



Integrated Care Readiness

using the Comprehensive Health Integration (CHI) framework developed by

NATIONAL COUNCIL
for Mental Wellbeing

The **Three Key Elements** of Integrated Care

Enhanced screening
and referrals

Care Management and
Consultation

Comprehensive Treatment and
Population Health Management

Enhanced screening and referrals		
	Example Activities:	Netsmart Solutions to Support:
What processes does your staff use to identify and assess an individual's comprehensive care needs — including physical health, behavioral health and social determinants of health (SDOH)?	digital assessments and screenings, initiating referrals to external providers and agencies	<input type="checkbox"/> PRAPARE Assessment <input type="checkbox"/> CCBHC Documentation and Tracking <input type="checkbox"/> MedNote Primary Care (for clients completing physical screenings prior to referrals) <input type="checkbox"/> Order Entry (enables provider entry of external referrals with tracking through order fulfillment)
How does your organization ensure timely and effective handoffs of care between physical, behavioral and social service providers to support continuity?	Care coordinators conducting outreach for external referrals, near-real-time tasking and alerts for care team members	<input type="checkbox"/> SDOH problem mapping <input type="checkbox"/> Find Help Integration <input type="checkbox"/> Client Health Maintenance Configuration
What methods are you leveraging to exchange clinical information with external providers and agencies?	Sending relevant clinical information via fax or direct message; participating in Health Information Exchanges (HIEs)	<input type="checkbox"/> CareConnect Inbox <input type="checkbox"/> CareConnect Labs <input type="checkbox"/> E-fax <input type="checkbox"/> Referral Manager

Care Management and Consultation

	Example Activities:	Netsmart Solutions to Support:
How does your care management team develop, update and coordinate person-centered care plans reflecting physical, behavioral and social needs?	Multidisciplinary care plans; person-centered coordination	<input type="checkbox"/> myHealthPointe and consumer engagement tools <input type="checkbox"/> myAvatar Treatment Plans/Content <input type="checkbox"/> Bells Documentation Assistant
What methods do you use to identify individuals at high risk and how do you prioritize care management for them?	Monitoring repeated hospitalizations; managing co-occurring conditions	<input type="checkbox"/> CareManager <input type="checkbox"/> KPI Dashboards <input type="checkbox"/> CarePathways Measures Reporting <input type="checkbox"/> Predictive Analytics <input type="checkbox"/> Bells Documentation Assistant
Does your organization collaborate with external providers to share data and ensure continuity of care?	Reconciling discrete data from CCDs or HIEs	<input type="checkbox"/> Client Dashboard (configurable within myAvatar for centralized data across service lines) <input type="checkbox"/> FHIR API or HL7 Interfaces <input type="checkbox"/> myAvatar Treatment Plans <input type="checkbox"/> CareConnect Inbox

Comprehensive Treatment and Population Health Management

	Example Activities:	Netsmart Solutions to Support:
Which of your services require collaboration across disciplines (e.g. medical, behavioral health, addiction treatment and social services) to deliver whole-person care?	Multidisciplinary care teams with shared responsibility for planning and follow-up	<input type="checkbox"/> Medical Note (Primary Care and Psychiatry) <input type="checkbox"/> Bells Documentation Assistant <input type="checkbox"/> Bells Virtual Scribe
Are you currently participating in any value-based care models?	Ongoing monitoring population outcome metrics; managing bundled payments and multi-disciplinary services	<input type="checkbox"/> CarePathways Measures Reporting <input type="checkbox"/> KPI Dashboards <input type="checkbox"/> AlphaCollector <input type="checkbox"/> RCM
How does your organization coordinate medication management across physical health, behavioral health and addiction treatment to drive safety, adherence and optimal outcomes?	Consolidated view of active and past medications; tracking adherence and proactive monitoring across disciplines	<input type="checkbox"/> OrderConnect <input type="checkbox"/> OrderEntry (recommended for primary care organizations to track labs, radiology and referrals; eMAR not required for outpatient only) <input type="checkbox"/> EPCS <input type="checkbox"/> PDMP