

myAvatar™ Treatment Point of View Gives Individuals a Hand in Their Recovery

MANATEE GLENS SAYS STRATEGIC PARTNER NETSMART MEETS THE NEEDS OF ITS CLIENTS NOW – AND INTO THE FUTURE

Industry

- Behavioral Health

Location

- Bradenton, FL

Challenges

- Connecting with younger patients
- Collaborating on treatment plans
- Efficiently tracking and coding
- Thoughtful innovation

Solution

- myAvatar™ Treatment Point of View

Results

- Clinicians' jobs, including tracking and coding, are easier, more efficient and effective
- Clients get better, more comprehensive care
- Clients and clinicians have an easier time seeing eye-to-eye
- Younger clients are more willing to share

All teens love technology. Even teens with depression, post-traumatic stress disorder (PTSD) or other mental or behavioral challenges. According to Misti Green, a clinician at Manatee Glens behavioral health hospital and outpatient clinic, Netsmart's myAvatar Treatment Point of View (POV) has enabled her to better engage teens in their own recovery.

"It opens the door for clients to see their own progress," Green said.

She recalled one teenage victim of sexual abuse who came to Manatee Glens suffering from PTSD. The teen rated her mood during that first session as a three, meaning "very upset."



Netsmart is a strategic partner – and "not just a vendor."

– Melissa Larkin-Skinner, Vice President of Inpatient Services

"On the client's last day, she could not wait to see her progress note. She said she was a 10. It was the only day she was a 10. That was pretty cool to watch her smile as she saw the progress she had made," Green said.

Manatee Glens is a top 100 company in its region in Florida, with approximately 500 employees and an average annual revenue of \$29 million. It serves 15,000 clients per year. Being innovative, forward-thinking and prepared to handle the challenges and changes of mental and behavioral health is very important to the organization, said Vice President of Inpatient Services Melissa Larkin-Skinner.

Larkin said Netsmart has been a strategic partner in achieving the organization's mission. Manatee Glens became an early adopter of Netsmart's POV for myAvatar. Since then, she said,

Manatee Glens' clinicians describe their jobs as easier, and tracking and coding as more efficient. But equally as important, the agency's clients are getting better, more comprehensive care and, according to Green, "they get better quicker."

Green's assessment is based on several factors, including that clinicians are better able to collaborate and ask each other for advice as it relates to clients through the easy electronic sharing of a client's mental status examination. Historically, when the charts were maintained on paper, only one person had access to a chart at a time. Now, the possibility of multiple views and viewers are endless with the electronic solution. There are even tools that

enable the electronic routing of assessments to colleagues.

"The treatment we do isn't an exact science," said Green. "It's helpful to get a few opinions to validate what we're thinking."

Additionally, explained Catherine Choate Wilson, director of children's services and community programs for Manatee Glens, the interactive components of the POV help the client and the clinician better see eye-to-eye. Recently, there was a client who came in clearly distressed and suicidal.

However, because she was in denial about her situation, she was not willing to seek the hospitalization she needed. As the client and the clinician worked through the client's mental status

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examination together and reviewed the results in real time, the client “came to terms and realized it was best for her to be involuntarily hospitalized.”

Involving clients in their own care is known to produce better outcomes. This has become a major focus of the Accountable Care Act.

Green said younger clients are also more willing to share when they can do it through the screen.

“When you put it in this format, they are more likely to open up and share,” said Green. The iPad® serves as a platform for dialogue and “better engages my teens.” The screen becomes a conduit for discussion.

For the clinicians, the POV solution is easy to use and intuitive, said Larkin, noting there is now a more natural workflow.

The primary focuses of Netsmart’s clinical workflow are efficiency, effectiveness and satisfaction. Clinicians like that new filters help them find what they need in an efficient way (efficiency), that the system provides prompts and libraries when needed (effectiveness), and that they can see the treatment plan coming together as they work (satisfaction).

The biopsychosocial assessment, which Manatee Glens modeled, does an expert job of capturing a client’s mental health, physical and family history, in conjunction with their treatment history. That information guides what clinicians do in the treatment plan, noted Green, and it makes it easier for clinicians to see the whole picture and to address problems as a whole. She said sometimes events that a clinician may not have thought of as traumas, or might not have known to ask about, come up in that assessment and can factor into the treatment plan.

“For example, a client you’re treating for sexual abuse considers a car accident to have also been a trauma, and they note that on the assessment,” explained Green. “This is important for the clinician to know and helps the clinician decide what should be worked on in the treatment plan.”

A car accident may not come up in dialogue if the clinician was focused solely on the sexual abuse trauma. Seeing it on the screen while determining next treatment steps can make a difference.

“The clients have a hand in their getting better, instead of coming here and feeling like we should make them

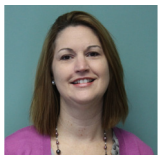
better,” said Wilson. “That leads to faster progress.”

It’s person-centered care, guided by data that has been filtered in an intelligent manner and presented at the right time.

Larkin said Netsmart is a strategic partner – and not “just a vendor” – to Manatee Glens.

“They are always looking ahead,” said Larkin of Netsmart. “They know what is going on in the business of behavioral health and they make sure the developments they are making with a solution – or new solutions – will meet the needs of their clients and their clients’ clients in the future.”

Larkin continued: “The big thing people in our field want is to make their jobs easier and have their revenue increase, while providing quality care. A Netsmart purchase is a value-based purchase.”



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– Catherine Choate Wilson, Director of Children’s Services & Community Programs

You can hear more about Netsmart’s clients by visiting
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