

# Power to the people served

## SUCCESS STORY BEHAVIORAL HEALTH



### At a glance

#### Community

- Behavioral Health

#### Organization

- WellPower

#### Location

- Denver, Colorado

#### Challenges

- Encouraging sign-up and ongoing usage of an engagement solution

#### Solution

- myHealthPointe™ Consumer Portal

#### Results

- Connecting individuals to their care

## WellPower and empowering individuals

Since its founding in 1989, the WellPower has been a driving force in behavioral health innovation. The organization has led the way in treating the whole person with the goal of true recovery and empowering individuals to participate in their care.

It's not surprising that when the center decided to implement a consumer engagement solution, the effort would encompass the entire organization.

"We're very committed to engagement," said Melanie Sisson, Ph.D., manager of information strategy at WellPower. "Our job is to provide them with the support, encouragement and tools they need to develop a sense of empowerment, of ownership in their own care."

myHealthPointe consumer portal is one of the tools WellPower is using to connect individuals to their care. With myHealthPointe, the organization found the flexibility to design a solution with features that would help the population it serves as well as offer significant benefits to internal processes.

### A methodical approach to implementation

WellPower has taken a conservative approach to implementing its solution, giving staff time to adjust to the technology.

"Our staff was flexible and absolutely committed to engaging individuals. The challenge was not convincing them this was something that they wanted to do; it was making sure we were incorporating the new functionality in a way that didn't feel burdensome," Sisson explained.

Ensuring back-end processes were aligned with the portal was also a consideration. "We wanted to be sure the right parties were involved to sort out these foundational processes, then communicate them clearly to staff," said Sisson.

“The peer mentors were by far our most powerful tool in spreading the word and getting people to sign up and log-in.”

Melanie Sisson  
Ph.D., Manager of Information Strategy  
at WellPower

## Challenges: Access and encouraging use

WellPower serves populations that often rely on public venues, such as public libraries, to access the internet. At the outset of introducing the portal, the center employed peer mentors – people who have been or currently are receiving services from Mental Health Center of Denver – to demonstrate the benefits of signing up. The peer mentor initiative was funded by a grant from the Colorado Health Foundation.

Currently, step-by-step videos are available to show staff members and the individuals they serve how to sign up and use the portal. To encourage ongoing usage, the portal includes links to the center’s home page and other internal resources, such as myStrength, a personalized, interactive tool that promotes overall wellness.

Additionally, WellPower and Netsmart teamed up to integrate Reaching Recovery®, the center’s outcomes instrument, into the myHealthPointe portal. Individuals log in to complete the Consumer Recovery Measure® (CRM) on a quarterly basis. As a result, they gain a clear view of their progress in terms of symptom management, hope, safety and social networks.

The Promoting Recovery in Organizations® (PRO) Survey, which is completed by clients every six months, measures how effectively specific staff members are promoting recovery.

To date, more than 1,700 consumers have used the portal to complete the CRM and PRO Survey. Their responses are written directly into myAvatar™, making the data available immediately and eliminating paper assessments.

## Engaging executives leads to success

Executive sponsors at Mental Health Center of Denver have been involved from the very start with the implementation and promotion of the portal. “At our monthly meetings, we have our chief medical officer, CIO, head of the Adult Recovery Services program, and growing representation from our Child & Family Services Division,” Sisson noted. As an example, she cited Kristi Mock, vice president of Adult Recovery Services.

“She infuses her entire staff with a sense of the importance of the tool and demonstrates the organizational commitment to the solution,” Sisson explained. “It’s not coming down from higher up that this is something you have to do. She really is thrilled at what this offers to the people we serve.”

Adult Recovery Services, the center’s largest arm, uses the communication tools available in the portal for appointment scheduling and clinician-to-individual messaging.

## Planning for what’s next

“We’ve been very pleased with the myHealthPointe portal,” she continued. “For our population, the solution must be visually appealing and intuitive. With this portal, we have that – both the clickability and usability are great. I’m sure we’ll continue to find more ways to expand it. I’m looking forward to seeing where we are a year from now.”

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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.