Making Health Care Integration A Reality

Rebecca Smith, CIO, Henderson Behavioral Health
Who Is Henderson Behavioral Health?

- Oldest/largest not-for-profit behavioral health care system in south Florida
- 20 locations
- 650 staff
- Serve more than 30,000 clients per year
- $38 million annual budget
- Inpatient Crisis Stabilization Unit with 23 beds
- Residential Treatment with 206 Beds for adults & children
- Supported Housing with 702 beds
Who Is Henderson Behavioral Health?

• Implemented first-episode psychosis teams in Florida
  – Evidence-based service providing early intervention to significantly improve the life course of those with psychotic disorders
• Awarded Primary Care Integration SAMHSA Grant - 2013
• SAMHSA Science & Service Award winner - 2010
• CARF Accredited at the highest level for 21 consecutive years
29% of adults with medical conditions also have mental health conditions.

68% of adults with mental health conditions also have medical conditions.

Robert Wood Johnson, 2011 – Mental Health Comorbidity
Trends

• Care management a major core competency
• Care and services will be fully integrated
• Coordination will be essential with hospital networks and provider networks
• Increased emphasis on population data analytics
• Sharing of health information through Health Information Exchanges (HIEs)
• Capitated payments
Henderson’s 1st Integration Step 2013
Treating “the Whole Person”
Henderson’s 2nd Integration Step 2014/2015
HIE Direct Connection

Memorial Health

Epic
Care Everywhere EHR
Emergency Department
28 potential additional locations in 2015

Continuity of Care Document (CCD) Referrals

Netsmart CareConnect

Henderson Behavioral Health

CSU
Treasure Coast
South Branch
Wilson Gardens
West Broward
Lake Worth
Summit
West Prospect (NV)
SCS
Freedom Project
Central Branch
Henderson Village
Charlee House
Henderson House
Crisis Walk In Centers
Rainbow Village
Community Support Services
Chalet

Innovation
Compassion
Hope
• Coordinated, integrated care between Memorial Health System & Henderson
• Refer persons with mental health issues to specialized care in a timely manner
• Maintain continuity of care via an electronic referral with all authorized health information
• Reduce average stay time in MHS Emergency Dept. (ED)
• Open ED beds for more appropriate use
• Reduce cost to county and state
Early Stage Results

• Much more accurate information
• Much less time involved
• Data entry reduced in myAvatar by importing the CCD directly into myAvatar
• Huge time savings over faxing
• Increased client satisfaction scores; and process will feel smoother and more organized for client -- focus on the “client experience”
• When shifts change, referral process will be an easier process from one clinician to another. If the referral is still in a pending status, it will save time transitioning the referral
Henderson’s Planned Integration Steps 2015
Replicating the Memorial Direct Connection

EMR
29 potential locations 2015

Continuity of Care Document (CCD) Referrals

Broward Health

Cerner

Henderson Behavioral Health

Administration

CSU

Freedom Project

Central Branch

Henderson Village

Charlee House

Henderson House

Crisis Walk In Centers

Rainbow Village

SCS

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Lake Worth

Summit

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Henderson’s Planned Integration Steps 2015/2016

- Henderson Behavioral Health
- Broward Health
- Memorial Health System
- Netsmart CareConnect
- Broward 211 Referrals
- Cerner
- Epic

NEW!
Don’t Forget This Part Of The Why!
Questions?

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