

# Missouri serves as model for other states

## SUCCESS STORY BEHAVIORAL HEALTH



### At a glance

#### Community

- Behavioral Health

#### Organization

- The Missouri Behavioral Health Council

#### Location

- Jefferson City, Missouri

#### Challenges

- Disparate data systems
- Manual and duplicative tasks
- Redundant data entry
- Population health management

#### Solution

- Netsmart CareManager™

#### Results

- Real-time ER, hospital and health plan expiration alerts
- Access to near real-time performance measures
- Reduced hospitalizations
- More easily assigned and managed caseloads

## Missouri proves outcomes and reduces costs through integrated care

The Missouri Behavioral Health Council, founded in 1978, represents Missouri's not-for-profit community mental health centers, as well as alcohol and addiction treatment agencies, affiliated community psychiatric rehabilitation service providers and a clinical call center.

The Missouri Behavioral Health Council and its 35 partner organizations work together to improve the system of care in Missouri and provide treatment and support services to more than 250,000 clients annually.

### Challenge

People with mental health and/or substance use disorders have substantially higher medical costs and poorer outcomes than those without. Unmet social needs (housing, transportation and social connections) are a common cause of deficient outcomes and an obstacle to cost-efficient care in this population.

Successful treatment requires addressing the whole person, including their medical, behavioral health and social needs. To do this requires both an integrated and population health management approach, aggregating data from multiple sources so providers can gain a full perspective of an individual's health.

"Up until 2016, our data was in disparate systems, which meant staff had to document in multiple places across different systems," said Rachelle Glavin, vice president of strategic clinical initiatives for the Missouri Behavioral Health Council. Reconciling health information and medications was a manual process rife with potential errors and misinformation.

This cumbersome process robbed care managers' time, creating workflow, reporting and care delivery challenges.

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VP Strategic Clinical Initiatives

## Solution

In 2016, the Missouri Behavioral Health Council implemented Netsmart CareManager – an EHR-agnostic population health management platform that provides care coordination, interoperability, analytics, outcomes and risk stratification – to eliminate manual tasks, improve the delivery of care and reduce costs.

“Since deploying CareManager, we now have an aggregate data set that allows us to eliminate many previously manual and duplicative tasks,” said Glavin. “For example, we can now automate the calculation of risk for our population, leveraging both encounter and claims data to create a living risk profile for the attributed population.”

Because the coalition uses one system that can easily and securely share information across 35-member organizations, providers gain access to data in near real-time, enabling them to proactively notify the right people to offer the right care to individuals. Doing so saves time, improves outcomes, reduces costs, and increases staff and client satisfaction.

Additionally, because the platform aggregates data to identify risks and trends, providers can address care for persons with complex needs, including co-occurring mental and physical health conditions, and better coordinate care between other providers.

Consumers, too, directly benefit. Integration with myStrength, a consumer-driven, evidence-based tool, empowers individuals to better manage their conditions and helps organizations meet service demands.

Netsmart technology also supports the Missouri Behavioral Health Council’s evidence-based care initiative. EHRs provide a statewide system, which helps the coalition better manage populations across the state and access actionable analytics to share with community leaders and legislatures.

## Results

From both a care and business perspective, technology has made a major impact in the work the Missouri Behavioral Health Council and its members are doing, and results are showing.

The Missouri Behavioral Health Council Homes initiative, which began in 2012, reduced hospitalizations and ER admissions by 38 and 34 percent after three years and saved \$128 million after five years.

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Through evidence-based practice, collaboration, comprehensive care and community-based treatment, the Missouri Behavioral Health Council leads the nation in state support of community mental health centers.

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## Missouri Behavioral Health Council Homes impact

- \$128M saved after five years
- 38% decrease in hospitalization after three years
- 34% decrease in ER readmissions after three years

Learn more about Netsmart clients at  
[www.ntst.com/Hear-from-clients](http://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.