

Less Paper, More Information

TIER® Helps Marworth Optimize Resources and Enhance Addictions Treatment

Marworth Alcohol and Chemical Dependency Treatment Center, located near Scranton, Pa., is a nonprofit organization that offers alcohol and drug rehabilitation programs and services for adults struggling with the disease of addiction. With a \$15 million budget and over 150 inpatient and outpatient clients from across the Mid-Atlantic region, the organization uses an array of innovative therapies to address the physical, emotional, cognitive and social needs of its clients. To keep both the clinical and business operations running smoothly, Marworth uses Netsmart's TIER electronic health record (EHR).

"The seamless electronic integration brings the highest level of care to the client and that is our priority," said Dominick Vangarelli, clinical director.

More Real-time Information for Clinicians

The TIER treatment plan allows clinicians to easily audit client progress. Because the client chart dashboard shows all relevant alerts and a clear report on client status and previous treatments, the client does not have to go over his or her information "again and again," said Maria Kolcharno, director of admissions. This is especially relevant when there is a relapse and staff members need to know a client's previous challenges.

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Medical alerts help clinicians stay on top of standard protocols. TIER also flags clients with the potential for self-harm. The alerts are "not overwhelming, but clear and accessible and they help guide us and the client to make sure care is safe and stable," said Vangarelli. "Our patients can feel cared for, but also can be a part of the clear treatment direction we're going."

More Convenient Access to Charts

Director of Nursing Michelle Krutulius noted increased efficiency, thanks to TIER. Previously, when all documentation was paper-based, only one person at a time could access a client's chart. Now, based on permissions, multiple staff members can review a client's chart simultaneously.

The paper chart, said Krutulius, was cumbersome, hard to navigate and sometimes missing information, such as lab results. TIER integrates directly with the lab to ensure results are part of the chart and immediately available.

Less Paper and Administrative Time

When the Joint Commission and state officials visit annually to affirm Marworth's accreditation, the process is always smooth. "Every year, there is one piece of consistent feedback: It is easy for the surveyors to negotiate their way through TIER without needing a lot of support from our clinical staff," said Vangarelli.

On the billing side, TIER also saves time and effort. Gayle Franco, manager of Marworth's business office, said TIER makes it easy to view the utilization review and ensure claims are submitted correctly to the insurance payers.

The system allows Marworth to get rid of paper files and make better use of space in its buildings.

"Prior to TIER, when someone left treatment, a paper copy of his or her record had to be kept for seven years. We had rooms devoted solely to the storage of medical records," said Jim Dougherty, Marworth vice president. With electronic records, the file cabinets are gone, freeing up space to enhance client care.

Less space taken up with record storage ... less time spent on billing and claims ... more convenient yet secure access to medical records ... more time and resources for client care. For Marworth, TIER turned less into more for the organization and its clients. ■

COMMUNITY

- Addictions Treatment

LOCATION

- Waverly, Pa.

SOLUTION

TIER®

CHALLENGES

- Inefficient paper-based processes
- Lack of access to client charts
- Cumbersome record storage

RESULTS

- Improved organizational workflow and staff efficiency
- Easy yet secure access to medical records
- consistency in clinical documentation

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