



Coordinated Outcomes-Based Care: Behavioral Health Health Homes

Larry Seltzer

Netsmart Director

Architecture & Solutions Strategy



Netsmart at a Glance



- Founded in 1968
- Largest healthcare IT company serving Health and Human Services sector
 - 42 state systems; 20,000 providers
 - 1,000+ clinics, hospitals
 - Serving 20,000,000 Americans
 - #1 in behavioral health
 - #1 in public health
- Complete suite of solutions
 - Electronic Medical Record
 - Patient Billing
 - Practice Management
 - Managed Service Offering
 - Connectivity/HIE
- Broad range of Managed Services
 - IT Hosting/SaaS
 - IT Outsourcing
 - Revenue Cycle Management
- 600+ Associates in 4 locations
 - Kansas City, New York, Chicago, Columbus



behavi

social services | population health



www.ntst.com





PLAYING DEFENSE





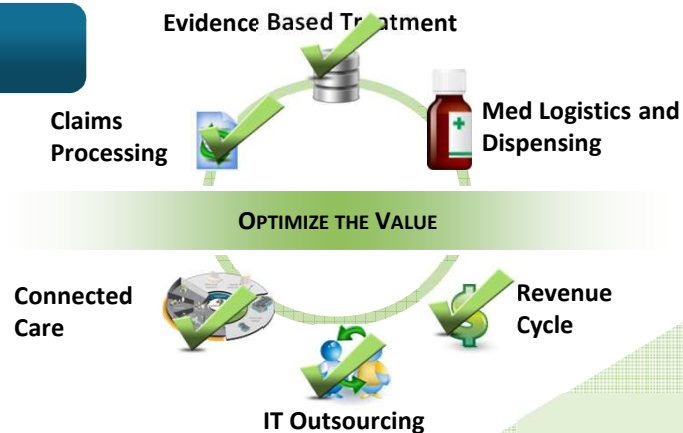
JUST



DO IT

Optimize the Value

3-5 Years



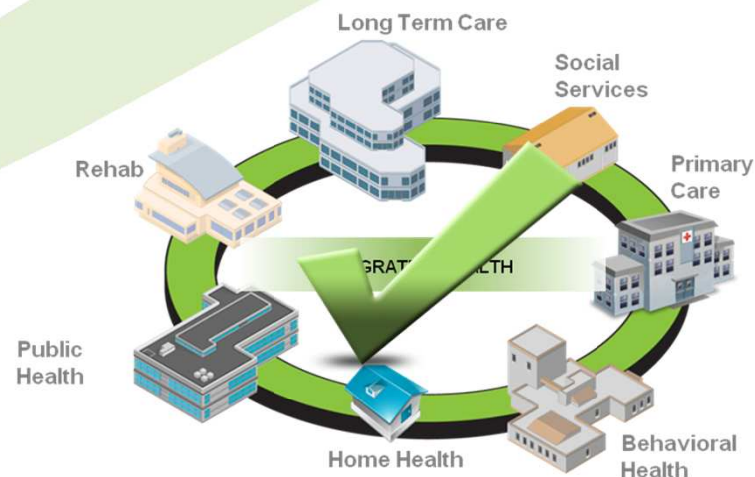
**Netsmart as
Care Partner**

Solidify the Chassis

1- 2 Years



**Netsmart as
Technology Partner**

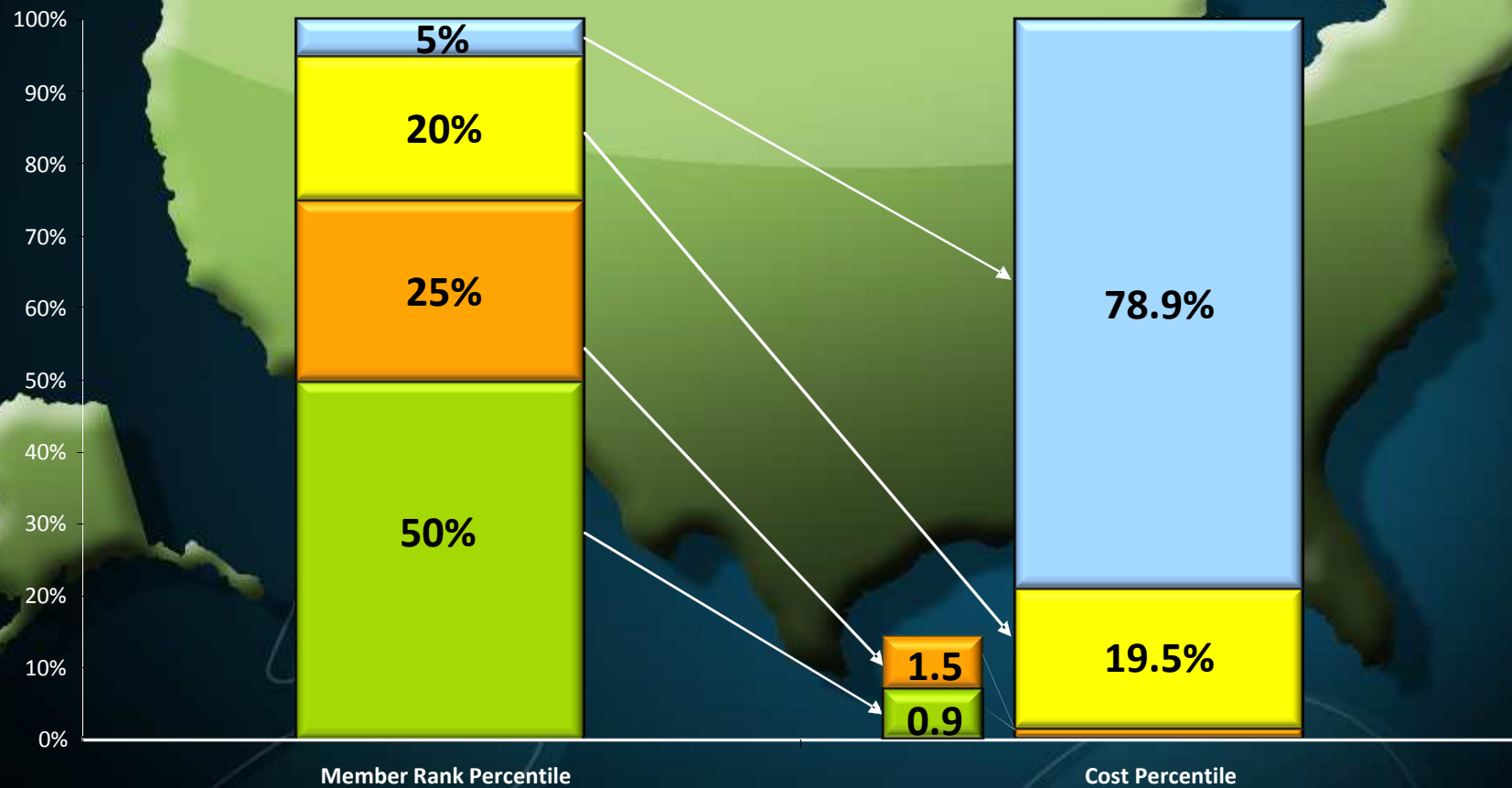


Integrated Health

5-7 Years

Accountable Care

Disproportionate Cost for Members with Behavioral Health Comorbidity



CMS Three Part Aims for Healthcare Delivery System Improvement



- Improving healthcare quality & outcomes through seamless coordinated care
- Managing & Reducing healthcare cost Inflation through continuous improvement
- Improving the health status of populations







$$\text{VALUE} = \frac{\text{Improving Outcomes}}{\text{Reducing Cost}}$$

Fundamental Change in Orientation



Needs of the patient



Needs of the population

Support of the individual provider at the point of care



All providers across the spectrum of care

Treatment of chronic disease



Management of chronic disease

Islands of automation



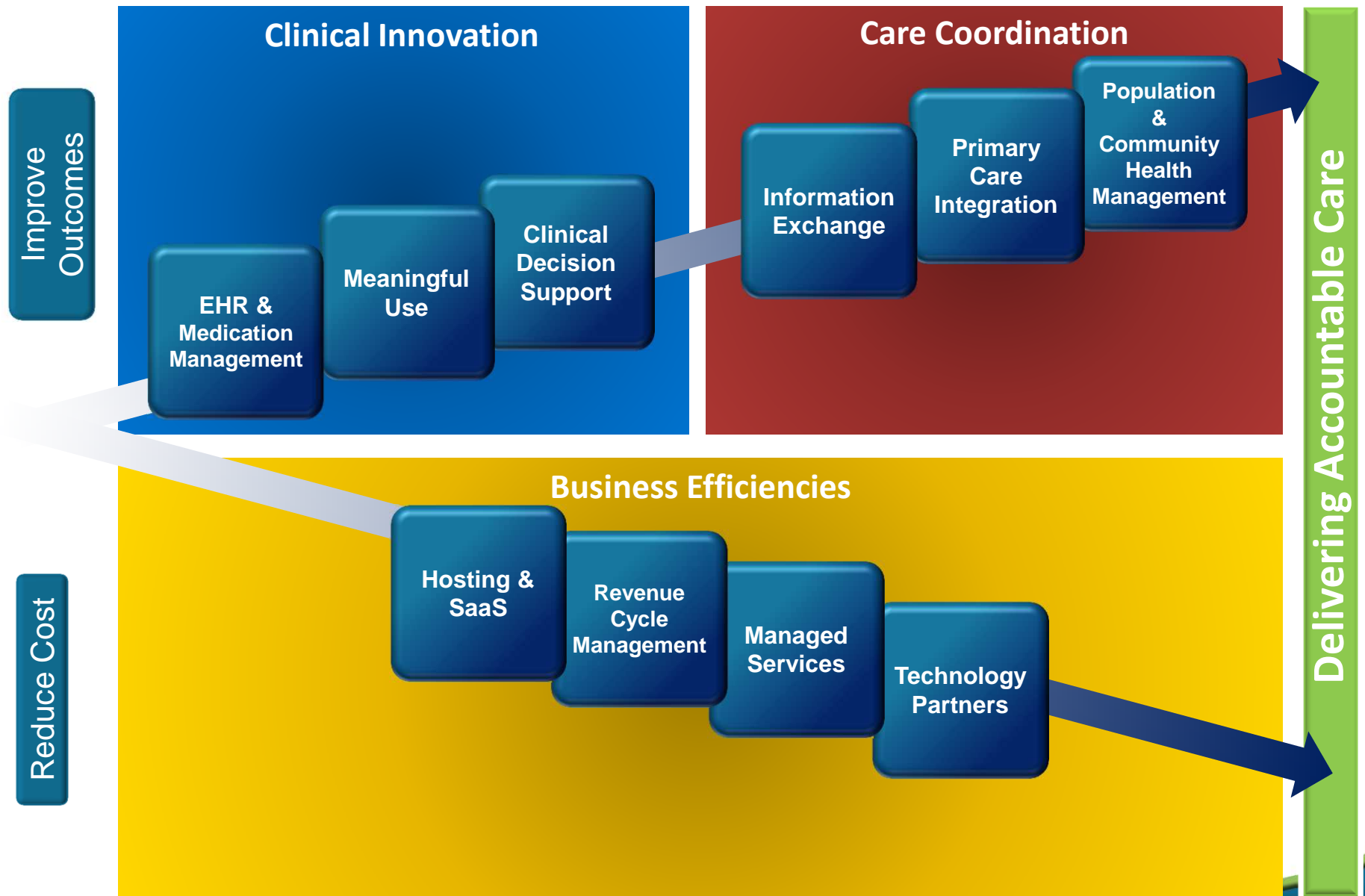
Integrated information access across providers, settings & activities

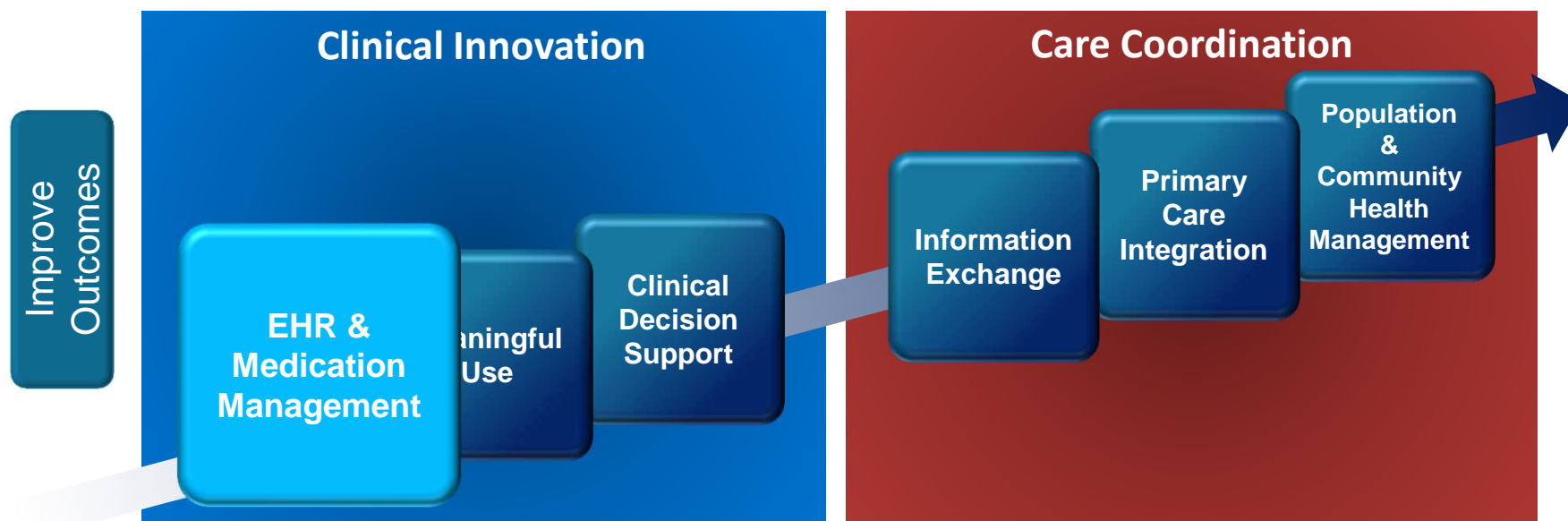


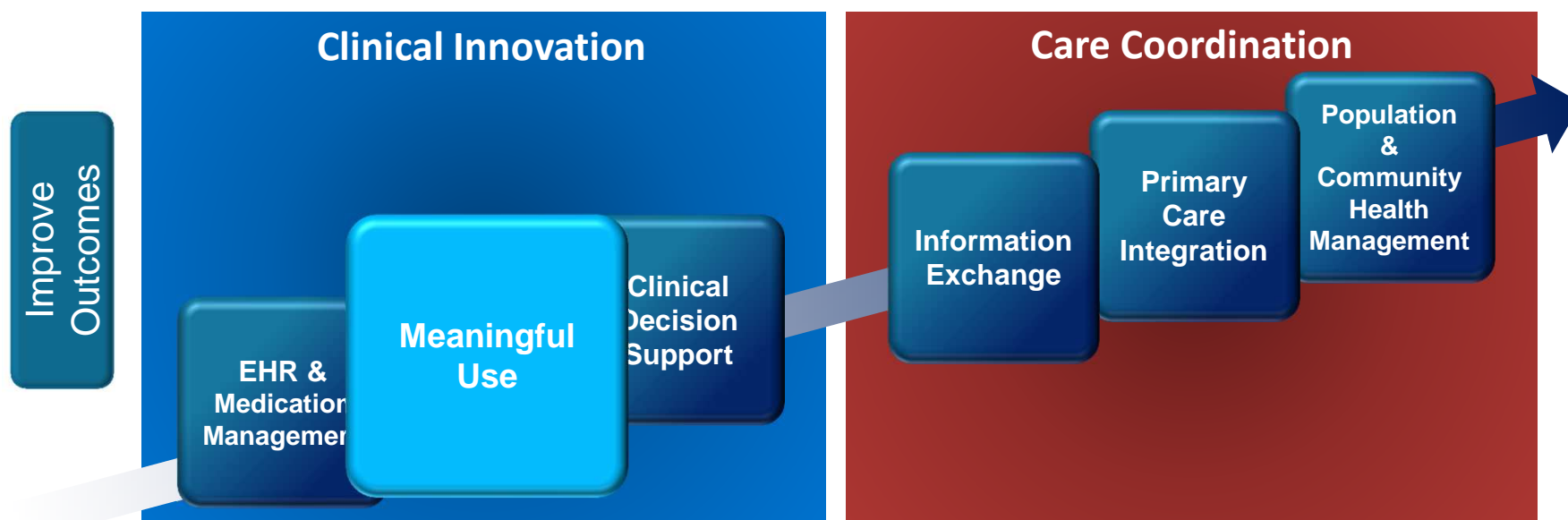
Tools Required for Accountable Care

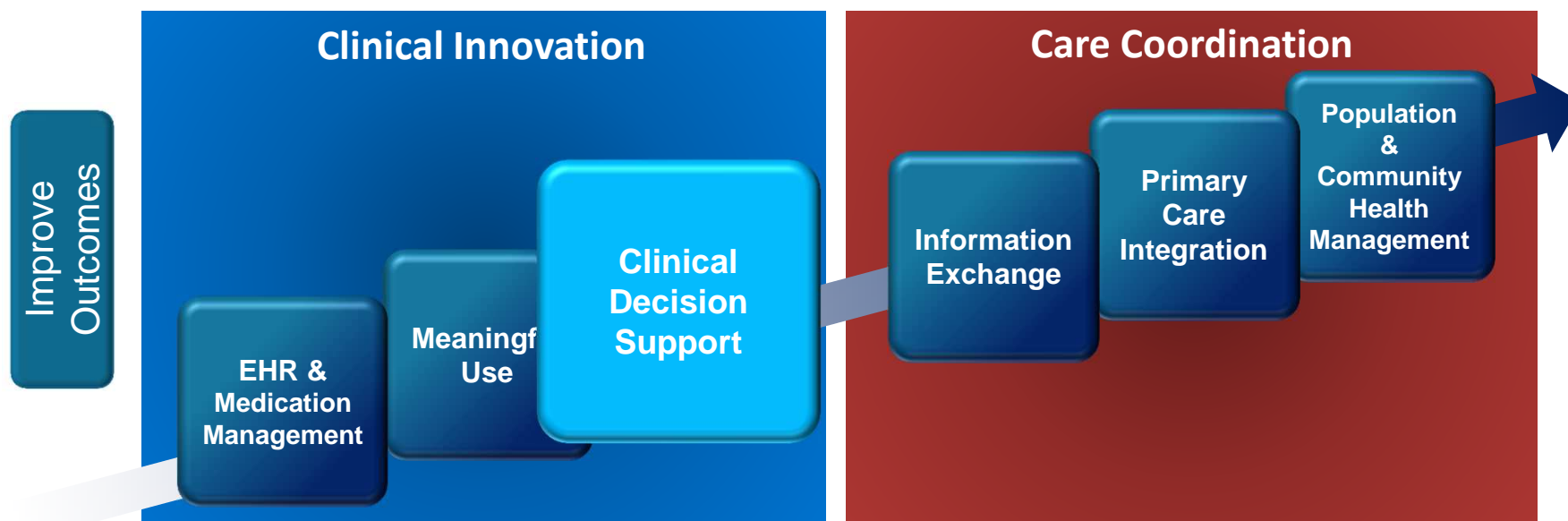
- Clinical Information and Point-of-Care Automation
- Enterprise/Master Data Management and Integration
- Health Information Exchange
- Patient Engagement
- Care Management and Coordination
- Performance Management

Steps to Delivering Accountable Care









CDSS for Risk Management



- Inpatient Discharge to First Outpatient Visit
- Previous Inpatient Stay, No Regular Visits
- Drop in GAF Score
- Missed Appointments
- Feeling of well-being since previous session or visit

Requested Nursing Alerts/Guides



- Cardiac issues associated with antipsychotics
- Metabolic syndrome associated with antipsychotics
- Diabetic issues from obesity related to medication side effects

This is the beginning...



- Capture data
- Aggregate into data warehouse
- Allow analytical partners access to the data
- Refine the model

$$\text{Value} = \frac{\text{Outcomes}}{\text{Cost}}$$

Practice Based Evidence

Right information at
right time to make
the best decisions

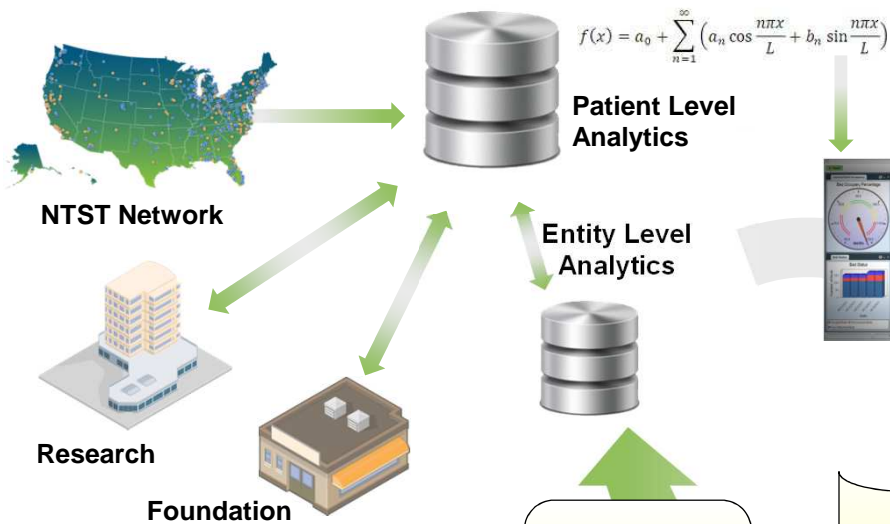
“Day in the Life of a Clinician”

Access | Efficiency | Portability

Naturally Intuitive



Efficiency Realized



Outcomes
• Clinical
• Financial
• Operational

**Clinical
Operational
Workflow**



Cost Accounting Data

Ease of Access



REAL Portability

Patient

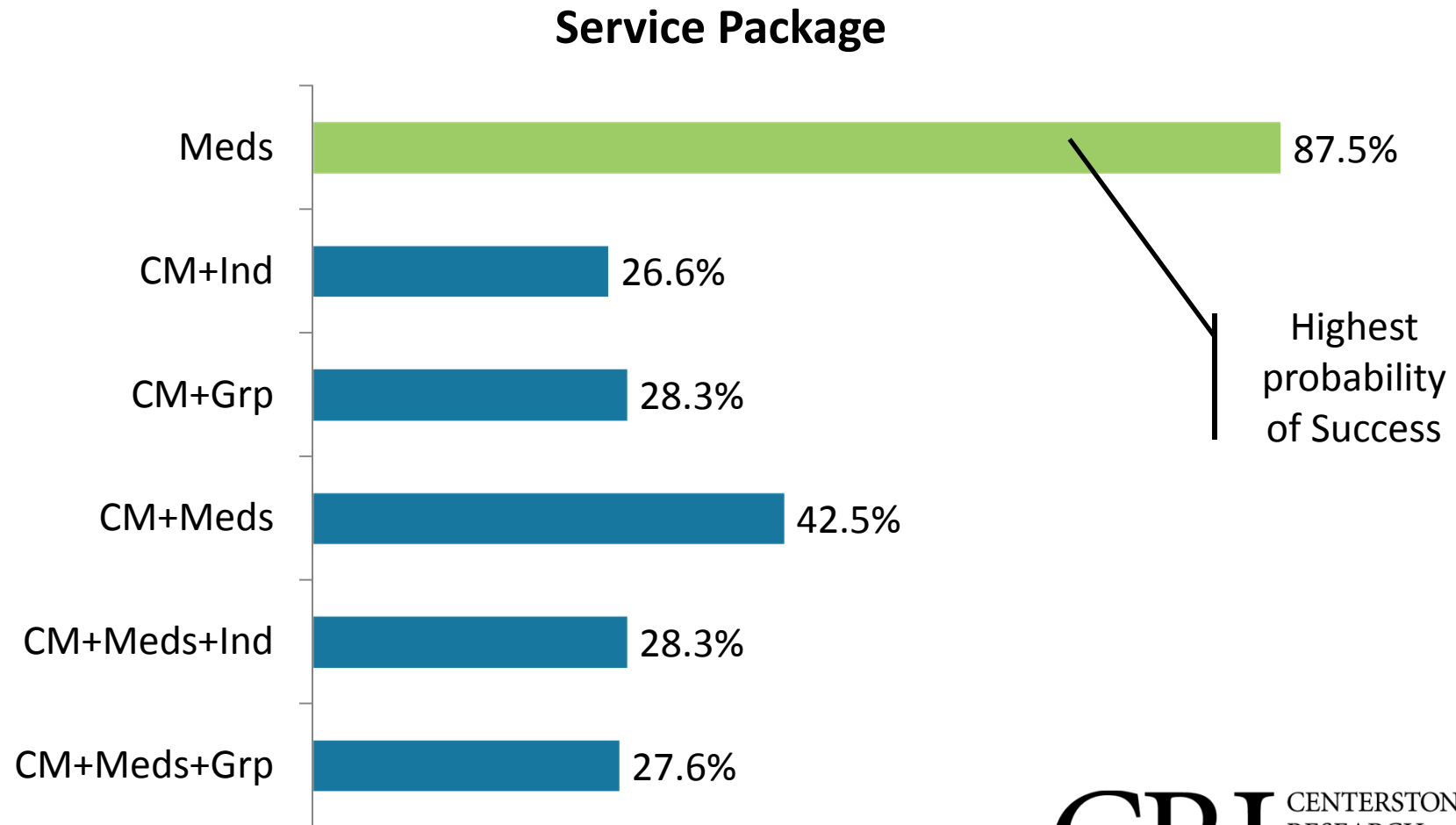


Facilities

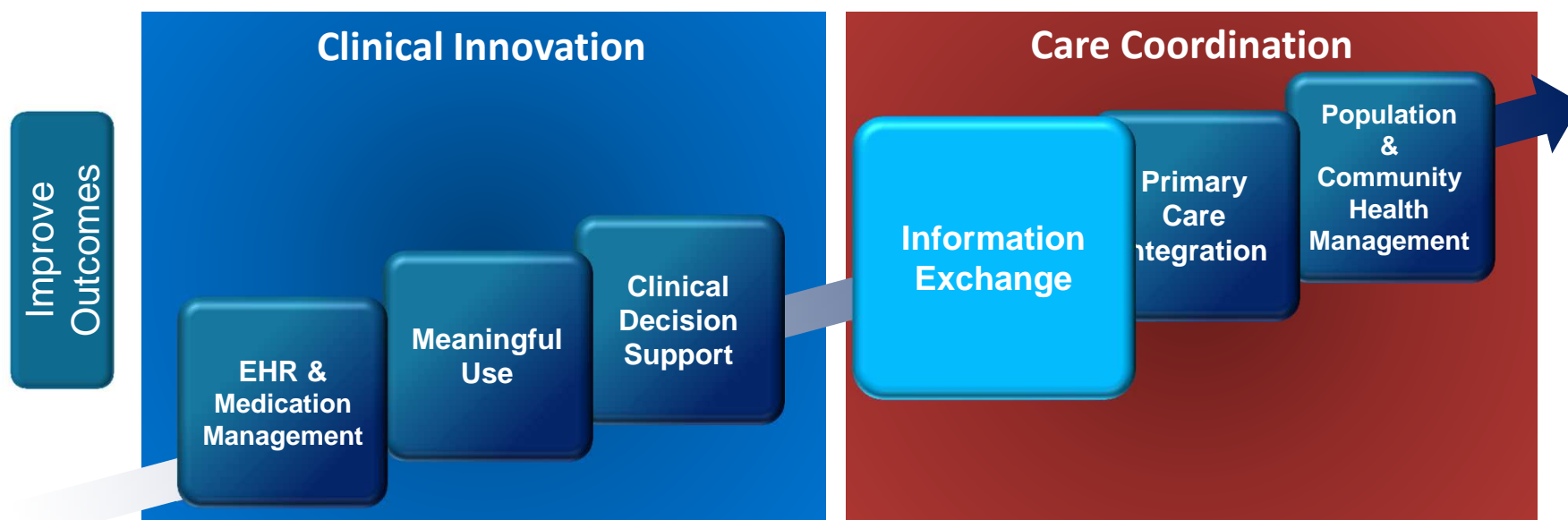


**By Clinicians
For Clinicians**

Chance of Achieving Average or Better Outcome Improvement



CRI CENTERSTONE
RESEARCH
INSTITUTE



Netsmart CareConnect Vision

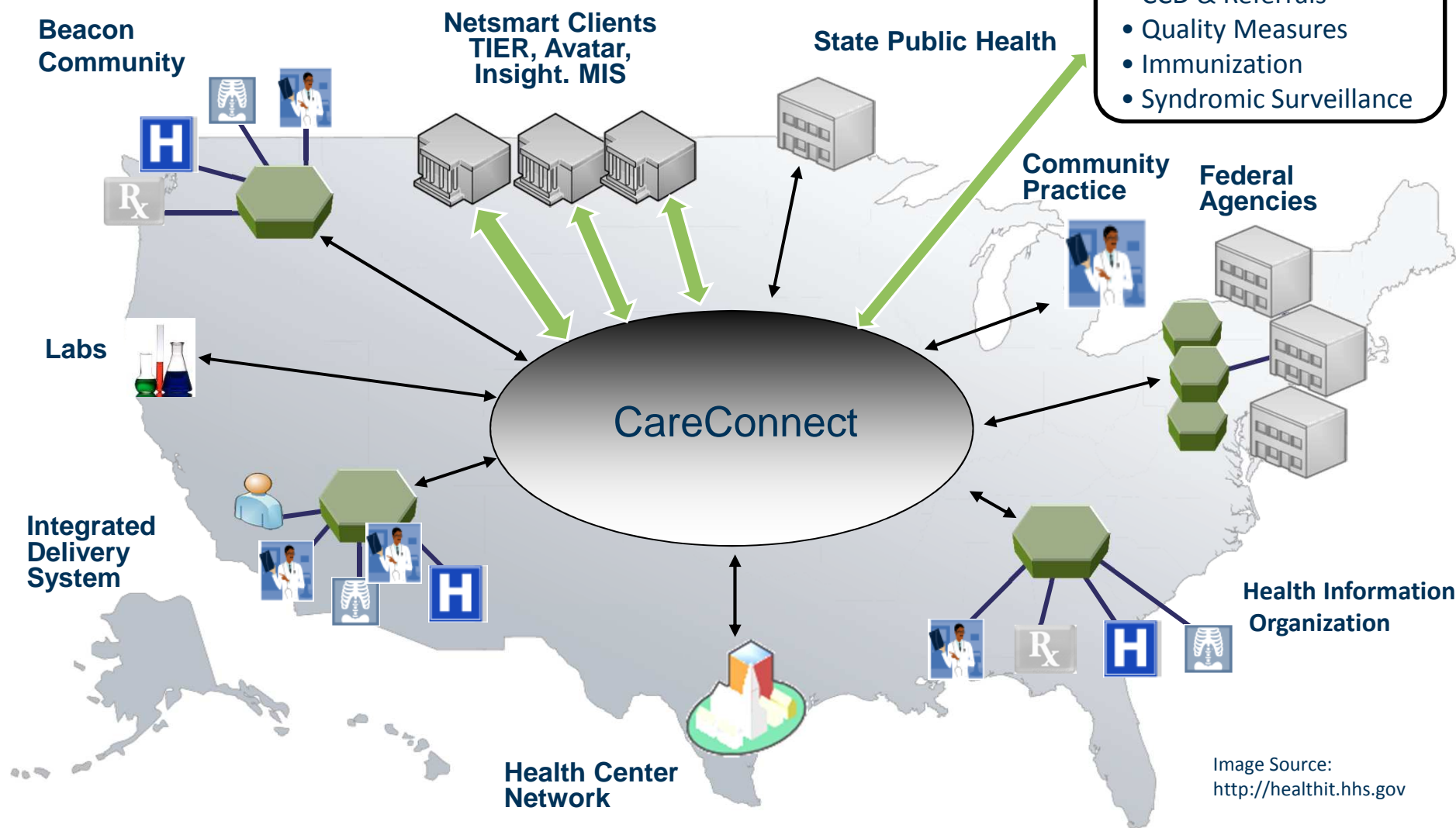
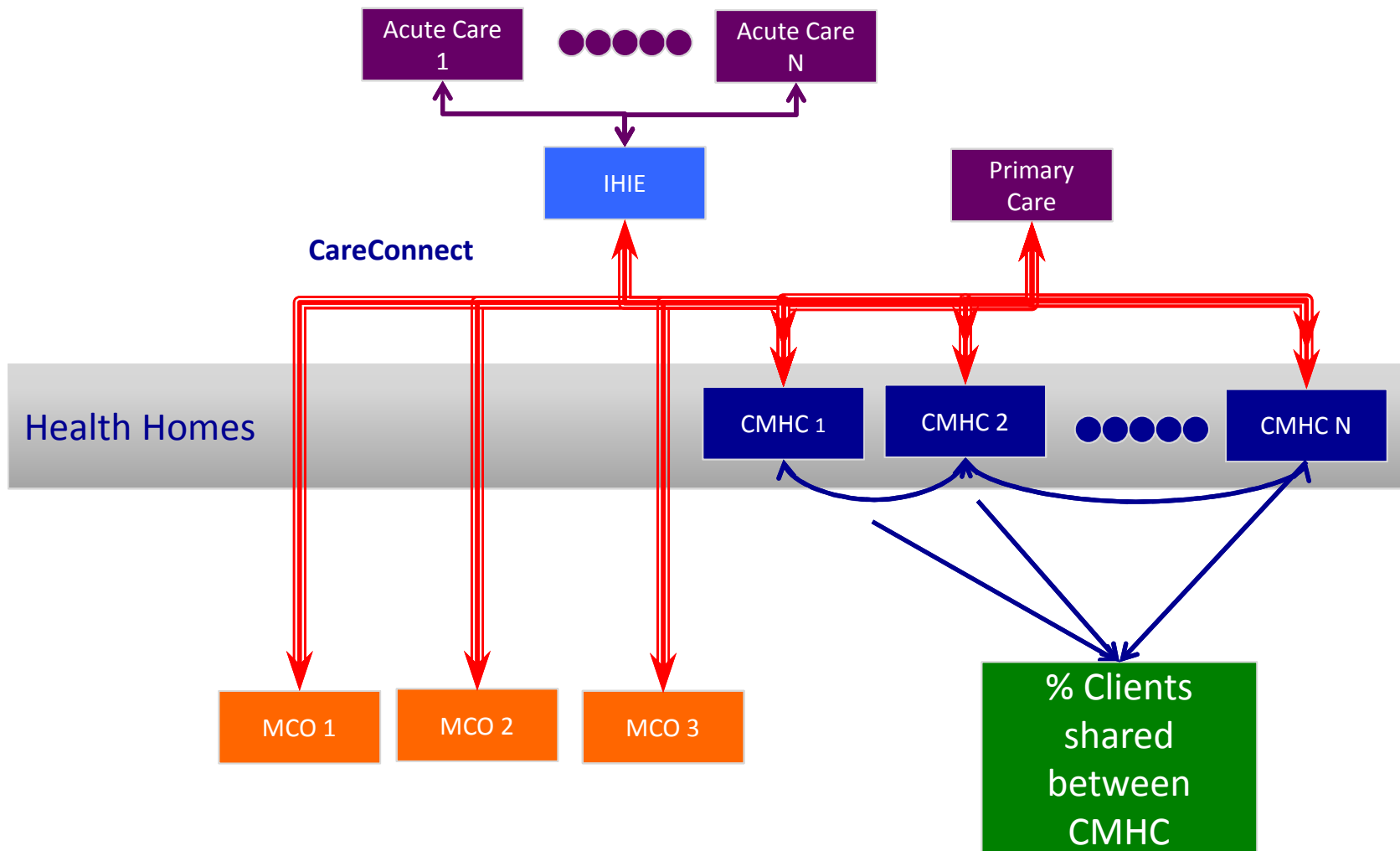


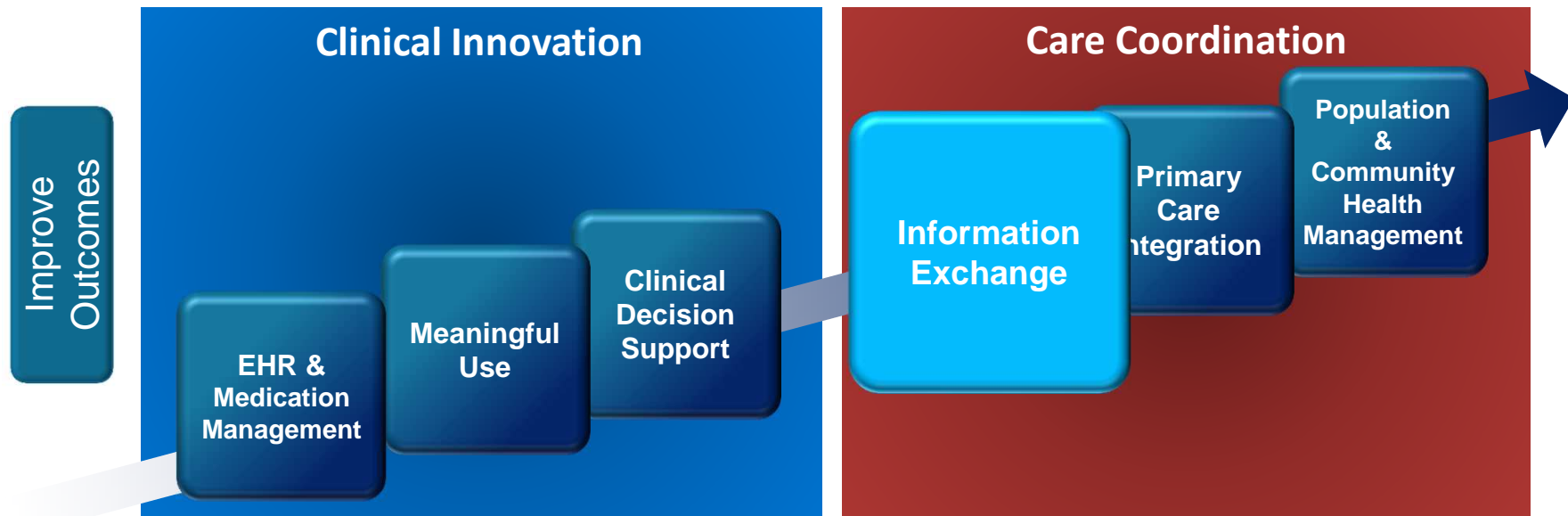
Image Source:
<http://healthit.hhs.gov>

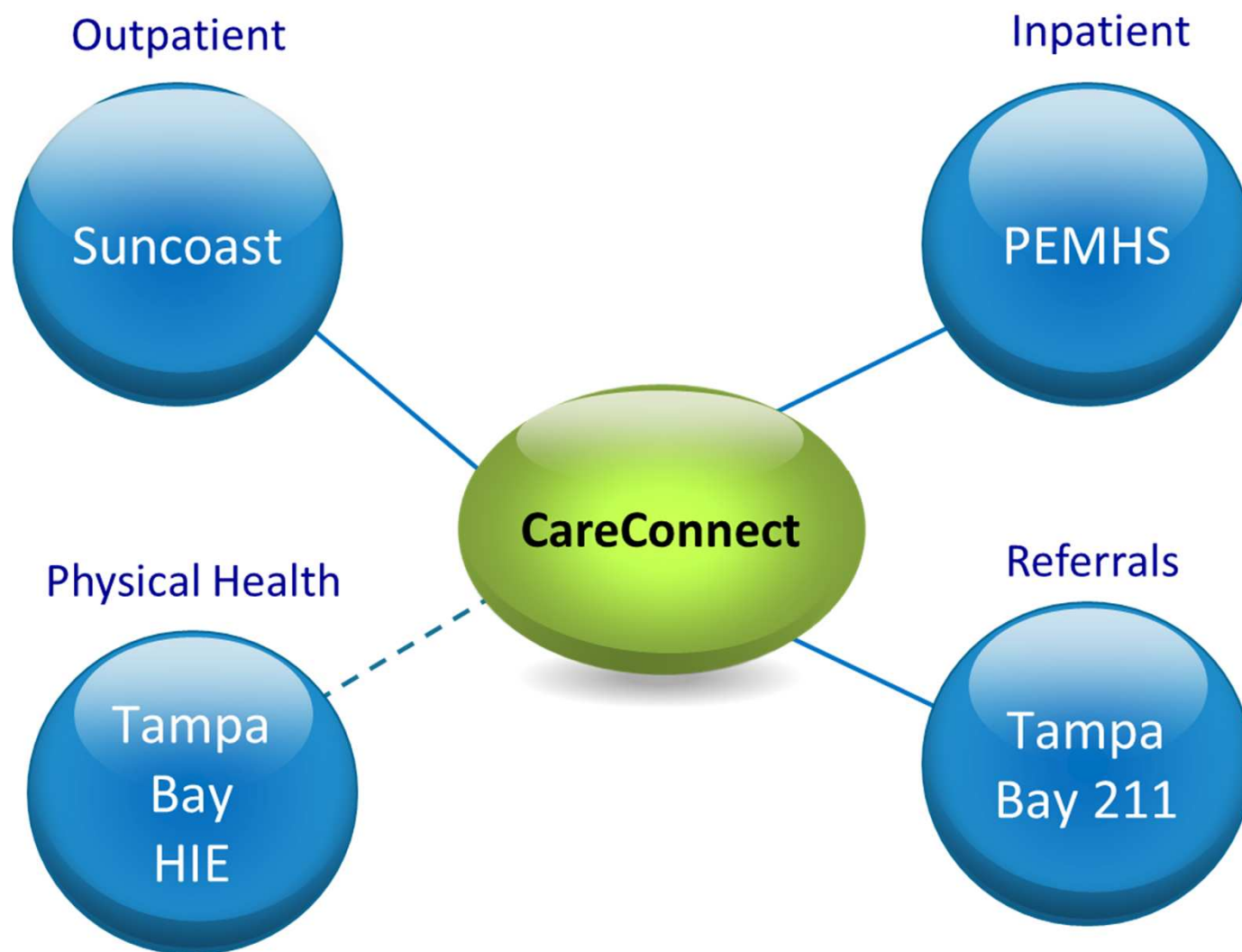
Playing Field



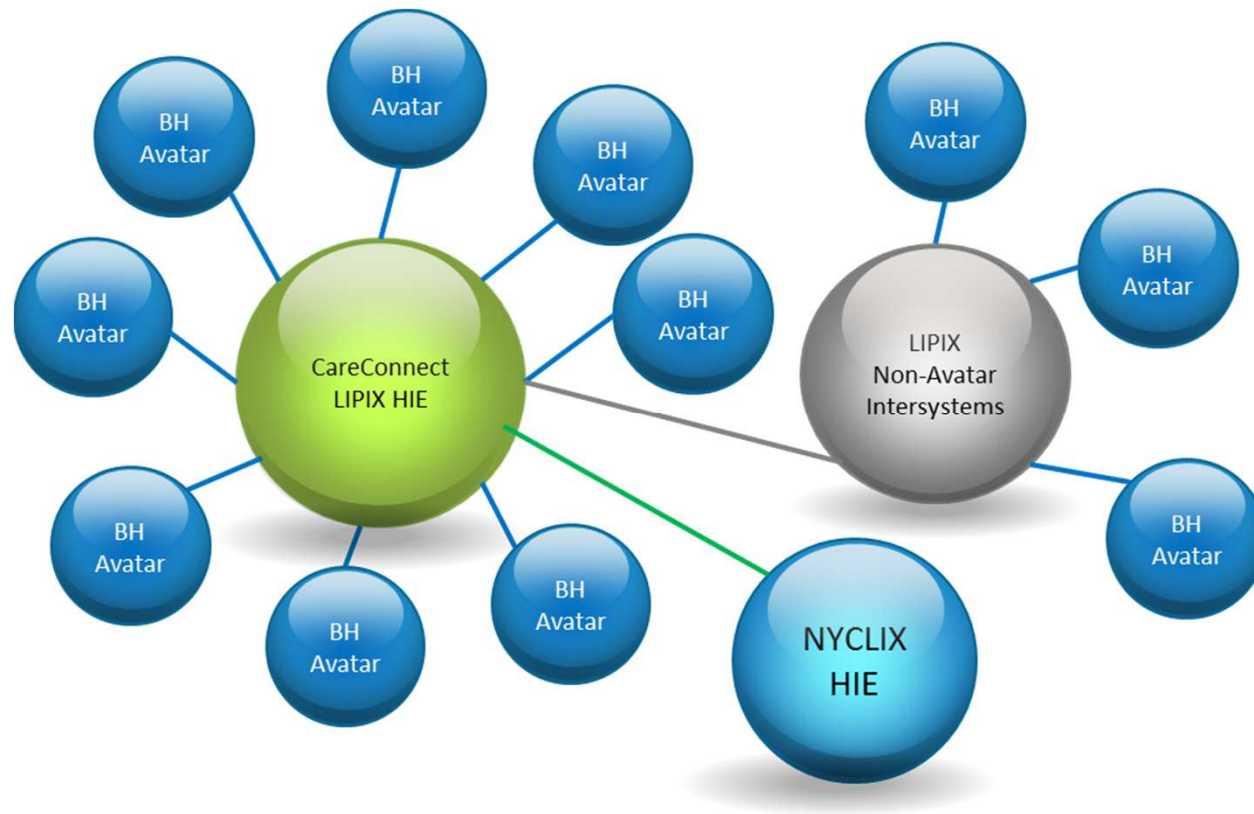


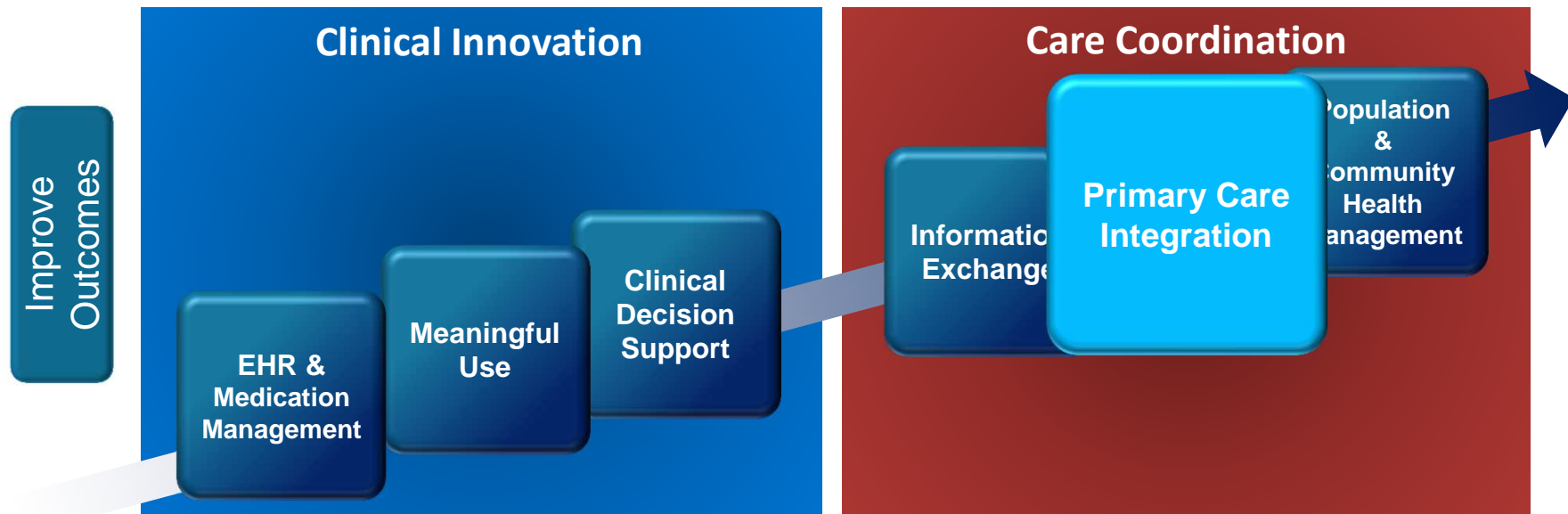
PEMHS

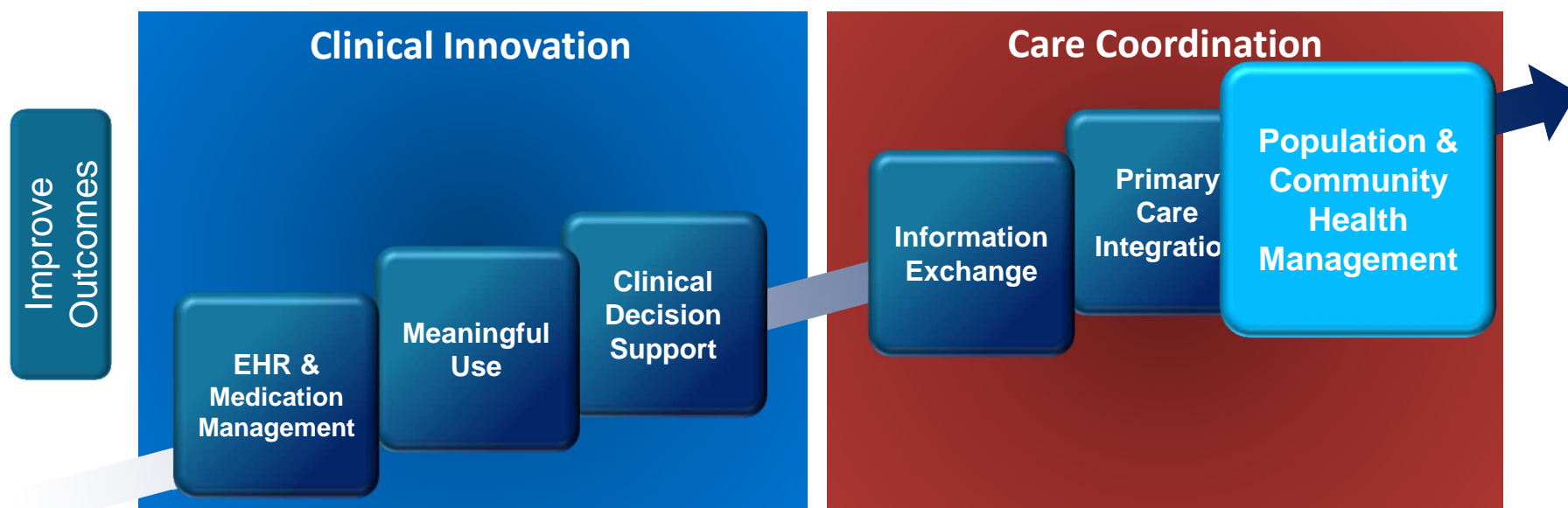




LIPIX -> HEALTHIX







Uncharted Territory



- 3M Grouper provides Physical Risk data
- What to use for MH Risk?
- How to calculate:
 - $\text{MH Risk} \times \text{Physical Risk} = \text{Aggregate Risk}$

Possible Solution: Functional Assessment



- Use Functional Assessment as a surrogate for pure risk tool
- Functional Assessment x 3M Risk Grouper = Aggregate Risk Monitor
- Can be administered easily and repeatedly

Possible Functional Assessment Tool:

*Daily Living Activities (DLA) **



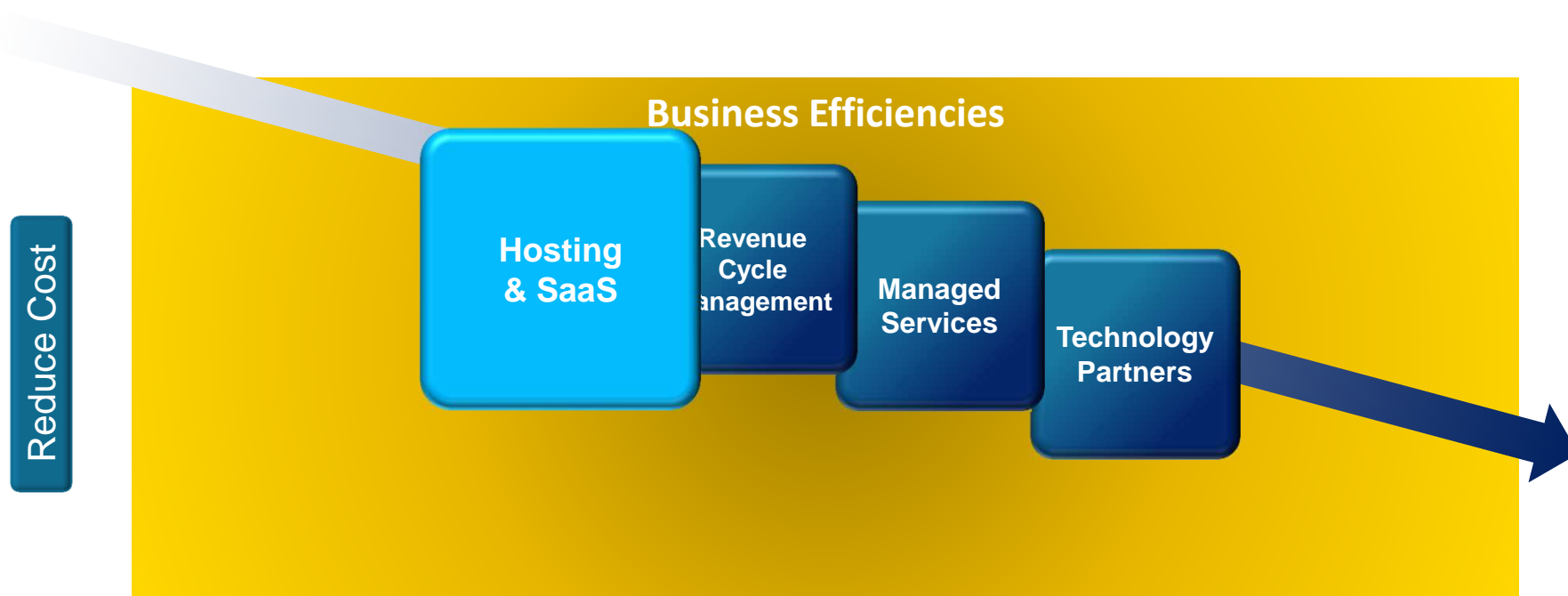
- 20 Areas of Life Functioning
 - Deficits and Strengths
- Normed for 4 populations:
 - Adult Mentally Ill
 - SED Children
 - Addictions
 - I/DD
- Yields GAF score with high Inter-rater reliability
- GAF accuracy falls off >~70
- 6-10 Minutes per administration

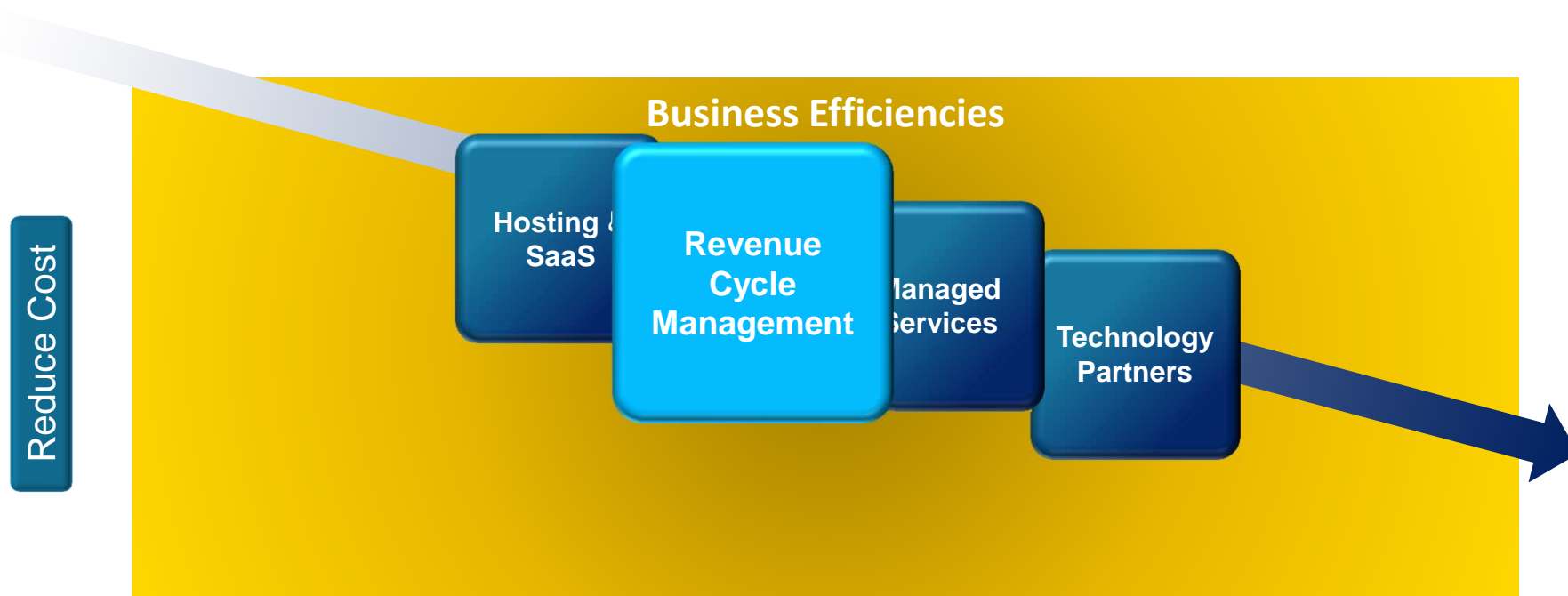
*Scott & Presmanes *Research on Social Work Practice* (v11:3), 373-389 (2001)

Behavioral/Physical Acuity Priorities



MH Diagnosis	Physical Health Diagnosis	MH Functional Level from DLA (Score = 80-20) Or (GAF=1-100)	Physical Health Risk from 3M Grouper (0-100)	Aggregate Risk
Depression	CHF	45	70	3150
Depression	Diabetes	60	60	3600
Schizophrenia	Diabetes	40	80	3200

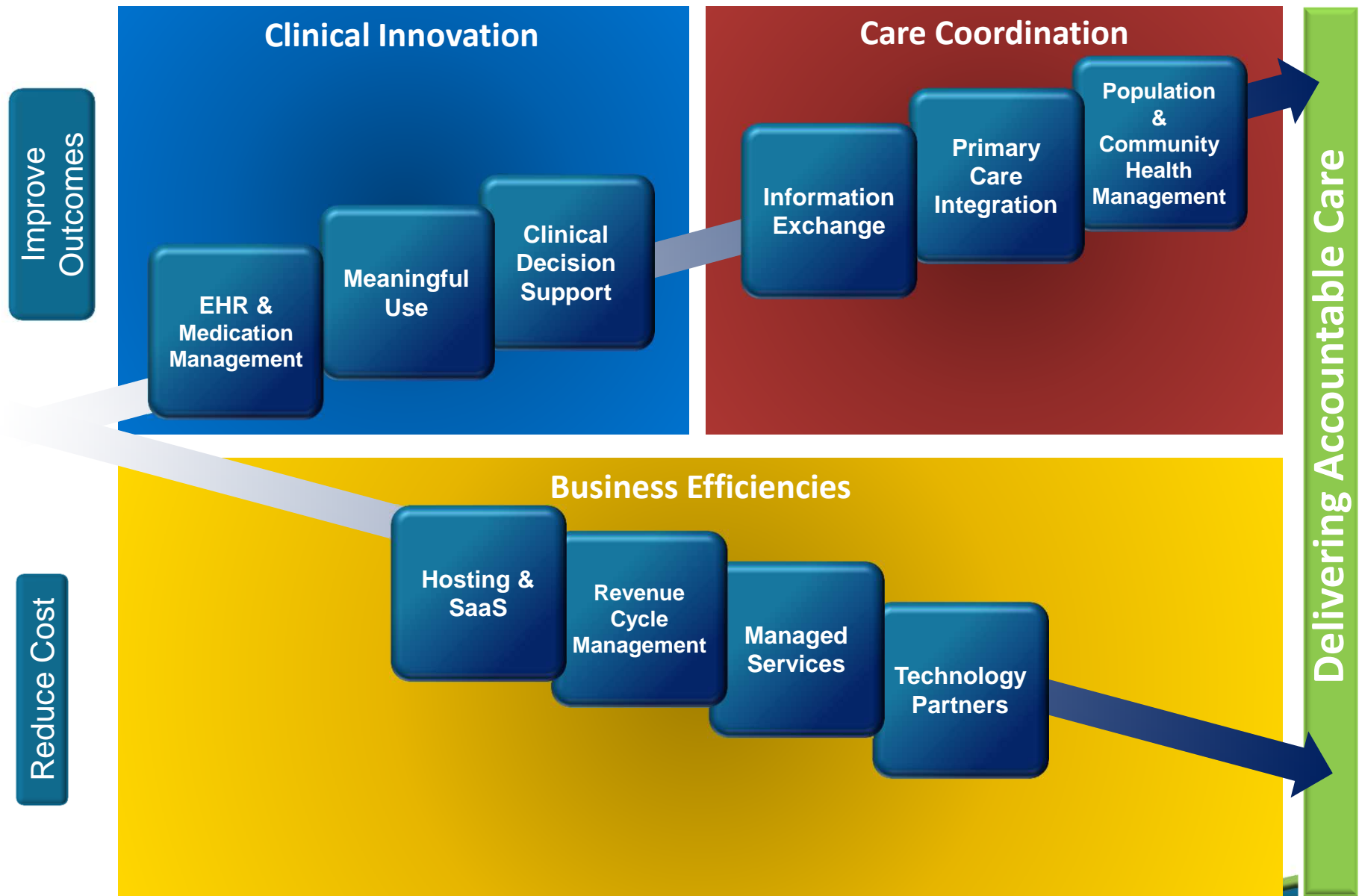








Our focus with our provider clients



Policy Advocacy to Support Integrated Care

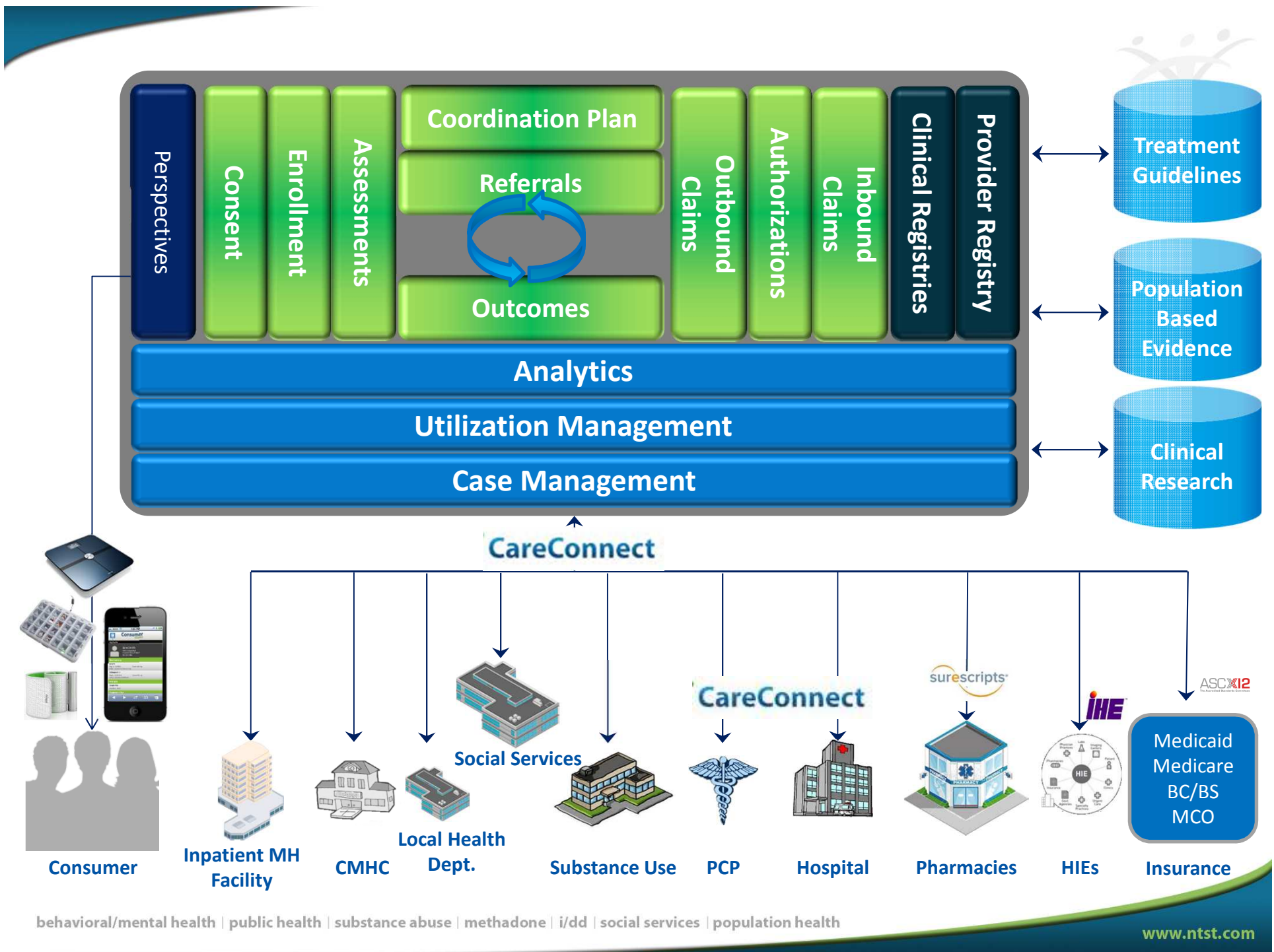
Federal Advocacy



- S.539
 - Introduced by Sen. Whitehouse
 - 10 Co-sponsors
- H.R. 6043
 - Introduced by Rep. Murphy and Rep. Ryan
 - Target 50 Co-sponsors
- SAMHSA
 - Fix to 42CFR



Health Homes Today





Health Home Examples



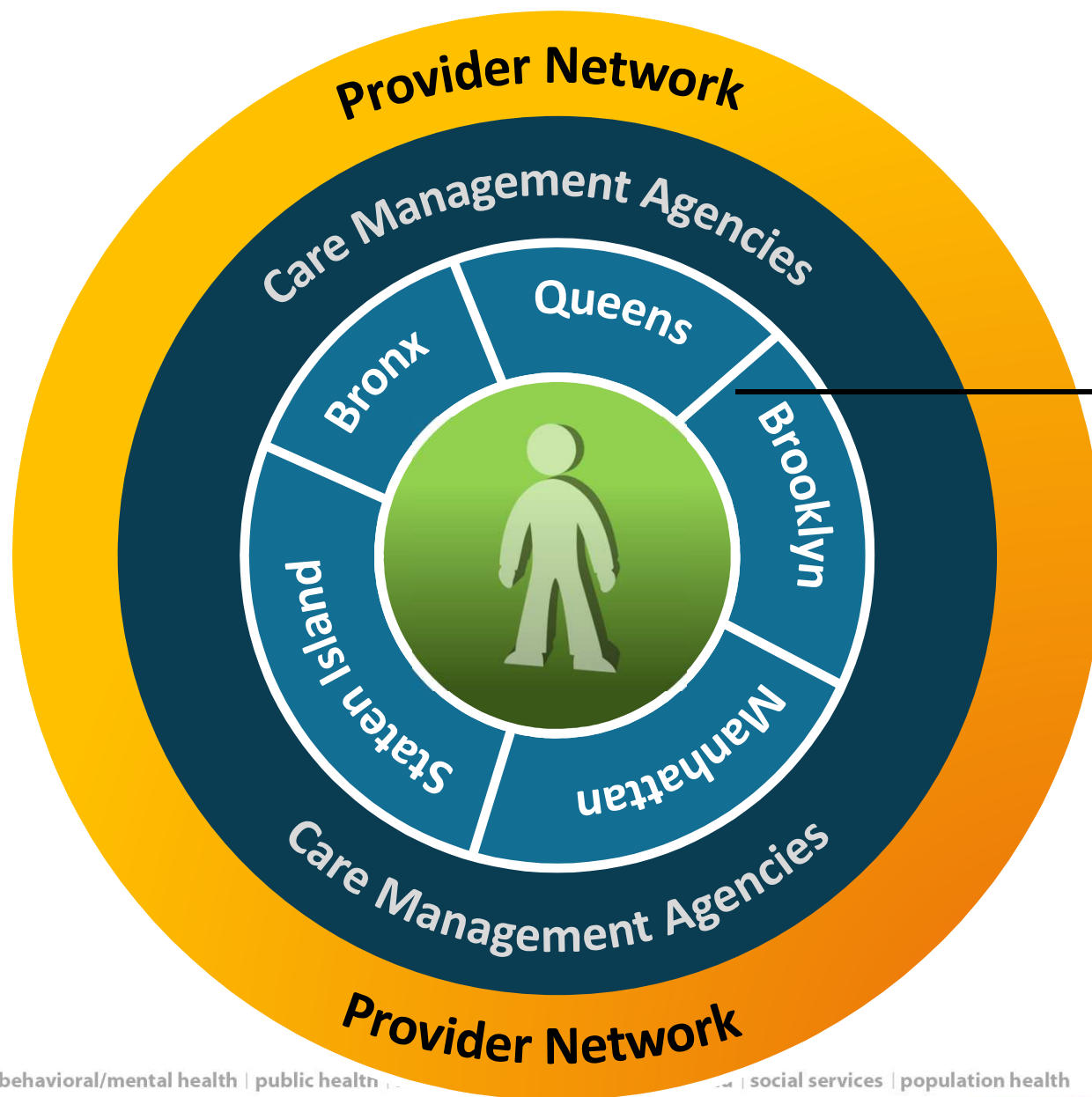
State	Model Type	Division	Region	Managing Entity
New York	Health Home	NYS	NYC	Health Home
Florida	Managing Entity	-	-	County Level
Rhode Island	Health Home	-	-	CMHC
Missouri	Health Home	-	-	CMHC
Indiana	Health Home	-	-	CMHC
Ohio	Health Home	-	CBHC	CBHC



New York City Health Home

CASE STUDY: COORDINATED BEHAVIORAL CARE

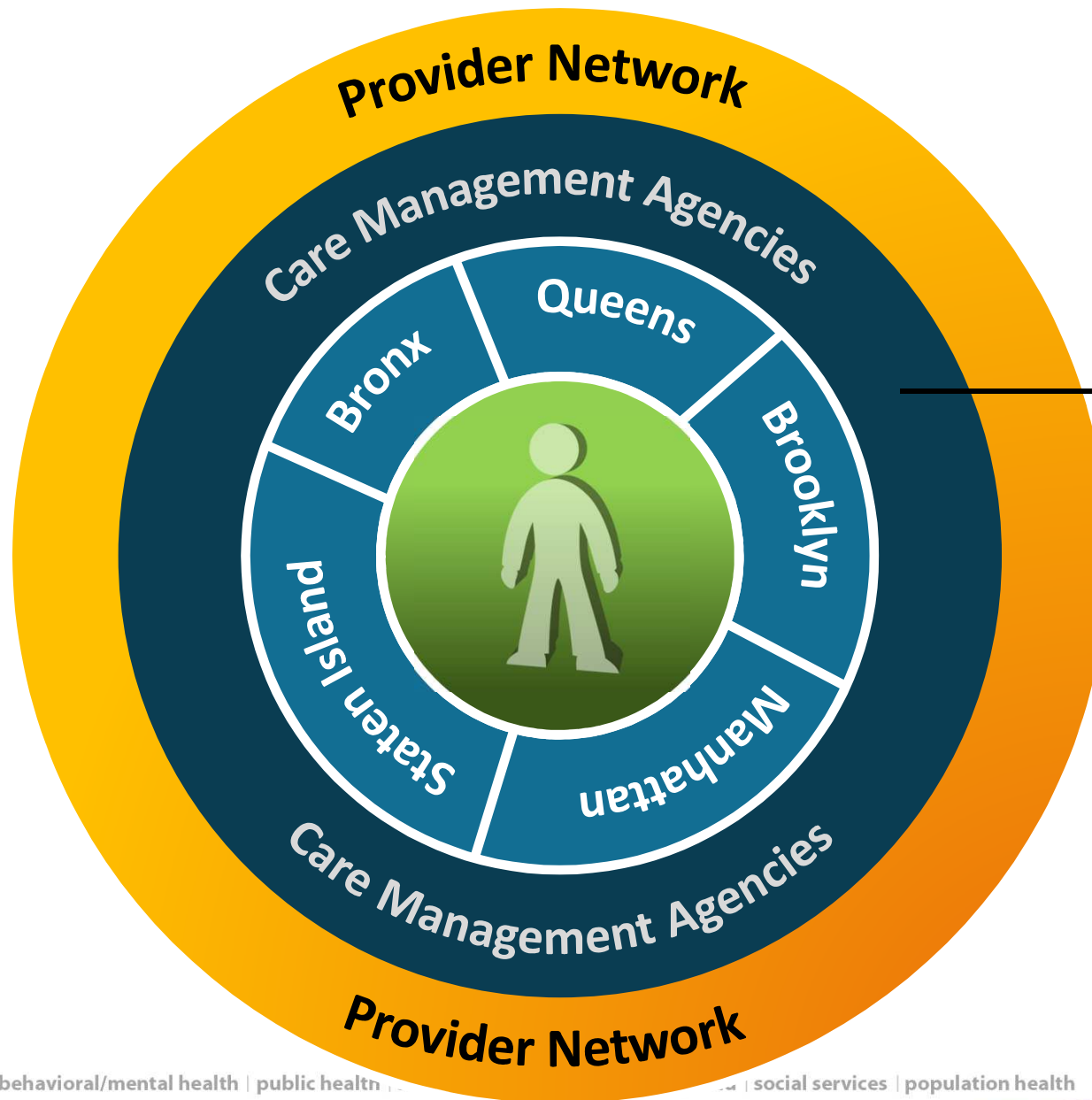
Coordinated Behavioral Care



Care Manager

- Enrollment
- Demographics

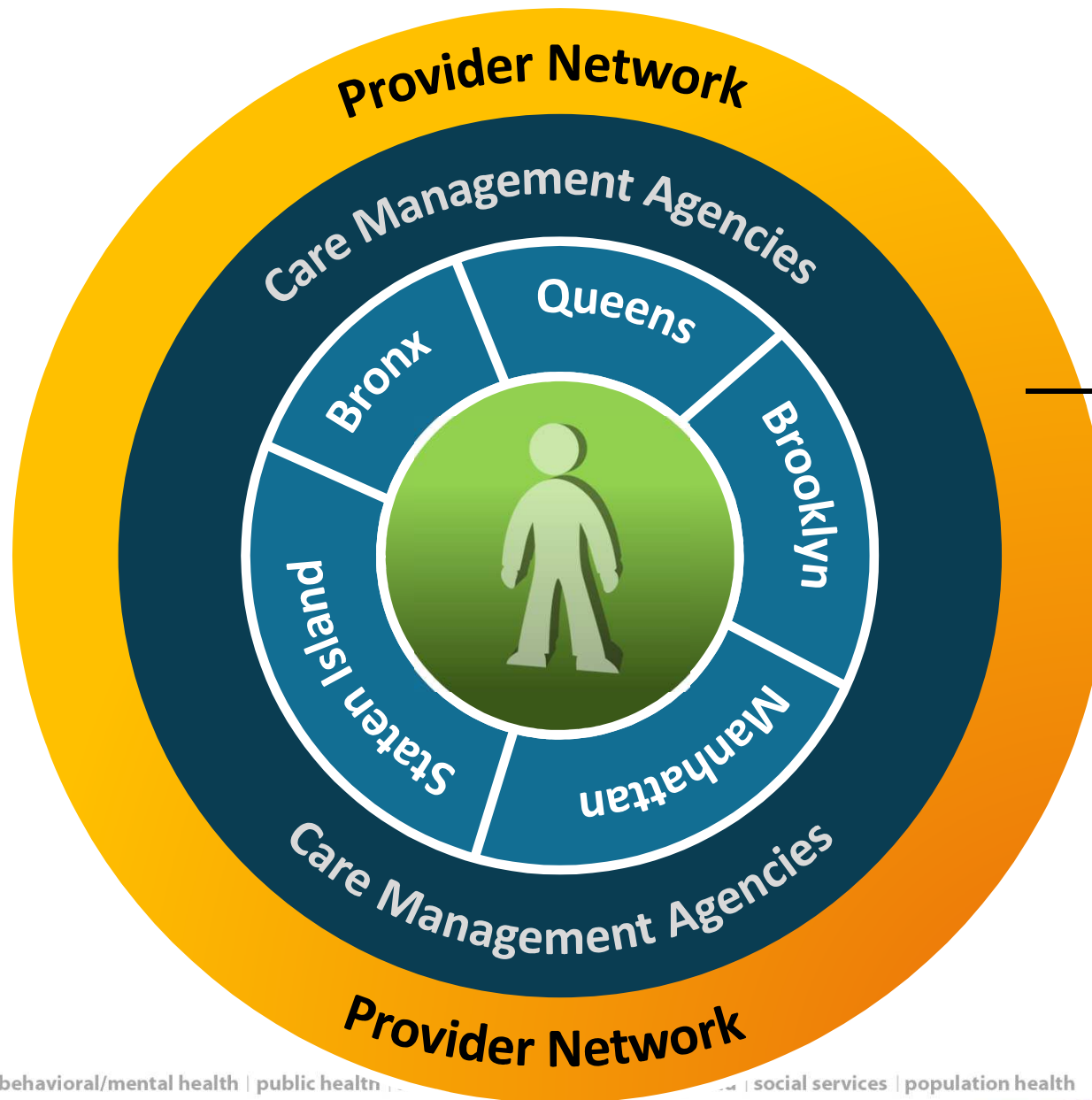
Coordinated Behavioral Care



Care Manager

- Assessments
- Notes
- Care Planning
- Referrals

Coordinated Behavioral Care

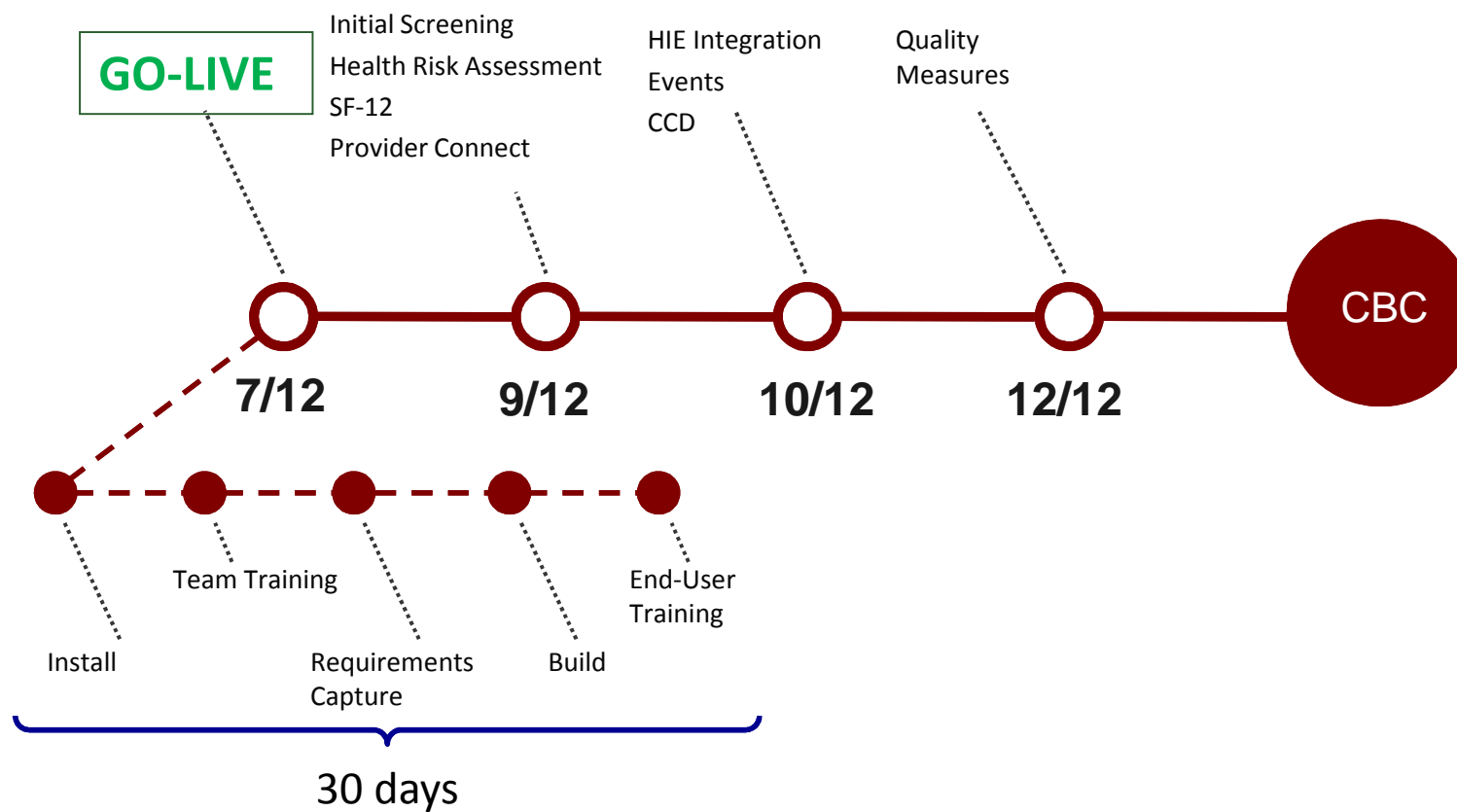


Provider Connect

- Demographics
- Outcomes
- Referral receipt



CBC Implementation Timeline



Phased Implementation

Needed to be live within 30 days. Accomplished this by aggressively managing scope



Mutual Agreement

Netsmart and CBC agreed on scope and worked together to adapt to changing requirements

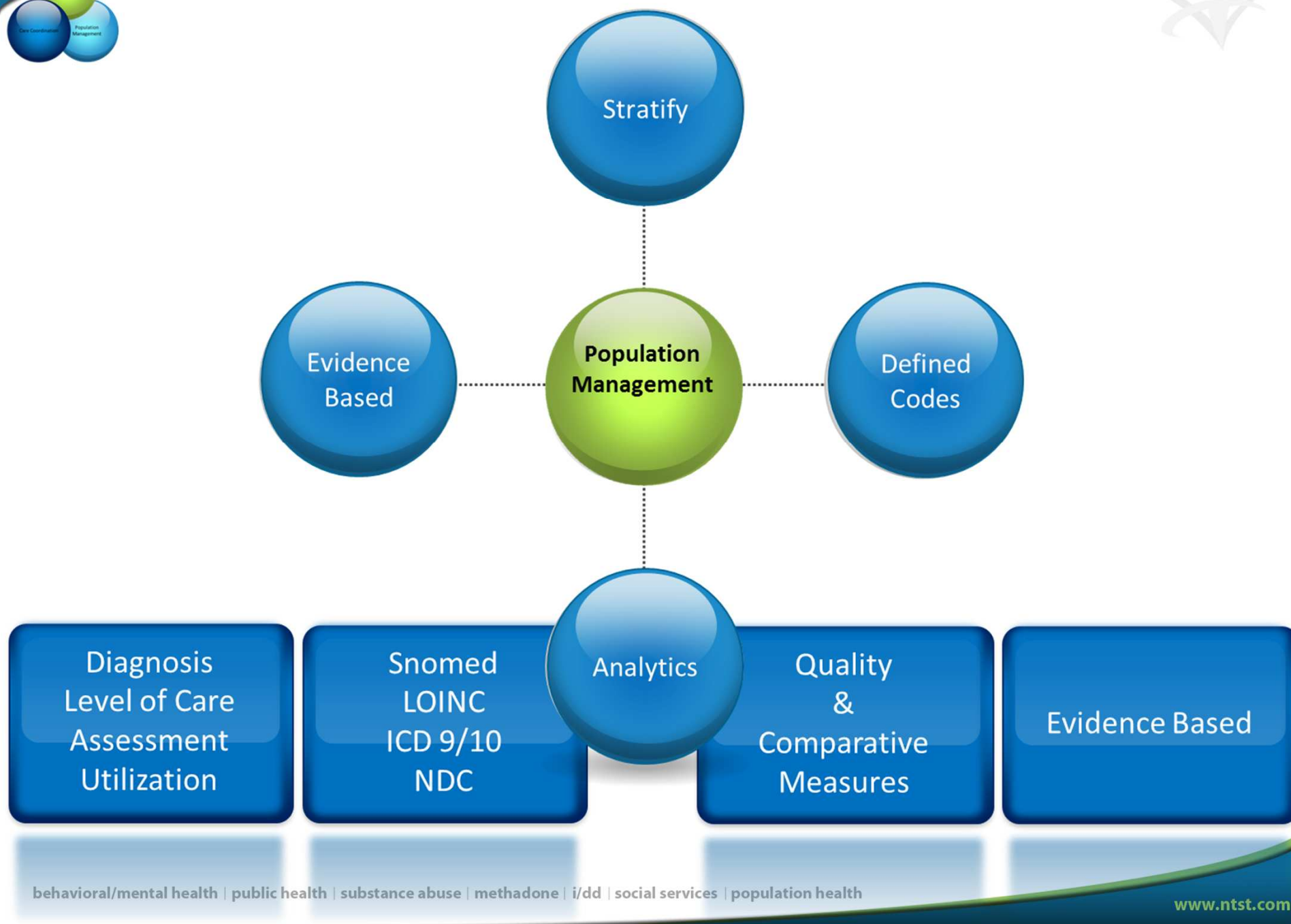


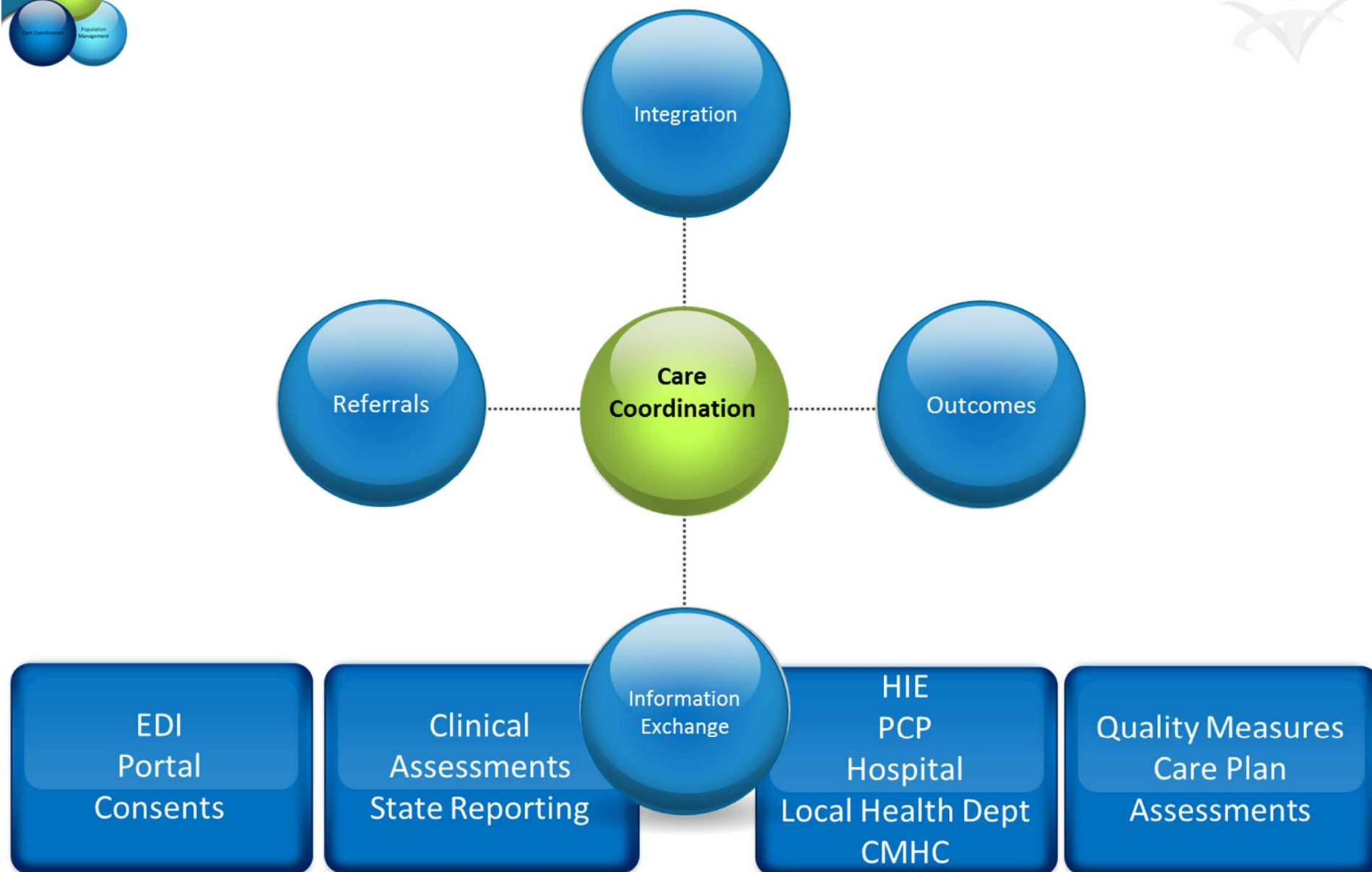
Project Management

Increased frequency of project meetings to support aggressive timeline











PRIMARY CARE

Log out

Month View

April, 2012						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Patient Schedules



Week

Day

Sun 4/15/12

10 AM

11 AM

Noon

1 PM

2 PM

3 PM

4 PM

5 PM

6 PM

7 PM

8 PM

9 PM

**Scott, Vicki**

Feb 27, 1960

Appointment Type: Office**Chief Complaint:** Bronchitis**Visit Date:** Apr 15, 2012**Start Time:** 10:15 **Duration:** 105**Resource:** Admin**Contact Phone:** 0**Facility:** General Physician

Patient Schedules



Patient Search



Office Visit



Patient Chart

[Log out](#)

Office Visit for Apr 15, 2012

[Patient Search](#)**Scott, Vicki**

Appointment Status: Nurse Completed

Current Vitals for Apr 21, 2012DOB: Feb 27, 1960
Age: 52Chief Complaint : Bronchitis,
Secondary Complaint : Continuous...100.3 F
Temp140 / 72
BP (mmHg)20.5 Lb/in²
BMI85/min
Pulse20 /min
Resp.127 lbs
Weight66 in.
Height

Treatment Recommendations

Spirometry

Chest X-Ray

Sputum Sample

Medication

Fluids

Antibiotic

Ibuprofen

Acetaminophen

Cough suppressant

Antibiotic

Ibuprofen

Acetaminophen

Prednisone

Albuterol Inhalator

Chief Complaint

Secondary Complaint

HPI

FH/PMH

Allergies

Vitals

ROS/PE

Test Results

Treatment

GU Normal Male, Normal Female

Normal

RECTAL Normal Sphincter Tone, Prostate, Heme neg. No Mass

Not Reviewed

LYMPH Neck, Axilla, Groin

Not Reviewed

MS NROM, No Peripheral Edema, MS 5/5 BUE, BLE

Not Reviewed

PULSE 2+ B DP, PT, Femoral, Radial

Not Reviewed

NEURO CN 2-12 Intact, DTR's 2+ B Ankle, Patella, Biceps, Triceps, Gait...

Not Reviewed

SKIN No Rash, No Cyanosis, Good Turgor

Not Reviewed

PSYCH Normal Affect, Judgment, Mood, A&O x 3

Not Reviewed



Patient Schedules



Patient Search



Office Visit



Patient Chart



Larry Seltzer – Director, Architecture and Solutions Strategy

Q & A



Connect With Netsmart



www.facebook.com/netsmart



www.twitter.com/netsmarttech
www.twitter.com/causeconnected



www.youtube.com/user/netsmarttech

www.ntst.com or www.EveryDayMatters.com