

Closing the Loop

How care coordination can improve your referrals, workforce and crisis outcomes

Today's Speakers



Joe Stumpo

Director of IT



Nikki Rupert

Chief Clinical Officer



Ben Rosen

Client Success Manager

Personal Enrichment through Mental Health Services (PEMHS)

- Private, non-profit behavioral health organization located in Pinellas County, FL
- Committed to providing care in crisis since 1981
- Programs include a 24-hour suicide hotline, emergency screening, and crisis intervention services, inpatient services for adults and children, and community-based programs



Journey with Netsmart

2010

Avatar
Radplus

*(goal = make
intake paperless
as possible)*

2013-14

2013
myAvatar

CareConnect
testing first
iteration

2014
Live with
CareConnect

2021-22

2021
CareConnect
Inbox installed

2022
New program
partnership
with
CareConnect
Inbox

April 2023

Direct Secure
Messaging
with Pinellas
County
Sheriff's Dept.
and Mental
Health Unity
(on other
EHRs)



Workflow
Challenges



Paper
Referral
Packets



Slow
Response
Times



Outdated
Fax
Communication



COMMUNICATION AND CONTINUITY OF CARE



Driving Adoption with Staff

- Involve every department
- Start adoption from the top down
- Hands-on demonstrations while sharing benefits
 - Risk vs. Reward
- Walking through workflows, troubleshooting and answering questions
- Soft roll-out before go-live

Results

**IMPROVED
EFFICIENCY**

with partnership
agencies

Connecting
PEOPLE
to
SERVICES

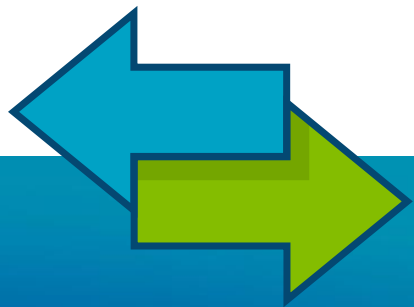
Staff
EFFICIENCY
and
PRODUCTIVITY

RESPOND

to more calls and screenings

Working with
**LOCAL LAW
ENFORCEMENT**

ROI
(release of
information)



CARECONNECT + PEMHS

Total all-time integration transactions
51,611,307

Driving Adoption Among Partners

Better data sharing



What's Next for PEMHS?

Personal Enrichment
through
Mental Health Services

● Expansion

- Breaking ground for a new building to grow Emerging Service and Department and Children's Crisis Unit
- PEMHS will become the central location for the Wellness Connection
- Partnering with several county agencies to offer crisis support, inpatient, outpatient, medical, housing and substance use treatment



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● CareConnect Rollout and Continuation of Direct Secure Messaging

- From a referral agency to receiving and admitting as well
- Using CC with our Crisis Units, FSI Connection Program and PIC Program with the Sherriff's Department

What's next?

🕒 Data Exchange

- More teeth towards regulations around sharing
 - ▶ HTI-1 rule
- Changing payment models
 - ▶ VBC model

🕒 Standardization

- FHIR and API standards that are now becoming the forefront of our use cases for data exchange.
- Current and future setup of networks and trading partners for referrals



Sign up for a complimentary Interoperability Assessment now!

- Review your current interoperability state
- Review your interoperability goals
- Receive an 'Interoperability Score' on current tools and how they are helping you achieve your goals
- Receive a report with recommendations (with prioritization and expected benefits) on how to better leverage interoperability tools to further your journey to integrated care

Questions?



Continuity of care in crisis and beyond

Client Spotlight: PEMHS



Personal Enrichment through Mental Health Services (PEMHS) is a private, non-profit crisis center in Pinellas County, Florida, providing inpatient and residential care, as well as community intervention programs.

As the receiving facility for Pinellas County, PEMHS processes crisis referrals, as well as discharges to outpatient care. Using CareConnect Inbox, PEMHS went from communicating with other organizations within The Wellness Connection by phone and fax, to a simple digital solution that integrated with their existing EHR. PEMHS community based programs also utilize CareConnect Inbox with other partner agencies in the area to connect clients to resources throughout the county. Now, continuity of care is guaranteed with secure, electronic communication that closes any gaps in clinical information, and keeps individuals connected to the care they need.

Netsmart EHR New User Experience Impact:

- Secure, HIPAA compliant records can be exchanged with partner providers
- Increases accuracy and efficiency by replacing faxes and phone calls
- Integrates seamlessly with any organization's EHR solution
- Tracks medication lists and other clinical records when consumers arrive, so clinicians know where to begin treatment in a crisis
- Allows staff to focus on care instead of hunting for documents

"We want to make sure they stay out of crisis. That's our whole goal. By ensuring that they're connected with other providers, it closes the loop. The moment they step out of our doors, the next agency has everything that they need to keep them healthy and stable."

Nikki Rupert, MA, LMHC, Chief Clinical Officer, PEMHS, Inc.

At-a-glance

Community

- Behavioral health and crisis center

Location

- Pinellas County, Florida

Challenges

- Needed efficient, secure transfer of clinical documents when exchanging referrals with multiple organizations
- Using non-digital methods to transmit a high volume of paperwork was time-consuming and cumbersome for staff.
- Transferring consumer care after discharge meant clinical information could be lost, interfering with continuity of care

Solution

- CareConnect Inbox

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