Fast access to actionable data
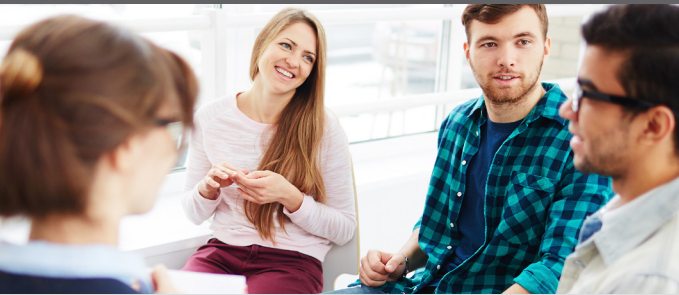
At a glance

Community
- Behavioral health

Organization
- Tri-County Mental Health Services

Location
- Western Missouri

Challenges
- Finding a way to get usable information faster and more efficiently

Solutions
- CareManager™
- KPI Dashboards
- myAvatar™

Results
- Quickly generates metrics-based visualizations of aggregated data
- Creates data views without ad hoc report requests
- Efficient access to data views through integration with myAvatar
- Provides views that can help prepare for value-based care models

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Tri-County Mental Health Services uses data dashboard to simplify information access

Tri-County Mental Health Services provides comprehensive behavioral health services to a community of nearly 350,000 people in three Missouri counties spanning urban, rural and suburban areas.

Challenge

Tri-County's primary focus is on delivering care for the 8,000 people it serves each year. The agency aggregates data from its myAvatar CareRecord to report on compliance measures and analyze services by factors such as age, diagnosis and location of clients.

"Even simple requests such as how many clients we have in a zip code involved an ad hoc request and required valuable IT and team resources," said Tom Petrizzo, chief executive officer at Tri-County. "We needed a way to get usable information faster and more efficiently."

Solution

Tri-County implemented KPI Dashboards, an analytic solution that pulls information from the CareRecord and provides visualizations of clinical, financial and operational data.

"Netsmart had approached us previously about becoming an Edge Partner for other solutions, but none really fit our needs," Petrizzo commented. "With KPI Dashboards, we could immediately see the value of the ability to visualize and operationalize data."

> " In less than one minute, I had what I needed – how many clients, diagnoses and other useful information."
>
> Tom Petrizzo
> Chief Executive Officer, Tri-County Mental Health Services

Results

Using KPI Dashboards frees the Tri-County IT staff from ad hoc report requests and gives staff easy, convenient access to the information they need.

"I was preparing for a meeting with one of our community partners and I wanted specifics about the care we're providing in that area," Petrizzo explained. "In less than one minute, I had what I needed – how many clients, ages, diagnoses and other useful information."

KPI Dashboards builds metrics-based visualizations of a broad aggregated clinical, operational and financial data set, allowing these views to be widely available to staff. For example, KPI Dashboards allows users to segment the clients they serve by comorbidities, medication use, payer type and other variables.

Tri-County uses KPI Dashboards to guide grant writing, produce reports for the foundations that support Tri-County, and to give program managers specifics about the areas for which they are responsible. Since KPI Dashboards is integrated with myAvatar, accessing the data views is easy and efficient.

"Netsmart has been easy to work with," said Christie Holm, director of quality and compliance. "We've made suggestions for ways to make the solution more beneficial to us and they made the changes. They're very open to feedback."

The Netsmart team continues to work with Tri-County to discover more ways to use the solution. For example, KPI Dashboards can offer broad-based views of the type and frequency of services provided to clients that will be involved in emerging value-based care models, such as the Certified Community Behavioral Health Clinic (CCBHC) program.

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, care at home, 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.