

Enhanced partnership through data analytics solution

SUCCESS STORY BEHAVIORAL HEALTH



At a glance

Community

- Behavioral Health

Organization

- MediTelecare

Location

- Middletown, Connecticut

Challenges

- Inefficient, manual data gathering

Solutions

- myAvatar™
- KPI Dashboards

Results

- Quick and accurate automated data gathering through an analytics solution

MediTelecare leverages key performance indicators to grow unique partnership

About MediTelecare

MediTelecare is a leading provider of quality behavioral healthcare services to skilled nursing and assisted living facilities. The organization offers a comprehensive telehealth program that meets the many unique needs of their clients. There is a growing urge for post-acute providers to look for ways to expand their lines to include behavioral health-related services, and MediTelecare is actively working to bridge that gap. Their multidisciplinary teams administer thorough psychological and cognitive evaluations that assist in individualized treatment planning. Additionally, they provide medication management services with the goal of medication reduction when possible, as well as intensive psychotherapy and behavioral healthcare services.

For MediTelecare, access to actionable data was not only a necessity for their own business operation, but also for the senior living facilities they serve. In a data-driven world, access to measurements based on performance is key to any organization's success. 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.

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Dr. Jessica Badichek
PharmD

Power in numbers

Clinical data is vital to these organizations, as there are a variety of measurable factors that can affect their Centers for Medicare & Medicaid Services (CMS) quality of resident Star Ratings. In order to efficiently retrieve and prepare clinical data to their partner organizations, MediTelecare leveraged their partnership with Netsmart to adopt the KPI Dashboards solution.

KPI Dashboards tracks key performance indicators (KPIs) and provides an in-depth view of an organization's clinical, financial and operational metrics. The solution pulls and presents data, which results in a significant time savings for an organization as users no longer have to sift through stacks of documentation to find key insights within their organizational data. KPI Dashboards allows for users to easily share key knowledge with staff and other stakeholders.

"It's incredibly important for the facilities to be able to track specific clinical information," Director of Compliance and Drug Information, Dr. Jessica Badichek, PharmD, said. "We needed to be able to give accurate numbers back to them regarding changes in antipsychotic rates and other indicators that affect their star ratings."

For MediTelecare, having the ability to filter data efficiently results in time savings, especially for clinical-based users like Badichek. Before the partnership with Netsmart, when Badichek wanted to get any kind of information regarding patient medications or diagnoses, she would ask their IT staff to pull the raw data. She would then manually sort through a long list to find the record she was looking for, physically marking down the data herself. Although important, this process was lengthy, time-consuming and tedious.

Actionable insights

After implementing both the Netsmart electronic health record (EHR) myAvatar and the KPI Dashboards solution, Badichek no longer had to manually sort through pages of data. KPI Dashboards automatically pulls the desired analytics from myAvatar, all with

the click of a button. The solution narrows down the selected fields, extracts the specified data and provides the results in a simple, easy-to-view format. Badichek is able to save ample amounts of time in her day-to-day workflow by leveraging the data-analytics tool.

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Medication dashboards are essential to MediTelecare's partner facilities, as medication management can help advance care delivery, increase patient outcomes and boost their Star Ratings. KPI Dashboards enables more efficient medication management. For example, Badichek now views the dashboards and can quickly identify which facilities have a higher antipsychotic medication rate. She can then reach out to the director of nursing of that facility to discuss the potential root cause and ways to lower usage. The data empowers Badichek to see the full picture of her organization in addition to working with the provider on ways to reduce prescriptions and create better outcomes through abiding by standard operating procedures.

"When I'm able to show that the antipsychotic rate has dropped over time, it's extremely positive for the organization," Badichek said. "That is a key metric that MediTelecare can help facilities with, and I can easily track and report those measurements using KPI Dashboards."

Moving forward

MediTelecare plans to continue to leverage KPI Dashboards while expanding usage across the organization. In addition, the solution has customizable analytics that allows users to build specialized dashboards based on need. Badichek said she plans to utilize this configuration feature in order to track even more specified clinical information for a variety of individuals; for example, how many people in a facility have a dementia diagnosis.

By further narrowing down specific and detailed data, Badichek can continue to help partner organizations better serve their community by leveraging analytics to improve care, outcomes and Star Ratings. KPI Dashboards also helps strengthen the relationship between MediTelecare and its partnering facilities by giving them accurate, actionable data the facilities can rely on.

“It’s important to understand how much our partnering facilities need and appreciate this data,” Vice President of Strategic Partnership and Customer Experience, Bernadette Greatorex, said. “I’ve worked in healthcare for 30 years, and we were never able to offer the efficiency and the accuracy that KPI Dashboards provides. Our facilities are very pleased and very impressed we are able to gather this data the way we do.”

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Bernadette Greatorex
Vice President of Strategic Partnership and
Customer Experience

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

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.