Diagnostic Decision-Making in 2-3 Visits:

Creyos and GT Healthcare

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Summary

The founder of GT Healthcare, Gabrielle Thompson, strives to deliver the best mental health care possible. Her practice is on a mission to provide access to high-quality healthcare while improving and maintaining the mental health of its patients.

The practice is comprised of a team of highly trained psychiatrists, therapists, nutritionists, and primary care providers, creating a one-stop shop for all of its patients' individual and family needs. But the clinic needed effective assessment tools if it was going to meet its high standards of providing quality care and results-driven treatment.

To achieve its goals, the team needed objective data to **reach an accurate diagnosis faster, measure treatment efficacy, and empower patients throughout their health journey**.

Here’s how they found that with Creyos.

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Introducing GT Healthcare: Boosting Mental Health Care Access

GT Healthcare is a mental health and family medicine clinic in California, serving patients of all ages via telehealth for accessible, quality care.

The team includes nurse practitioners, therapists, and nutritionists who see a broad range of patients for conditions ranging from anxiety, depression, ADHD, learning disorders, mood disorders, bipolar disorder, schizophrenia, PTSD, insomnia, and more. The practice's goal is to provide accessible, comprehensive mental health care.

> Mental health is something I'm really passionate about. It's really hard for patients to find one place where they can get complete, well-rounded care for everything they need. So I wanted to create a **one-stop shop where our team can work in an interdisciplinary fashion** and make sure that we can all make the best decisions for our patients together.
>
> **Gabrielle Thompson, Founder and FNP-C,** GT Healthcare

The Challenge: Navigating Subjective Mental Health Data

Mental health care is often led by a patient's subjective experience, gathered through clinical interviews. Mental health conditions require complex decision-making and can be a challenge to diagnose using only subjective information from clinical interviews. Tracking the efficacy of treatment often relies on subjective data that is self-reported, leaving room for error.

The GT Healthcare team finds that trial and error can lead to slower results in mental health care—and they're not willing to take that risk. Subjective measures can also leave room for informant biases or discrepancies in ratings from diverse sources. In one study, it was found that diagnoses made with both subjective and objective insights exceeded the accuracy of using either subjective or objective measures on their own.

For clinicians, managing patient expectations is key. Rather than jump right to prescribing the medications a patient has heard may be effective for their symptoms, clinicians take time with patients to validate their diagnosis and develop an appropriate treatment plan. Validating that diagnosis using only subjective processes leaves room for uncertainty, so Gabrielle looked for a solution that offers objective measures and gives her and the team confidence.

The Solution: Finding Confidence In Objective Measurement

Knowing that objective data would enhance the quality of care, Thompson set out to find a data-driven solution. “Creyos ticked all the boxes. I didn’t want to start treating conditions like ADHD without objective measurement,” she says, “otherwise it’s hard to gauge the success of treatment and progress.”

Now, almost every patient that comes to GT Healthcare starts with an initial cognitive and mental health assessment that includes Creyos. Clinicians get a baseline of a patient's cognitive performance at that moment in time. They pair this information with lab results measuring biological markers of health. Together, these results provide a holistic picture of the patient’s cognitive and mental health.

“This helps shape total care,” Gabrielle says. “We’re often treating more than one thing at a time, and symptoms change over time.”

The GT Healthcare team often finds that resolving one set of symptoms leads to a new area of focus showing up, allowing unaddressed symptoms to be worked on. The reports generated through Creyos give them concrete indicators of a patient’s areas of strength, improvements, weaknesses, and opportunities.

> “What Creyos helps with most is helping me **confirm what I think is going on and find out if there’s a possibility of something else causing the same symptoms.** I can narrow down a diagnosis using measurements like scoring.”
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> **Gabrielle Thompson**
> Founder

Objective Insights Made Accessible

Remote, digital, objective cognitive testing for confident mental and behavioral health assessment

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GT Healthcare's Workflow With Creyos

Session 1: Therapist

Patients discuss their history and mental health challenges. Their experiences suggest they might have a disorder, and so the therapist refers the patient to the nurse practitioner for assessment.

Session 2: Nurse Practitioner

A nurse practitioner reviews notes from the therapist and selects and administers specific Creyos assessments for the patient to complete at home, in a quiet, focused environment, before their next session.

At Home: Patient

The patient completes the assigned assessments and questionnaires. The nurse practitioner then reviews the report before the next visit to create an initial treatment plan and determine if any medications may be needed.

Session 3: Nurse Practitioner

The nurse practitioner and patients read the report together to understand their unique challenges and strengths best. A treatment plan is recommended.

Session 4: Therapist

The patient continues to see their therapist, who can now use data from the Creyos report to inform their treatment.

Three Months Later

The patient is reassessed through Creyos. Now, reports generate a trendline so that clinicians can track improvement or decline.

The Result: Creyos In Action For Better Mental Health Assessment and Care

Thompson says the benefits seen by the GT Healthcare team since adopting Creyos and integrating objective measures into their practice are far-reaching. The clinic has seen faster clinical decision-making, more effective longitudinal tracking, greater workflow efficiency, and an overall better patient experience.

Better Clinical Decision Making

In as few as 2–3 visits, Gabrielle and the GT Healthcare team can articulate a patient's diagnosis, identify their particular symptoms, and create a tailored treatment plan. The data from Creyos Health assessments has helped them do this with confidence.

2-3 visits

To establish a diagnosis and treatment plan

"We avoid a kind of broad 'every medication fits all' prescription approach," Thompson says, "because we know there's not a one-size-fits-all, even for people with the same diagnosis."

She finds that patients truly appreciate having the immediate feedback that comes from cognitive assessment reports. Plus, because of the gamified nature of the tasks, patients find them fun to complete! This has attracted new patients who want to be tested and increased the completion rates of tasks and assessments sent to patients.

> **Creyos supports my decision-making.** Having these reports gives me clear answers about where there are deficits, like in attention, versus other types of measures. I'm really able to read out a patient's specific symptoms and target which medication I think will work best for them.

Gabrielle Thompson
Founder

Easier Longitudinal Tracking

At GT Healthcare, patient reassessment happens as frequently as every three months so the team can track symptom changes. During regular visits, they measure treatment efficacy and determine if any adjustments are needed.

Having a data-driven reassessment process offers a clear way to measure improvement and convey that progress to patients. The GT Healthcare team recognizes that patients dealing with mental health challenges can have a hard time measuring small progress. When a bad day arises, it's easy for a patient to have a hard time recognizing their symptoms are improving. During reassessment, Thompson can offer patients hope and a broader perspective. She shows them measurable progress and identifies any new areas of improvement.

Workflow Efficiency

Being a one-stop shop for mental health and family medicine, GT Healthcare operates with an internal referral system. Patients with complex conditions and symptoms can move quickly from a session with their therapist to being referred to Thompson, as part of an in-house treatment team, for cognitive testing using Creyos Health.

1-1.5 hours/day

Of reduced administration time

(5–10 minutes per patient for a daily volume of 8–10 patients.)

For example, a patient coming in with complex symptoms might indicate that they have a history of PTSD. Right away, Thompson can test using the Post-Traumatic Stress Disorder Checklist for the DSM-5 (PCL-5) and learn that the patient's depression or anxiety is connected to PTSD. Then, she can work alongside the therapist to tailor a treatment plan and follow up on measuring each of these conditions distinctly.

Another major benefit has been the integration between Creyos Health and GT Healthcare's EMR, which has streamlined administration time and reduced the risk of error. The front office staff is saving 5–10 minutes per patient on administrative work such as recording session notes. Across their daily volume of 8–10 patients, those minutes add up to 1–1.5 hours saved each day.

> I know my front office team really appreciates the integration because it **does save time and also improves accuracy**—the right patient tests go into the right patient chart. That's huge!”

Gabrielle Thompson
Founder

Better Patient Experiences

By delivering streamlined referrals, confident diagnoses, treatment plans, measurable progress reports, and reassessments, GT Healthcare empowers patients at every step of their mental and physical health care journey. Thompson and the GT Healthcare team achieve their goals of delivering the highest quality mental health care with an offering that stands out from the crowd: interdisciplinary practices all in one place and informed by objective data.

> Creyos Health is implemented into my everyday routine, and it **lets us go above and beyond the services patients can get elsewhere,** which is really valuable to the practice and our patients.

Gabrielle Thompson
Founder

Saving Time and Improving Care

Make confident diagnostic decisions faster with objective cognitive testing.

Book a demo

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