# Enabling the entire organization with meaningful insights

## At a glance

**Community**
- Behavioral Health

**Organization**
- WellStone

**Location**
- Alabama

**Solution**
- KPI Dashboards

**Results**
- Easy access to important, actionable and comprehensive data

## WellStone leverages key data through updated analytics solution

WellStone is the largest and most comprehensive behavioral healthcare provider in northern Alabama. From assisting children to older adults, WellStone offers a wide range of behavioral health services with 12 active locations in the northern half of the state.

### Solution enhancements

For any data-driven organization, access to actionable data is key to not only measuring success, but also narrowing down what areas of operation need improvement. WellStone knew the importance of having accessible data and began to leverage their analytics more than three years ago with the implementation of KPI Dashboards.

"I'm big on data, especially when it's pushed to you rather than having to pull it yourself," WellStone CEO, Jeremy Blair, said. "That's the beauty of KPI Dashboards; it not only gives us the data that we need, but it gives it all to you with one click of a button in a visually appealing and easy-to-read way."

Having snapshot views of clinical, financial and operational data of select KPIs helps WellStone effectively manage their busy, dynamic organization. Having the ability to log in daily and see charges and services for the data levels helps the executive team keep an accurate pulse on the organization.

KPI Dashboards tracks key performance indicators (KPIs) and provides at-a-glance metrics to clinical, financial and operational decision-makers. In hopes of continuing to innovate on new ideas, Netsmart recently enhanced the original user interface of KPI Dashboards. Some of the solution enhancements include:

- Improved navigation with more seamless interface
- Tablet friendly
- Significant enhancements to the build your own analytics capabilities called myKPIs, now with the ability to publish entire dashboards at once
- Integration with Measures Reporting

> " We're getting accessible and quantifiable numbers quickly and proactively, which helps us gauge how we're doing and what direction we're going"
>
> Jeremy Blair
> WellStone CEO

**Netsmart**
SIMPLE. PERSONAL. POWERFUL.

# Netsmart

> " It not only gives us the data that we need, but it gives it all to you with one click of a button in a visually appealing and easy-to-read way."

Jeremy Blair
WellStone CEO

Users can now also publish stories, providing them the capability to create presentations of that data in order to provide year-end or quarterly reporting more easily. In addition, drilling down and lassoing data was streamlined in the new release. In order for new or existing users to explore the difference between the new and old UI, video guides have been added to the Netsmart Wiki as well as a PDF of the functional overview of the product.

Netsmart migrated WellStone to the new KPI Dashboards update in hopes to provide value and enhance upon original ideas within this partnership. As part of the solution update, this new user experience was provided to the organization at no additional cost. Blair said WellStone's transition to the new user interface for KPI Dashboards was seamless and simple. WellStone users agreed that the system works a lot smoother with the new UI, with more accurate drill downs and intuitive usability. They were able to transfer over data sheets during the update, so there was no need for WellStone to rebuild or re-enter existing data.

Management leaders at WellStone consistently use KPI Dashboards individually, and also during group productivity meetings. When the numbers are pulled up and projected in a comprehensive and easy-to-read format for everyone to see, managers and executives are more engaged and more proactive in discussions. For example, they focus specifically on year-over-year payment day and year-over-year service volume to ensure they are on track, as well as to see where they were in previous years.

"By using KPI, the managers are prepared because it gives them the data beforehand," Blair said. "They don't have to take the time to go dig it up then reactively respond to questions asked by our executives. They know their slice of the pie going in and are prepared to share successes and plans moving forward based off the data."

## What's next for WellStone

Moving forward, the organization will continue to use KPI at the management level while creating new dashboards in order for the data to be pushed to a clinician's desktop daily, so they can monitor productivity on their own. Eventually, WellStone aims toward a full-clinical adoption with the data analytic solution. In addition, as the industry continues to move to a Value-Based-Care model, WellStone plans to pull in assessments for their clinical teams. Other next steps include use of clinical data in medical department meetings, where managers present the data and dashboards.

Now that WellStone is fully engaged in the new user experience, the organization plans to keep leveraging and getting the most from their data to form actionable insight and manageable outcomes, now with smoother usability.

"We're using KPI Dashboards consistently across our management team, especially after the update," Blair said. "That's how I know we're benefitting and using the application properly. We're getting accessible and quantifiable numbers quickly and proactively, which helps us gauge how we're doing and what direction we're going."

**Learn more about Netsmart clients at www.ntst.com/Hear-from-clients**

### About Netsmart

Netsmart designs, builds and delivers electronic health records (EHRs), solutions and services that are powerful, intuitive and easy-to-use. Our platform provides accurate, up-to-date information that is easily accessible to care team members in behavioral health, home care, senior living and social services. We make the complex simple and personalized so our clients can concentrate on what they do best: provide services and treatment that support whole-person care.

By leveraging the powerful Netsmart network, care providers can seamlessly and securely integrate information across communities, collaborate on the most effective treatments and improve outcomes for those in their care. Our streamlined systems and personalized workflows put relevant information at the fingertips of users when and where they need it.

For 50 years, Netsmart has been committed to providing a common platform to integrate care. SIMPLE. PERSONAL. POWERFUL.