive. H3S provides a broad spectrum of services for low income and vulnerable residents and addresses public health issues for the entire county.

About GenerationOne, Inc.: (www.generationone.com)

The GenerationOne Mobile Engagement Platform delivers next-generation cost containment for the health care industry and empowers individuals to manage their health and wellness. The GenerationOne Mobile Health Solution connects consumers with guidance and support to help them better manage chronic conditions and make healthier lifestyle choices.