

Ongoing innovation and person-centered approach to care

SUCCESS STORY BEHAVIORAL HEALTH AND ADDICTION SERVICES



At a glance

Community

- Behavioral health
- Addiction services

Organization

- Tarzana Treatment Centers

Location

- Los Angeles County, Calif.

Challenges

- Integrated care

Solution

- myAvatar™ CareRecord™
- Clinical Workstation (CWS)
- Addiction Management
- OrderConnect™
- ConsumerConnect™
- CareConnect™
- Primary Care Module
- Perceptive Document Imaging Integration

Results

- Improved care quality and care experience
- Reduced care cost

Tarzana and Netsmart synergy shows integrated care saves lives

Mike* suffers from depression and has an addictive personality. When he walked into one of the Tarzana Treatment Center's facilities, he was hoping to get a refill on his medication.

"He walked up to the desk and started inquiring. He said he didn't receive a refill last time he was in," recalled Bertha Siguenza, Tarzana case manager and project coordinator. "I had my iPad® with me and pulled up his electronic health record."

Siguenza said the consumer's record indicated the refill was waiting for him at the pharmacy and a new 90-day allotment was not yet due. No additional prescription was written.

"You could see his face change," said Siguenza, noting she could access the EHR and associated alerts and background information about the individual through the iPad thanks to Netsmart's point of care solutions. Tarzana uses the myAvatar CareRecord (EHR), as well as additional Netsmart solutions for consumer engagement, provider integration and connectivity, and integrated primary care services. "We saw he was addicted and we could stop any mistakes from happening right there."

A strategic relationship

Since 1972, Tarzana Treatment Centers has provided high-quality, affordable behavioral healthcare and addiction treatment services in Los Angeles County. The centers offer an integrated alcohol and drug addiction treatment program, as well as education, mental health, medical detox and residential rehab program for adults, teens and youth. It employs 600 people with an annual budget of \$45 million.

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Dr. Jim Song
Director of Information Technology, Tarzana

Jim Sorg, Ph.D., director of information technology for Tarzana, said his organization has always been focused on whole-person care. However, the leap forward facilitated by Tarzana's strategic relationship with Netsmart enabled Tarzana to effectively integrate primary medical care with substance use and mental health treatment.

"The ability to pull content from assessments into the problem list allows us to make certain key priorities are getting addressed," explained Sorg. "For example, we are focused on treating smoking as an addiction. This allows us to ask every patient about smoking and when we get a 'positive,' include it in the problem list automatically."

Sorg continued, "The solutions we use from Netsmart help us meet the healthcare Triple Aim of improving the patient experience, improving the health of populations and lowering the cost of care."

Tarzana's CareRecord is tailored for different staff roles (psychologist, clinician, supervisor, billing and admissions staff) maximizing the effectiveness, efficiency and satisfaction of each person working within the EHR. In addition, the built in consoles allow users to group the relevant care elements in a common area on the screen at a given time and for a given consumer. There are dozens of widgets (windows of information) to show alerts, direct attention and assist in guiding workflows. While a clinician focused on substance abuse might make certain elements standard on his/her dashboard, he or she can also click on the top of the screen and get a primary care view (or both at the same time). The ability to drag and drop elements into a treatment plan makes it easier and quicker to pull a plan together, giving Tarzana clinicians time to see more consumers.

"This expanded flexibility is important to us in providing integrated care," said Sorg.

And it saves lives.

Siguenza and Sorg recalled a case of a woman who was being treated for schizophrenia, and who also had diabetes. The consumer was prescribed a particular medication by her Tarzana psychiatrist that elevated her glucose to dangerous levels (the consumer was using a wireless glucometer to monitor her glucose level). When the consumer went to the ER, Tarzana staff, using

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Tarzana Case Manager and Project Coordinator

the CareRecord, was able to see immediately that the onset of the elevated glucose levels coincided with the introduction of the new medication.

Tarzana was able to track and capture her levels on and off the medication and share the results with the prescribing psychiatrist with the click of a button. Through a quick-case conference, the psychiatrist chose an alternative pharmacology treatment.

"Everyone was happy with that one," said Siguenza, noting her team reports Netsmart's technology is very good, always working and trustworthy. She said there were concerns about consumer privacy going into the new technology model. But with the solution's ability to electronically audit and manage consumer information that is traditionally paper-based, it is even easier to achieve compliance with HIPAA, Sarbanes-Oxley and other privacy rules. The team has found the role-based information screens, screens that enable staff to see only what they need to, helpful and that when you are working with a treatment team, "everyone has to be on the same page."

Other initiatives reflect collaborative approach to planning

Tarzana elected to be an edge partner and to test out Netsmart's solutions for migrating and upgrading to the 10th revision of the International Statistical Classification of Diseases and Related Health Problems (ICD-10) and the 5th edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM-5). Although the government is not currently requiring a full conversion until October 2015, Sorg said installing the software early is giving his staff an advantage. They'll be familiar with the new codes by the time they are required, he said. In addition, Netsmart has integrated ICD-10 and DSM-5 onto one screen.

"Previously, medical and behavioral health were on separate screens. Now it is all in one place, which furthers our ability to provide efficient total-patient care," said Sorg.

Tarzana is also using Netsmart's Enterprise Content Management system, which further streamlines the intake and transition process for its patients and increases productivity by housing all the pieces of a consumer's record in one place, even those that originate from outside of the agency.

"My advice to any [behavioral or mental health provider] is to get involved with integrated care. It is where things are going – whether by providing it directly or partnering with another organization," said Sorg. "To do this well, to provide integrated care, you need to integrate the data."

He continued, "Netsmart is the only place to go for that. There is no better partner."

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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.