



# Electronic Health Record

Washington State Consortium

Jerry Dolezal, Information Technology Manager,  
Clark County Regional Support Network

“A Team Effort”

July 6, 2006



# Agenda

- RSNs working together
  - ❖ Who and where
- Software Project
  - ❖ Phase I
  - ❖ Phase II

# Washington State Consortium & Netsmart Technologies



## Clark



## Northeast



Lincoln County



Ferry County

## Chelan Douglas



## Southwest



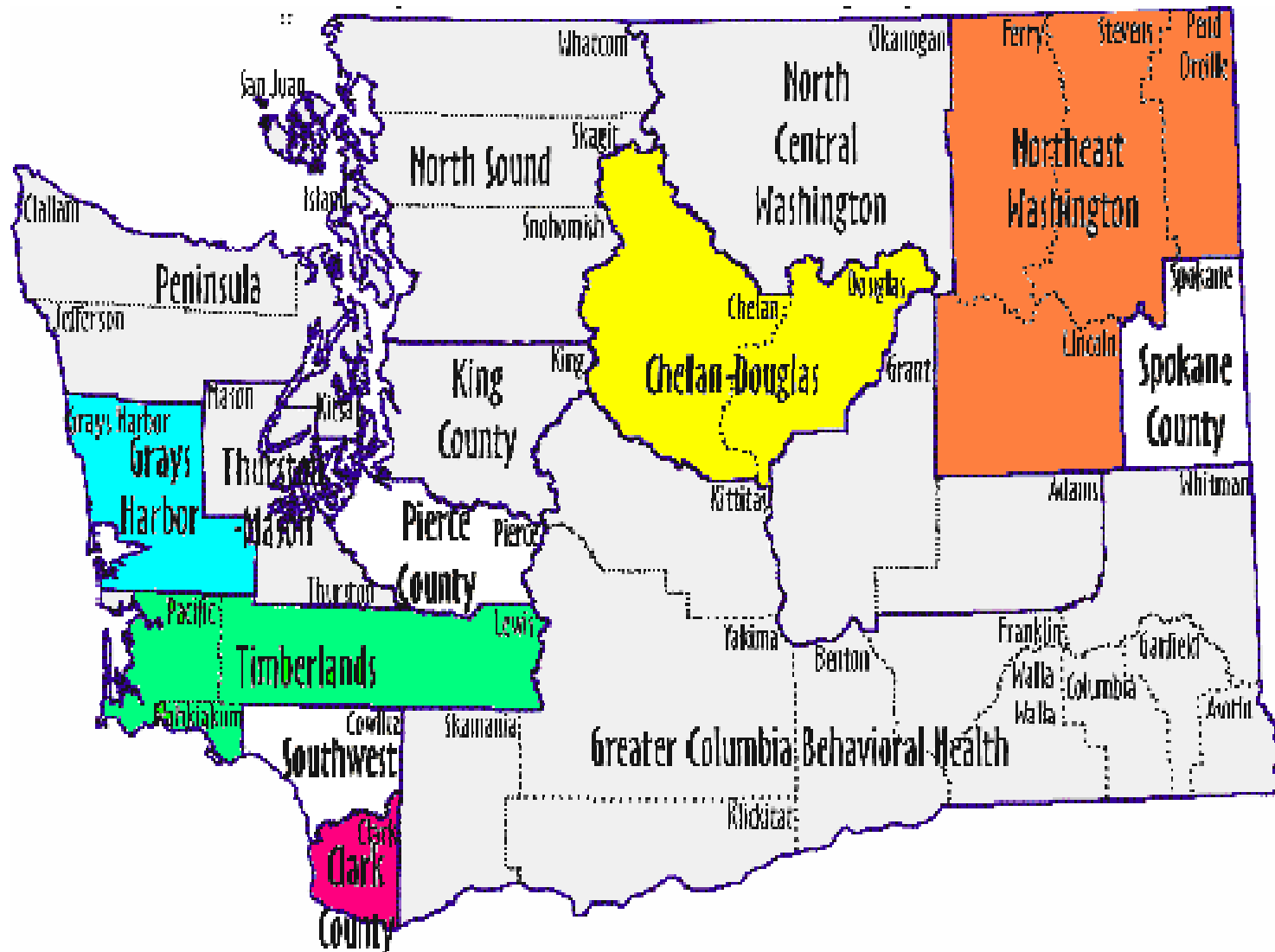
## Grays Harbor



## Timberlands



# WSC Members & Their Locations

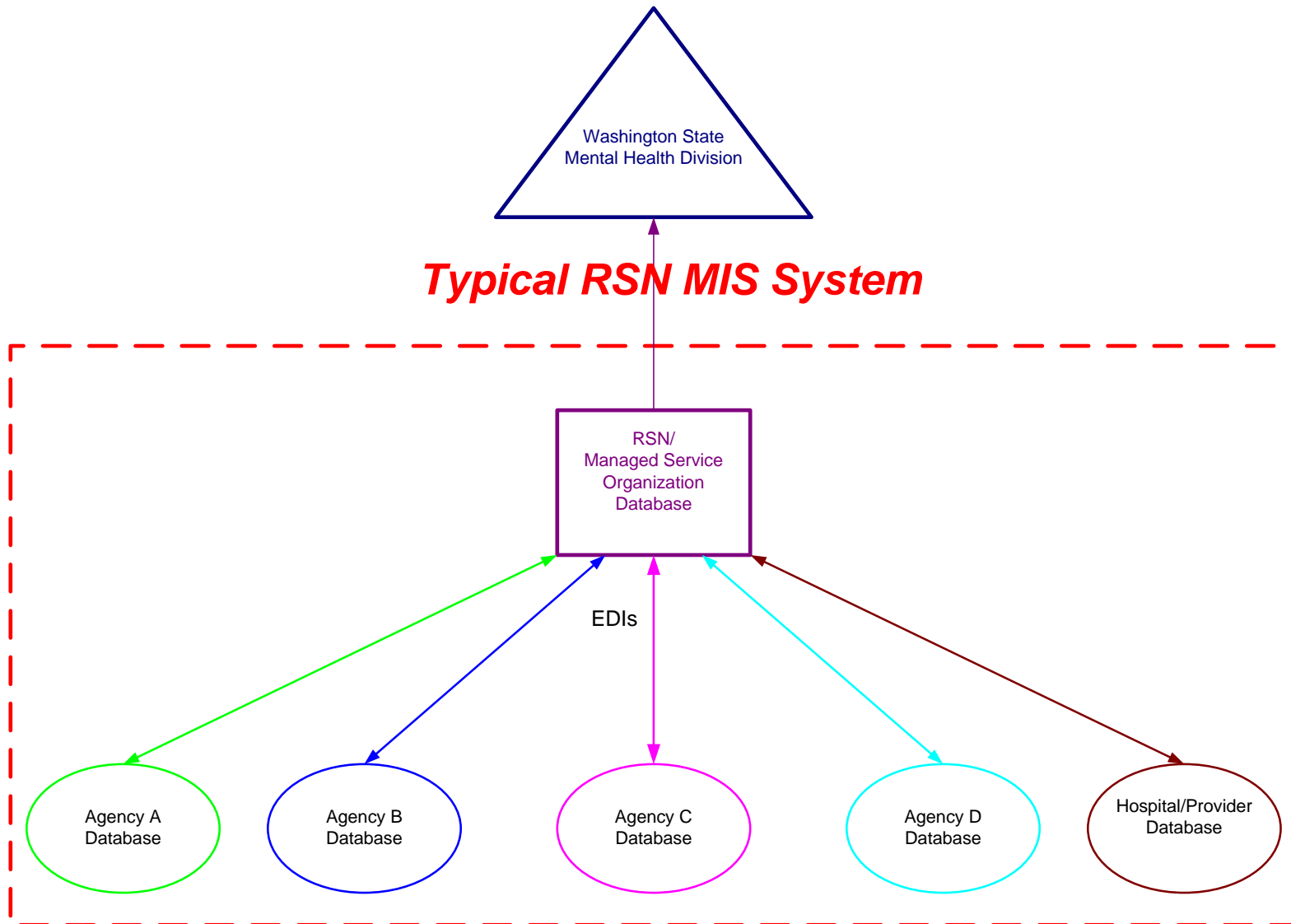




# Phase One

- Replicate existing functionality

# Typical RSN MIS System





# WSC Software Principle

June 2001

## **VIEW THE SOFTWARE AS A SYSTEM**

- One software vendor for the RSN and Providers  
RSN to fund system
- Agency Software needs
  - Windows Interface
  - Scheduler
  - Enhanced Billing
  - Clinical Capabilities
- MSO (Managed Service Organization) software needs
  - Full electronic authorizations
  - Unduplication routines
  - Adjudication
  - Full client view



## Principles —continued

- Transmissions routines
  - Standard build out for entire Rural Consortium
  - Agency to RSN-RSN to State
  - Error report & edit checks
  - Database synchronization/adjudication
- Contract Compliance
  - Agency / RSN
  - RSN / MHD
- Reporting
  - Availability
  - Presentation quality





# Principles —continued

## **HIPAA Compliant**

## **ASP Model (Application Service Provider)**

- Shared Cost
- Qualified staff and retention
- Centralized support
  - Help desk
  - Database administration
  - Network administration
- Possible Vendors (WSC, RSN, 3rd party, software vendor)



# RFP

- Seven major National Vendors Responded
- Evaluated on
  - ❖ Company Attributes
  - ❖ Technical Strengths
  - ❖ Product Compliance
  - ❖ Implementation Plan
  - ❖ Cost
  - ❖ Ability to Meet WSC Principles
- Awarded to Netsmart Technologies

# Who is Netsmart Technologies

Combination and re-branding of the following market leading brands and solutions:

- Creative Socio-Medics (CSM)
- CMHC Systems
- Continued Learning
- InfoScriber
- AMS (Addiction Management Systems)
- CareNet

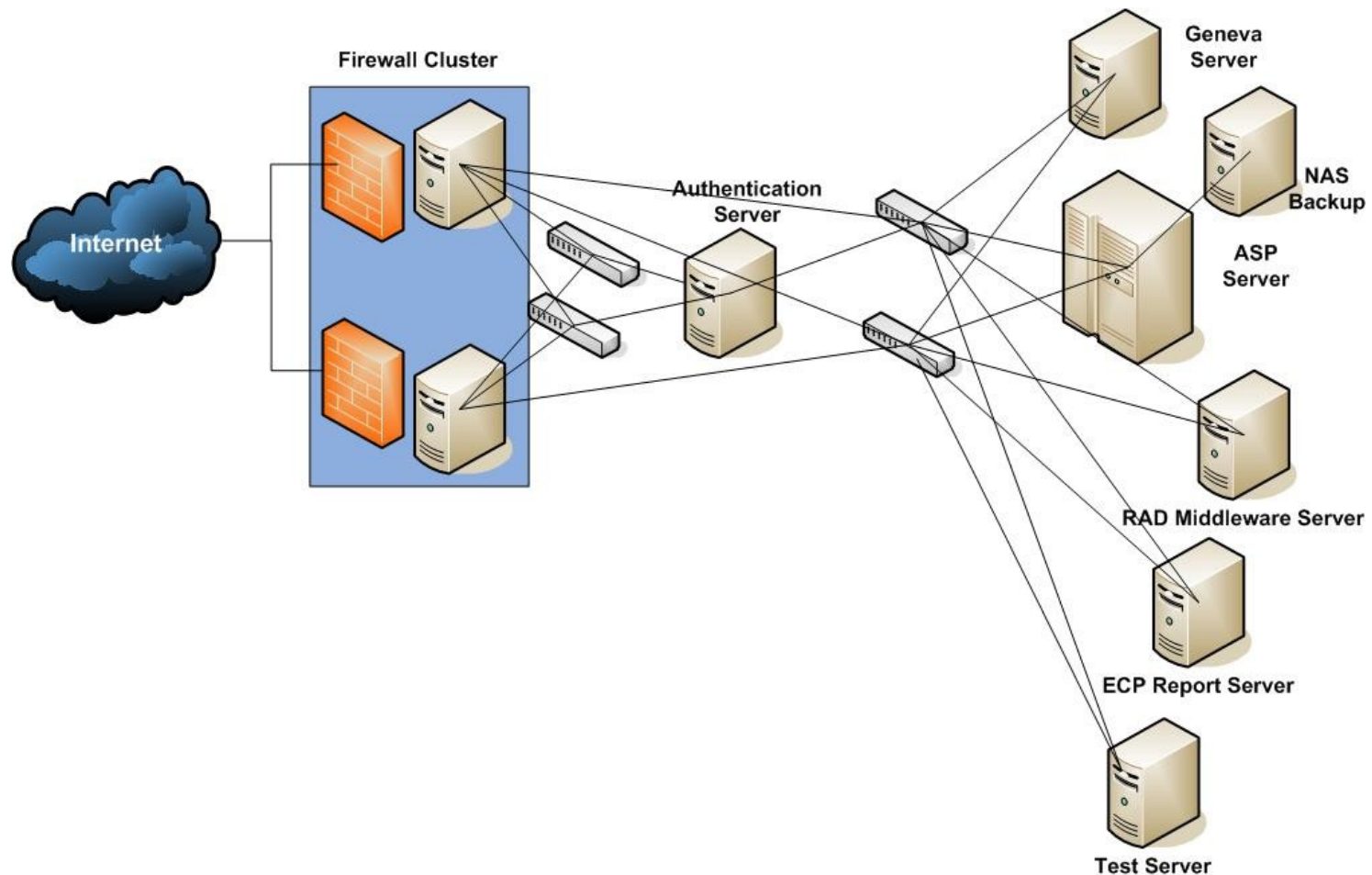


# Netsmart Technologies-cont

- In business since 1962
- #1 in Behavioral Health software
- Software Products for inpatient and outpatient
  - ❖ Substance Abuse
  - ❖ Mental Health
  - ❖ Developmental Disabilities
  - ❖ Public Health
- Agency and MSO software
- Largest vendor to state MH hospitals



# ASP—Application Service Provider



# WSC—Software Project Costs

	CCRSN	SWRSN	TRSN	GHRSN	CDRSN	NERSN	IF RSNs Purchased Independently	WSRC Collective Purchase	Creative Socio Collective Purchase
	38.0%	13.0%	14.0%	11.0%	13.0%	11.0%		100.0%	
# of Data Bases	10	6	4	3	4	4	31	31	28
# of seats	348	150	129	100	120	105	952	952	952
License Fee per Seat	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$1,000	
<b>Software License Fees</b>	<b>\$696,000</b>	<b>\$300,000</b>	<b>\$258,000</b>	<b>\$200,000</b>	<b>\$240,000</b>	<b>\$210,000</b>	<b>\$1,904,000</b>	<b>\$952,000</b>	<b>\$ 646,678.00</b>
Customization-agency	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$600,000	\$100,000	
WA MHD Requirements	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$450,000	\$75,000	
Customization-MSO	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$600,000	\$100,000	
Unduplication	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$450,000	\$75,000	
EDI	\$200,000	\$200,000	\$200,000	\$200,000	\$200,000	\$200,000	\$1,200,000	\$200,000	
<b>Subtotal--Custom work</b>	<b>\$550,000</b>	<b>\$550,000</b>	<b>\$550,000</b>	<b>\$550,000</b>	<b>\$550,000</b>	<b>\$550,000</b>	<b>\$3,300,000</b>	<b>\$550,000</b>	<b>\$ 184,500.00</b>
Implementation:									
Vendor	\$32,000	\$16,000	\$12,000	\$8,000	\$12,000	\$12,000	\$92,000	\$92,000	\$ 915,840.00
Manpower (See Attachment)	\$400,000	\$300,000	\$300,000	\$200,000	\$300,000	\$200,000	\$1,700,000	\$1,700,000	
Manpower Actual	\$308,315	\$50,000	\$125,392	\$25,000	\$129,972	\$26,000			\$ 664,679.00
Training Costs	\$46,000	\$28,000	\$24,000	\$20,000	\$24,000	\$27,000	\$169,000	\$169,000	
Data base Conversion Routine	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$150,000		
WSRC collectiv	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000		\$30,000	\$ 30,000.00
Data base Conversion Costs	\$5,000	\$30,000	\$20,000	\$15,000	\$20,000	\$20,000	\$155,000	\$155,000	\$ 199,360.00
<b>Subtotal-- Implementation</b>								<b>\$2,146,000</b>	<b>\$ 1,809,879.00</b>
<b>SOFTWARE START UP</b>	<b>\$2,112,315</b>	<b>\$1,304,000</b>	<b>\$1,319,392</b>	<b>\$1,048,000</b>	<b>\$1,305,972</b>	<b>\$1,075,000</b>	<b>\$7,470,000</b>	<b>\$3,648,000</b>	<b>\$ 2,641,057.00</b>
ASP START UP	\$61,000	\$39,000	\$25,000	\$29,000	\$34,000	\$34,000	\$222,000		
WSRC collectiv	\$54,000	\$32,000	\$18,000	\$22,000	\$27,000	\$27,000		\$180,000	
MHD FBG									\$ (500,000.00)
<b>TOTAL START UP COSTS</b>	<b>\$2,227,315</b>	<b>\$1,375,000</b>	<b>\$1,362,392</b>	<b>\$1,099,000</b>	<b>\$1,366,972</b>	<b>\$1,136,000</b>	<b>\$7,692,000</b>	<b>\$3,828,000</b>	<b>\$ 2,141,057.00</b>
	\$1,157,760	\$726,848	\$589,280	\$435,220	\$583,260	\$456,220			
	\$ 813,602	\$278,337	\$299,748	\$235,516	\$278,337	\$235,516			



# By working together RSNs, Agencies, Netsmart, BDS

- Significant savings were achieved (time and money)
  - ❖ \$5,500,000 in project costs
  - ❖ Only one year from contract to go live
    - Design
    - Customization
    - Conversion
    - Training



# Phase Two

- Electronic Health Record





# Why an EHR

- Quality of Service
- Cost Savings



# Clinical Advantages

- Real time access to the EHR 24/7
- Clear and legible records
- Information follows the client throughout the Continuum of Care
- Interactive
- Maximize time spent with consumers due to efficiencies gained



# Financial Advantage

## WSC ELECTRONIC MEDICAL RECORD ESTIMATED ANNUAL COST SAVINGS

Based on  
Davies Study for Saint Vincent's Psychiatric Hospital  
&  
Fiscal Year 2003-2004

Documentation	# per year	Minutes Saved Per Document	Hours Saved	Cost Per Hour	Savings Per Year
Assessments	1,611	12.88	346	\$75	\$25,937
Progress Notes	42,000	7.72	5,404	\$75	\$405,300
Discharge Summary	1611	10.00	269	\$75	\$20,175
<b>1 Sample RSN Savings</b>					<b>\$451,412</b>
<b>TOTAL WSC SAVINGS</b>					<b><u>\$3,224,371</u></b>



# WSC's Goal No Paper Period

- Assessments
- Treatment Plans
- Progress Notes
- Crisis Plans
- Releases
- Etc.



# Harriet Carmine

## Netsmart WSC Project Manager

- Full time since project commenced
- Netsmart has been doing EHRs since 1994
- History of Project
  - ❖ Phase 1 complete
  - ❖ Phase 2 EHR (notes, tx plans, assessments, etc)
    - Progress notes implemented in 42% of the WSC
    - Common Assessment for all RSNs has been completed and modeled awaiting implementation
    - Common Treatment Plan for all RSNs in development

# Clinician Work Station

Providing direct services staff with an Electronic Medical Record for:

- Administering, scoring and tracking assessments.
- Tracking outcomes.
- Monitoring / Tracking medications and other general health information.
- Recording services and tracking progress notes.
- Recording and tracking treatment plans.

The screenshot displays the Avatar CWS interface. At the top, there are tabs for 'Tasks', 'Favorites', 'Avatar PM', and 'Avatar CWS', along with a 'Help' button. Below the tabs is a toolbar with icons for various functions. The main area is divided into two panes. The left pane, titled 'Tasks', contains a list of tasks: 'Select Client', 'My Appointments', 'My To-Do List' (which is selected), 'My Applications', 'My Favorites', 'My Preferences', and 'Logoff'. Below this is the 'My Caseload' section, listing several clients with their IDs: JOE ADRIAN (000000028), LUKE ALEXANDER (000000007), KEVIN ALLEN (000000094), RICHARD ANDERSON (000000049), JANE ASDEL (000000079), and BILL BAKER (000000001). The right pane, titled 'To Do List', shows a list of tasks with dates and times, including 'Sent: Wednesday May 5, 2004', 'Sent: Tuesday May 18, 2004', 'Sent: Monday May 24, 2004', 'Sent: Friday June 4, 2004', 'Sent: Tuesday June 8, 2004', 'Sent: Wednesday June 9, 2004', 'Sent: Tuesday June 22, 2004', 'Sent: Friday June 25, 2004', '11:22 AM BILL BAKER (000000001) Co-Sign Progress For Episode 3 Sent By: Mike P', '12:30 PM Incident Report BILL BAKER (000000001) Please view report - no action ne', and '04:34 PM BILL BAKER (000000015) Service Individual Therapy For Service Date (06/2'. A 'Refresh' button is located at the bottom of the 'To Do List' pane. The status bar at the bottom of the window shows 'AVPMLIVE61 (SAMPLE)' and the date/time '10/07/04 00:42 PM'.



# WSC Development Process

- Support of RSN Administrators**
- Formed a Workgroup**
  - ❖ **“C” Team**
  - ❖ **Clinical Representative from each WSC RSN**
- Common Assessment for the WSC**
- Common Treatment Plan for the WSC**
- Spirit of Cooperation**



# Assessment

- Standard for the WSC
- Adults, Children, Mental Health and Substance Abuse
- Identified problems will feed into the tx plan
- The assessment serves as a tool to help guide the clinician in development of the Tx Plan when determining goals and objectives



# Assessment – cont.

“Off the shelf” assessments.


User-Defined assessments.

Import / Export Assessments.

BILL BAKER (000000001); Episode: 2

**Client Profile** | Substance History | Mental Health History | Family History | Legal History | Hospitalization | Narratives

Client Picture



Client BAKER,BILL

Chart No 000000001

Sources of Information

Physician: Dr. Stein

Parent / Guardian:

Patient:

[View / Print Psycho Social Form](#)

[Alternative Psychosocial Format](#)

Option

# Assessment—cont

WSRCPMTEST (TRAIN1) - NICHOLAS COUSINEAU (000000003)/Mental Status Assessment

File Edit Favorites Avatar PM Avatar CWS Help

Page 1 of 11

NICHOLAS COUSINEAU (000000003); Episode: 3

**Mental Status Exam** Diagnostic Assessment Additional Axis I Additional Axis III

Assessing Clinician

Name/ID Number  Unique Practitioner ID

Process Search

Assessing Date

Today Yesterday

Assessment Time

Current Time Hour Minute AM/PM

APPEARANCE/GENERAL BEHAVIOR:

Appearance

<input type="checkbox"/> Chronological Age	<input type="checkbox"/> Well-Groomed	Other <input type="text"/>
<input type="checkbox"/> Normal Weight	<input type="checkbox"/> Well-Dressed	
<input type="checkbox"/> Overweight	<input type="checkbox"/> Unkempt	
<input type="checkbox"/> Underweight	<input type="checkbox"/> Disheveled	
<input type="checkbox"/> Physical Deformities		

Comments

Option

Complete

Mental Status Assessment  Chart Review

# Assessment Report

- Data in the assessment report can provide decision support alerts to the clinician

01/08/2005

CSM TEST SYSTEM  
ISLIP  
Clinical Triage

**Needs / Functional History & Assessment Report**  
Client ID:1

**Report Alert**

Substance Abuse Need Identified

OK

**Assessment Detail**

Date:	Interval	Dimension Scores							Red Scores = Clinical Warnings
		Mental Status	Daily Living	TOV	Affect	Physical	CD/SA	Average	
	Entrance	3	3	3	3	3	3	15.60	
	Continue Stay	6	6	6	6	6	7	32.20	

**Mental Health History**

History	Treated?	Onset	Resolved	TOV involved?	TOV Type
Mood Disorder	yes	1/1/2000		no	Subreport:Mental Health History

**Substance Abuse History**

Substance	Choice?	Date last used	Frequency	Quantity	Route
Alcohol	Drug is Primary		Daily	6	Oral

**Legal History**



# Treatment Plan

- Standard for the WSC
- Utilizes John Wiley & Sons Tx Planning Libraries
  - ❖ Assists clinicians
  - ❖ Maintains clinician flexibility
  - ❖ Flexible Choices: can be used as is, modified or deleted completely (not a cookie cutter approach)
- Treatment Plans are tracked to indicate when a plan has not been individualized
- Services can be linked to treatment plan



# Treatment Plan—cont

WSRCPMTEST (TRAIN1) - NICHOLAS COUSINEAU (000000003)/Client Treatment Plan

File Edit Favorites Avatar PM Avatar CWS Help

Page 1 of 1

NICHOLAS COUSINEAU (000000003), Episode: 3

**Client Treatment Plan** Problems Goals Objectives Interventions

Plan Date  T Y

Plan Name

Plan Type

Last Updated  T Y

Last Updated By

Plan End Date  T Y

Next Review Date  T Y

Projected Discharge Date  T Y

File

Client Treatment Plan

Print Client Plan

Select Library

Select Items For Plan

Exit Treatment Plan

Option

Complete

Client Treatment Plan Chart Review

# Treatment Planning

Select a library and corresponding problem area.

Define the problem.

Assign Goals.

Assign objectives

Assign interventions

DEMOAVPM (SAMPLE) - EDDIE ALLAN (00000013)/Client Treatment Plan

File Edit Favorites Avatar PM Avatar CWS Help

Page 1 of 2

EDDIE ALLAN (00000013); Episode: 2

Client Treatment Plan Problems Goals Objectives Interventions

Plan Date: 02/28/2006

Next Review Date:

Plan Name: Interdisciplinary Plan

Projected Discharge Date:

Plan Type: Master Plan

Last Updated: 02/28/2006

Last Updated By: BETTY SMITH

Plan End Date:

File

Client Treatment Plan

Print Client Plan

Select Library

Select Items For Plan

Exit Treatment Plan

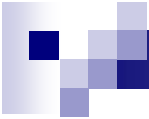
Problems

- Depression (Primary)
  - Problem Definitions
    - History of chronic or recurrent depression for which client has taken antidepressant medication, been hospitalized, had outpatient treatment.
  - Suggested Diagnosis
    - (300.4) DYSTHYMIC DISORDER
    - (296.20) MAJOR DEPRESSIVE DISORDER, SINGLE EPISODE, UNSPECIFIED
    - (296.21) MAJOR DEPRESSIVE DISORDER, SINGLE EPISODE, MILD
  - Goals
    - Alleviate depressed mood and return to previous level of effective functioning.
  - Objectives
    - Complete medical assessment for Antabuse or antidepressant medications. (15)
  - Interventions
    - Assess the need for antidepressant medication and arrange for a prescription, if necessary.
  - Services
    - Medication Management
    - Resolve past childhood/family issues, leading to less anger and depression; greater self-esteem, security, and confidence.



# Treatment Plan Report & Outcomes

- Access to all treatment planning and assessment tables
- Outcome analysis at any level of the treatment continuum is possible.
- Agency-specific outcome reports



## Client Treatment Plan Report

Client: BAKER,BILL (1) Episode: 4.00 Program: O.P. Adult Psych.

Plan Date: 9/29/2005 Plan Type: Initial Admission Date: 8/1/2005  
Plan End Date: Plan Name: Initial Plan Next Review Date: 10/29/2005

---

<b>PROBLEM:</b>	<b>Date Opened:</b> 2/3/2006	<b>Status:</b> Active	<b>Date Due:</b>	<b>Date Closed:</b>
	<b>Assigning Staff:</b> Unknown		<b>Responsible Staff:</b> Unknown	

Cognitive Deficits

### Goal

<b>Date Opened:</b> 2/3/2006	<b>Status:</b> Active	<b>Date Due:</b>	<b>Date Closed:</b>
<b>Assigning Staff:</b> Unknown		<b>Responsible Staff:</b> Unknown	

**Develop an understanding and acceptance of the cognitive impairment.**

### Objective

<b>Date Opened:</b> 2/3/2006	<b>Status:</b> Active	<b>Date Due:</b>	<b>Date Closed:</b>
<b>Assigning Staff:</b> Unknown		<b>Responsible Staff:</b> Unknown	

**Understand and accept cognitive limitations and use alternate coping mechanisms.**

### Intervention

<b>Date Opened:</b> 2/3/2006	<b>Status:</b> Active	<b>Date Due:</b>	<b>Date Closed:</b>
<b>Assigning Staff:</b> Unknown		<b>Responsible Staff:</b> Unknown	

**Assist the client in coming to an understanding and acceptance of his/her limitations.**



# Workflow/To-Do List

## Automated Workflow/To-Do List

The screenshot displays a web-based interface for a workflow management system. At the top, there is a navigation bar with links for 'Tasks', 'Favorites', 'Avatar PM', 'Avatar CWS', 'Avatar MSO', and 'Help'. Below this is a toolbar with icons for user profile, mail, home, folder, star, checkmark, lock, phone, and help. The main content area is divided into two panes. The left pane, titled 'Tasks', contains a list of menu items: 'Select Client', 'My Appointments', 'My To-Do List' (which is selected), 'My Applications', 'My Favorites', 'My Preferences', and 'Logoff'. Below these are sections for 'My Caseload' (listing names and IDs like LUKE ALEXANDER, BILL BAKER, etc.) and 'My Session'. The right pane, titled 'My To Do List', shows a list of tasks with dates and times, such as 'Sent: Thursday August 25, 2005' and 'Sent: Friday August 26, 2005'. A 'Refresh' button is located at the bottom of the right pane. The status bar at the bottom shows 'DEMOAVPM (SAMPLE)' and the date/time '06/27/06 02:24 PM'.

Tasks Favorites Avatar PM Avatar CWS Avatar MSO Help

Tasks

- Select Client
- My Appointments
- My To-Do List**
- My Applications
- My Favorites
- My Preferences
- Logoff

My Caseload

- LUKE ALEXANDER (000000007)
- BILL BAKER (000000001)
- DAVID BONELLO (003141592)
- ALEXIS RAE BROWN (000000024)
- STEVE CAPAOLLA (000000062)
- DAN EDINGER (000000055)

My Session

My To Do List

- My To Do List
  - Sent: Thursday August 25, 2005
  - Sent: Friday August 26, 2005
    - 11:31 AM Staff Communication Note EDDIE ALLAN (000000013) Family request for infc
  - Sent: Sunday August 28, 2005
    - 01:46 PM Staff Communication Note BILL BAKER (000000001) Please review Care Pla
  - Sent: Tuesday September 27, 2005
    - 12:45 PM Staff Communication Note BILL BAKER (000000001) Please review Care Pla
  - Sent: Tuesday January 24, 2006
    - 10:39 AM Incident Report WILLIAM MILLER (000000008) Please Review Report Sent B
  - Sent: Friday April 14, 2006
    - 02:31 PM Independent Group Progress Notes SARA JACOBS (000000002) Co-Sign Pr
    - 02:31 PM Independent Group Progress Notes MARY JONES (000000003) Co-Sign Pro

Refresh

DEMOAVPM (SAMPLE) 06/27/06 02:24 PM



# Progress notes

- Can be linked to a service or appointment
- Can be linked to the Treatment Plan
- Free text fields are compatible with voice recognition software
- Can significantly decrease chart delinquencies—Davies report (54% to less than 3%)
- Services can be placed on hold for billing if a progress note is not present

# Progress notes – cont.

WSRCPMLIVE (TRAIN1) - KAT DENNY (000001177)/Ambulatory Progress Notes

File Edit Favorites Avatar PM Avatar CWS Help

Page 1 of 2

KAT DENNY (000001177); Episode: 1

**Ambulatory Progress Notes** **Progress Notes**

Progress Note For  
 Existing  Appointment  Independent Note  New

Date Of Service  
Today Yesterday

Service Charge Code  
Process Search

Service Program: ADULT SERVICES | Location: COMMUNITY MENTAL HEA...

Service Duration: [ ]

**Client Information Report**

Note Type: [ ]

Note Addresses Which Existing Service/Appointment: [ ]

Notes Field

- Cut Ctrl-X
- Copy Ctrl-C
- Paste Ctrl-V
- Delete Delete
- SpellCheck F7
- Select All Ctrl-A
- System Templates

PROGRESS NOTE  
PROGRESS NOTE - CMHC  
CSNW INTERN  
CSNW MED MANAGEMENT  
CSNW LRA

Option

Complete

Ambulatory Progress Notes Chart Review



# Progress notes cont.

**BILL BAKER (00000001); Episode: 3**

**Ambulatory Notes Entry** **Progress Notes**

Select T.P. Version  
 T.P. Version 3.1       Mental Health       Mental Retardation

**Select T.P. Item Note Addresses**

Note Addresses Which Treatment Plan Problem

Prob - Depression - modify it  
Int -> Arrange for physician to give a physical examination to rule out organic causes for depression, assess need for antidepressant medication, and arrange for a prescription, if appropriate.

**Clear 'Note Addresses Which Treatment Plan Problem' Text.**

User To Send Co-Sign To Do Item To

Mike O'Donohue  
Access Center Staff  
Don Walker  
Greg Washington  
Medical User  
Mike O'Donohue  
Mike Petrie  
Nurse User  
Therapist

Option

# Progress Notes Report

avatar\_cws\_progress\_notes.rpt powered by crystal

100% 3 of 7

6/27/2006 **AVATAR MENTAL HEALTH CARE** Page 3 of 7  
WSC  
WASHINGTON

<b>Patient Name:</b> DENNY, KAT( 1177) <b>Admit Date:</b> 2/1/2005 <b>Written By:</b> KATHLEEN DURST <b>Note Type:</b> Progress Note (amb) <b>Service Desc:</b> GROUP TREATMENT SERVICES IN (75000) <b>Provider:</b> DURST,KATHLEEN	<b>Episode:</b> 1 <b>Discharge Date:</b> <b>Written On:</b> 6/1/2006 <b>Note Time:</b> 01:43 PM <b>Service Date:</b> 5/29/2006
--	--

**Group Name/ID:** KATHLEEN'S GANG (144)  
**Group Registration Date:** 1/1/2000  
**Date of Group Service:**5/29/2006

**Progress Note:**  
THIS IS THE GRP DEFAULT NOTE FOR KATHLEEN'S GANG. THIS IS THE INDV NOTE

**Co-Sign By:** KATHLEEN DURST **On:** 6/1/2006 **At** 01:48 PM  
THIS IS THE CO-SIGN



# Other Features

- Chart Review / Compliance Indicators
- Signature pad for client signature for releases, etc.
- RADplus Utilities
- Order Entry—Inpatient orders, food, meds, etc.
- Smart Card

# Chart Review/ Compliance Indicators

DEMOAVPM (SAMPLE) - BILL BAKER (000000001)/Update Client Data

## Chart Review

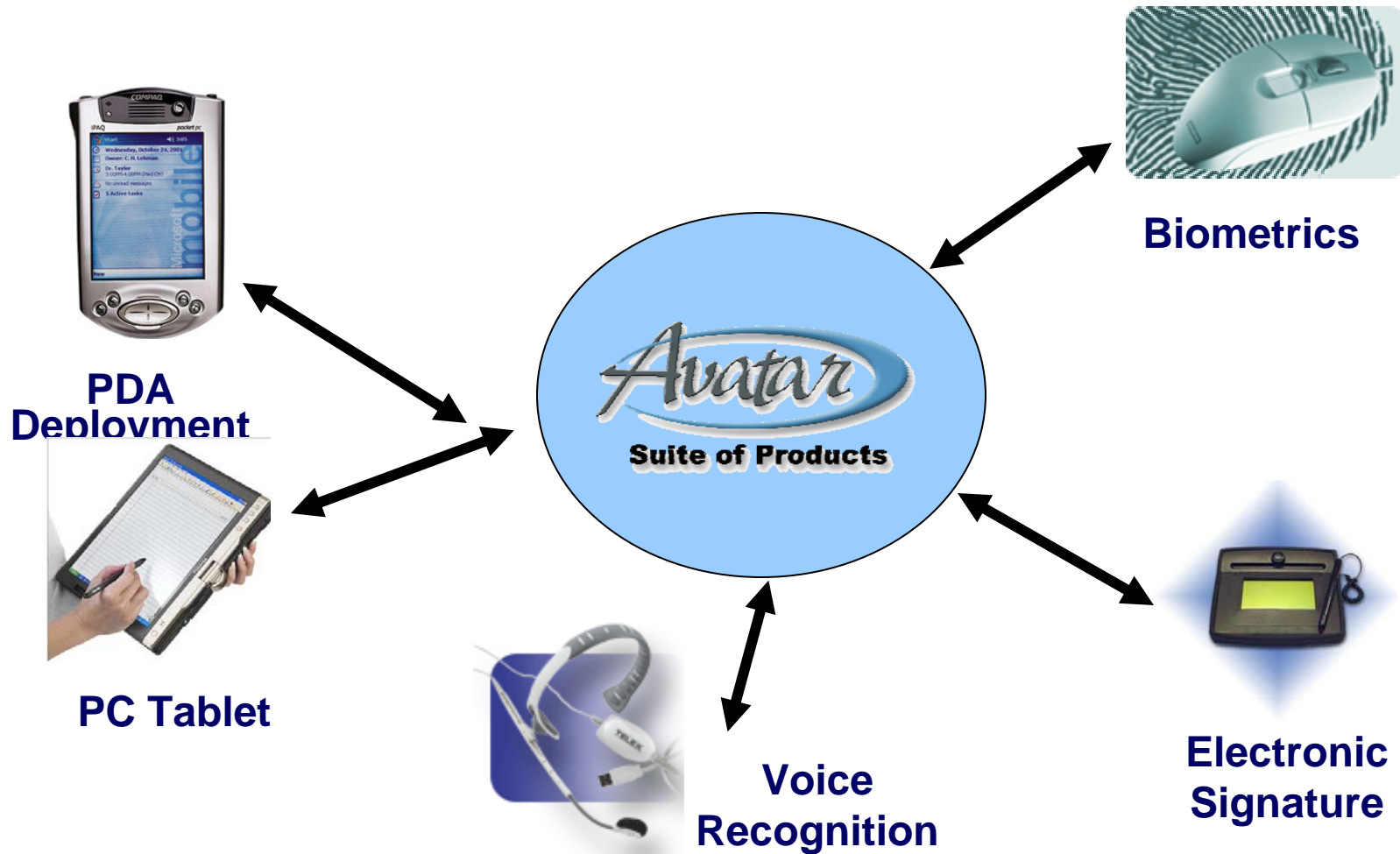
**BILL BAKER (000000001)**

- Chart Review
  - ▶ Abstracts
  - ▶ To Do List
  - Cross Episode Financial Eligibility
  - ▶ Cross Episode Managed Care Authorizations
  - ▶ Episode # 5 Admit: 06/01/2006 Discharge: NONE Program: Inp. Adult Psych. ☹️
  - ▶ Episode # 4 Admit: 04/01/2006 Discharge: NONE Program: Vocational Development Services ☹️
  - Episode # 3 Admit: 01/01/2006 Discharge: NONE Program: O.P. Adult Psych Clinic A ☹️
    - 270 Eligibility Request ☹️
    - ▶ Admission Documentation and Medical Records 😊
    - Care Team Assignment
    - Client Satisfaction Survey ☹️
    - ▶ Diagnosis
    - ▶ Financial Eligibility
    - Home Safety Assessment ☹️
    - Perinatal Care Intake Form
    - SF36 Quality of Life ☹️
    - Vital Signs
  - ▶ Episode # 2 Admit: 02/01/2000 Discharge: NONE Program: Partial Adult Psych. ☹️
  - ▶ Episode # 1 Admit: 01/01/2000 Discharge: 01/30/2000 Program: Inp. Adult Psych. ☹️

Refresh

Update Client Data | Chart Review

# 3<sup>rd</sup> Party Product Integration





# RADplus Utilities

- ❑ Edit Option Layout
- ❑ Site Specific Tab Modeling
- ❑ Option Bundler
- ❑ Create New Data Input Screens
- ❑ Embed Crystal Reports in screens for launch or post filing view

The screenshot shows the 'Edit Option Layout' window for 'Inpatient Progress Notes'. The window title is 'DEMOAVPM (SAMPLE) - Edit Option Layout'. The menu bar includes 'File', 'Edit', 'Favorites', 'Avatar PM', 'Avatar CWS', and 'Help'. The toolbar contains navigation and editing icons. The main area is divided into sections for 'Progress Note For', 'Date Of Service', 'Service Charge Code', 'Note Type', 'Notes Field', 'Service Start Time', 'Service End Time', 'Service Duration', 'Service Program', 'Select T.P. Version', and 'Note Addresses Which Treatment Plan Problem'. A context menu is open over the 'Service Charge Code' section, showing options: 'Change Text', 'Hide Object', 'Add Field', and 'Define Text Template'. The 'Add Field' option is selected, and a table is displayed with the following data:

TABLE	FIELD
SYSTEM.cw_patient_notes	service_charge_code

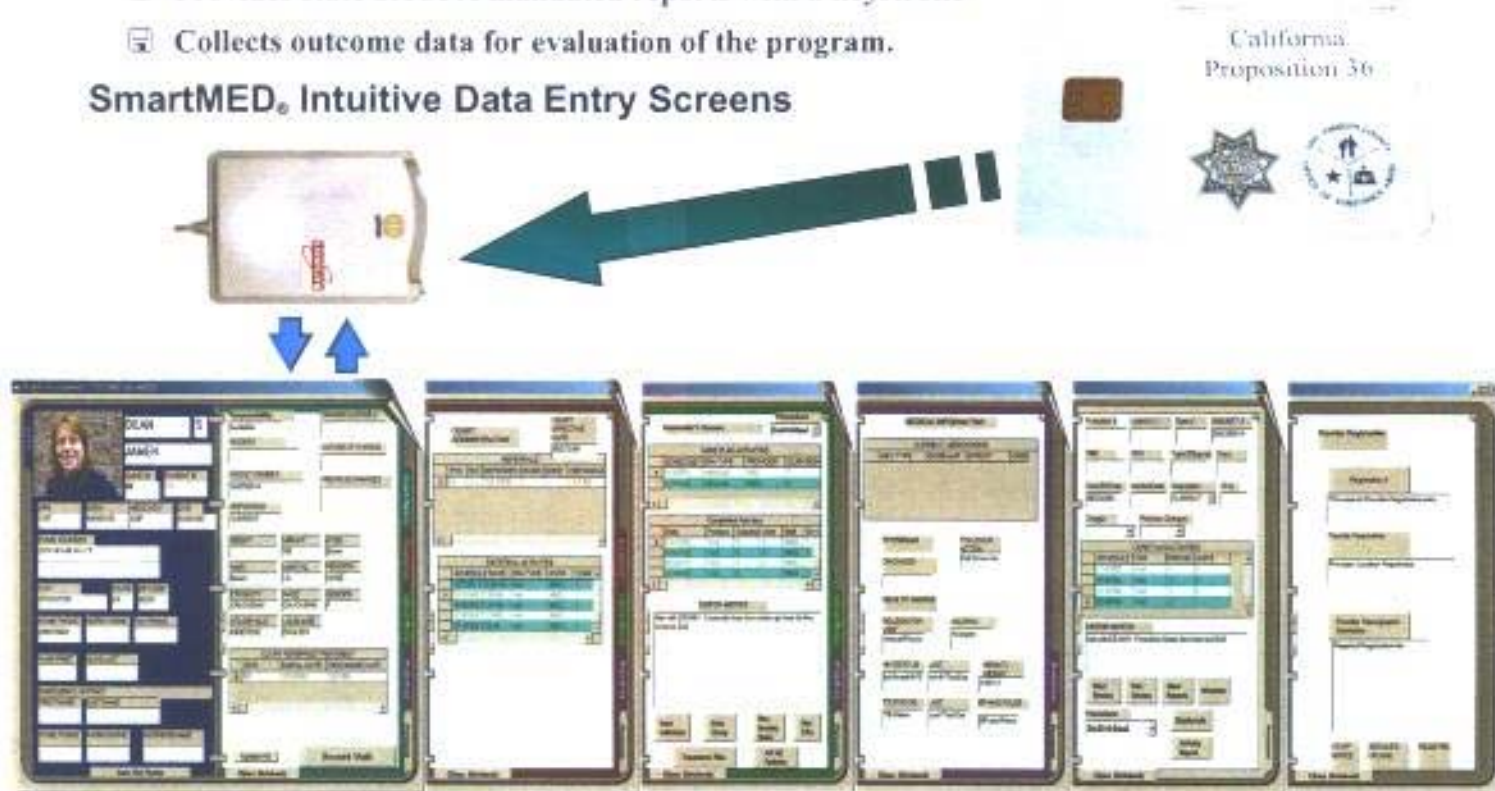
The status bar at the bottom shows 'OPT51007-0101051,CWS,31^0' and buttons for 'Restore', 'Show Grid', 'Save', and 'Cancel'.

# Smart Card

## SmartMED<sup>®</sup> Card Advantages

- ☑ Provides secure, timely tracking of probation candidates throughout the treatment community.
- ☑ Provides positive identification at all facilities.
- ☑ Eliminates agency traditional paperwork for tracking participant's activity
- ☑ Provides state SACPA mandated reports with a keystroke
- ☑ Collects outcome data for evaluation of the program.

## SmartMED<sup>®</sup> Intuitive Data Entry Screens





# EHR

- Will be used by the WSC for
  - ❖ Outpatient Mental Health and Substance Abuse
  - ❖ Inpatient Mental Health and Substance Abuse
  - ❖ Residential Mental Health and Substance Abuse



# Electronic Health Record Viewing

EHRs can be viewed electronically from anywhere! !

- by the RSN, crisis workers (anyone with the proper permission)
- no more agency interruptions to pull a chart
- no faxing or copying of records
- chart can be viewed immediately whenever needed
- all that is needed is the software and an internet connection



# Future Steps

- Infoscriber
- Developmental Disabilities
- Mobile Capability (for out of facility services)
  - ❖ Laptops with cell phone data links and/or wireless
  - ❖ Laptops with Avatar Mobile
- Smart Card
  - ❖ Therapeutic Courts
  - ❖ Etc.



# Thank You

- For allowing us to share our story
  - 6 RSNs, 35 agencies and 2 software vendors working as a **team**
  - implemented a new software system, saved \$5.5 million in the process
  - now implementing a complete EHR that can be viewed electronically anywhere there is an internet hookup

*This is not a fairy tale*

*This is real !*