

# Improving productivity and empowering coordination

## SUCCESS STORY BEHAVIORAL HEALTH



### At a glance

#### Community

- Behavioral Health

#### Organization

- West End Family Counseling Services

#### Location

- Ontario, CA

#### Challenges

- Using paper-based documentation without a centralized way to organize client records

#### Solutions

- myEvolv Essentials®

#### Results

- Ability to electronically share data and build workflow efficiency through scalable electronic health record (EHR)

## West End Family Counseling Services partners with Netsmart

### About West End Family Counseling Services

West End Family Counseling Services is a nonprofit organization that provides a variety of services to children and adults. West End Family Counseling Services has several programs each meant to target a different population. Treatment can come in many forms, such as individual and group services, all of which aim to meet the needs of the client. Services can be provided in the office, home, school and the community. The agency has three different sites, each focusing on these different age groups. West End provides more than 25,000 hours of direct services through its clinics, school sites and community centers.

### The challenges of paper-based documentation

Before partnering with Netsmart, West End was a paper-based organization and did not have a centralized way to organize their records. Nearly a third of their services are conducted offsite, therefore clinicians would manually document the visit, return to the office, print off the notes, and then file and label each document accordingly. It was difficult for clinicians to maintain efficiency and organization when sifting through papers and files. The full documentation process was long and often tedious, causing more post-visit work for West End's clinical team.

"One of the challenges that comes with paper charts is keeping track of all of the paper and everything that has to go into these charts," Director of Operations Raymond Vargas said. "It created a long paper trail and that makes it difficult for everyone involved."



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Executive Director

Access to documentation was also a challenge with their paper-based workflows. Often times there were several clinicians treating an individual, however there was only one chart. West End providers weren't always able to easily locate client documentation, especially if it were in the hands of another clinician or they were conducting an offsite visit and did not have access to the paper chart. It's essential for providers to see the full plan at the point of care, including history of services, treatment plans, medications, etc. Lack of integrated data leads to inconsistent communication between providers and an inability to efficiently coordinate care.

"Multiple people working on one person's chart at the same time was difficult with paper charting," West End Executive Director Laura Tapia said. "If you needed to work on a chart, but it was with another clinician, you would need to track it down in order to access the information needed. It was causing barriers for our providers and our organization as a whole."

### Eliminating barriers through a technology partnership

In order to enhance and improve their workflows, West End began their search for a suitable technology partner. They wanted a platform that would create efficiency and empower users to easily access important information regardless of internet availability. After consulting with similar agencies and asking what other service providers found helpful with their own electronic health record, West End selected Netsmart as their IT partner. West End went live with their first-ever EHR in early June of 2019.

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myEvolv Essentials supports integrated, whole-person care, enabling organizations to collaborate with other providers. Built on a scalable platform, the solution will adapt as organizations similar to West End grow and begin to offer new programs and services. Designed by clinicians for clinicians, it enables users to complete

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documentation and have the individual's entire record wherever they are, which is vital for both efficiency and coordination, especially when working within the community. Unlike paper-based documentation, the cloud-based platform empowers multiple viewers to have simultaneous access to an individual's entire care plan, so West End clinicians no longer have to track down or share single documentation sheets.

"Now with myEvolv Essentials, we're able to see each other's notes and have more of a holistic view of the individual," Tapia said. "Anyone who is providing care can access the documentation, and it allows us to stay up-to-date and have active conversations about treatment and plans. Plus, it's user-friendly, which is beneficial for the whole organization."

West End's paper filing responsibilities have been drastically reduced since implementing the EHR. When using myEvolv Essentials, clinicians no longer have to print and file the document after they have conducted the service with new clients. West End clinicians can document the session more efficiently, allowing them to save time and focus on other tasks and clinical priorities.

"myEvolv Essentials helps our clinicians become more efficient and productive, and they're getting their post-visit documentation done much more quickly," Tapia said. "They're feeling like their off time is their off time, versus before they felt like they were always working on documentation."

Vargas noted the excitement surrounding several other capabilities of the platform, including running specific reports and the ability to search directly for certain clients.

## Applying powerful data

In a data-driven world, access to measurements based on performance is key to any organization's success. West End knew in order to grow and adapt, leaders and staff must have the ability to not only gauge their progress, but also identify areas of improvement and easily share actionable analytics with staff and other stakeholders.

West End is leveraging KPI Dashboards™ to track key performance indicators (KPIs) and provide an in-depth view of their organization's clinical, financial and operational metrics. KPI Dashboards pulls and presents data, which acts as a major time savings as the user no longer has to sift through stacks of documentation to find key insights.

“We have a variety of state and county reporting requirements, including demographics such as age groups, sexual orientation and more,” Vargas said. “It would be really difficult to capture all of this and measure it manually. KPI Dashboards helps us efficiently and consistently capture these metrics for the state and county.”

The solution has a customizable analytics feature for users to build specialized dashboards based on the information they need. Prior to KPI Dashboards, West End had to go into a separate system to collect diagnosis data to see in which areas their clients needed the most assistance. Vargas said West End is looking forward to utilizing this configuration feature to identify focus areas, track specific clinical information and improve outcomes.

## Next steps

Moving forward, West End plans to optimize both KPI Dashboards and myEvolv Essentials to make documentation and reporting more efficient and accessible.

“We're excited about all of the opportunities and new capabilities myEvolv Essentials is giving us,” Tapia said. “We are looking forward to utilizing the system to become more efficient in everything we do, not only operationally but clinically as well.”

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Learn more about myEvolv Essentials at:  
[www.ntst.com/Solutions-and-Services/Offerings/myEvolv-Essentials](http://www.ntst.com/Solutions-and-Services/Offerings/myEvolv-Essentials)

## 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, home care, 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 more than 50 years, Netsmart has been committed to providing a common platform to integrate care. SIMPLE. PERSONAL. POWERFUL.