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## **Innovative Netsmart Implementation Provides Tampa Bay Area Residents With Faster, More Efficient Access to Behavioral Health Services**

### **Netsmart CareConnect™ Solution Links Three Tampa Area Organizations for Improved Safety and Quality of Care**

**Overland Park, Kan., October XX, 2013** – [Netsmart](#), the leading provider of clinical solutions for health and human services organizations nationwide, announced the go-live of its [Netsmart CareConnect™](#) solution that links vital referral services between two Tampa-based behavioral health providers and 2-1-1 Tampa Bay Cares, Inc.

*[[IMBEDDED VIDEO](#): John Walsh, chief information officer, Suncoast, shares how Netsmart's CareConnect solution expedites integrated referrals and supports consumers through faster access to care.]*

Netsmart successfully completed an innovative implementation of the CareConnect solution that links three separate organizations: Suncoast Center, Inc., an outpatient facility; Personal Enrichment through Mental Health Services an inpatient facility and 2-1-1 Tampa Bay Cares, Inc., the local health and human service assistance hotline. Through the customized CareConnect software implementation, 2-1-1 Tampa Bay Cares can electronically send patient referrals to either facility. The facilities can coordinate referrals between each other. Each provider can see when referrals are pushed and when they are received. Providers have the ability to accept or reject the referral depending on census.

“Suncoast and PEMHS have had a longstanding relationship. As many as 700 clients are referred to us by PEMHS each year. In the past, it has been a tedious process with sending paper or faxing documents. Through this new feature, we are able to immediately access the clients’ demographic information and Continuity of Care document from clients referred to us by PEMHS or 2-1-1 Tampa Bay Cares. In the future, we will be able to get even more detailed clinical documentation,” said [John Walsh](#), chief information officer, Suncoast. “The best feature is that CareConnect is open to other providers so that they can join in and send information as necessary. This benefits the entire Tampa area behavioral health community.”

#### ***Safety Through Innovation***

“Studies show that as many as 80 percent of serious medical errors involve miscommunication during care transition hand-offs between care providers. Our CareConnect solution ensures care providers have immediate access to a patient’s key demographic and healthcare documentation at the right time and at the right place. This technology supports a safer, smoother referral process,” said Michael Valentine, chief executive officer, Netsmart. “This is a great innovation where we have created a Netsmart national health information exchange that enables internal clients, external partners and third party providers – regardless of EHR – to work together to coordinate care and improve clinical outcomes. Ultimately, this is about getting consumers the care they need as quickly and efficiently as possible and we’re excited to offer that to this community.”

Click [here](#) for more information, including additional videos featuring Kristin Mathre, director of Administrative Services, Suncoast; and Jeff Oppenheim, chief information officer, PEMHS, Inc.

***What is Netsmart's CareConnect advantage?***

In support of integrated, coordinated care and the unique requirements of behavioral and public health organizations, Netsmart's CareConnect technology facilitates the secure sharing of clinical and administrative information between and among providers involved in the care of a consumer and with other entities such as Regional Health Information Organizations (RHIOs).

Through this implementation of the CareConnect solution, the time required to refer consumers in need of behavioral health services is reduced, allowing them faster, more efficient access to care. Timely electronic exchange of information also eliminates redundant data entry, and identifies referred consumers who have not kept a follow-up appointment. Referring facilities can share consumer health information immediately using the CareConnect solution and providers are able to review pertinent health information before the consumer arrives, offering increased patient safety and improved quality of care.

### **Participating Organizations**

2-1-1 Tampa Bay Cares, Inc., is the organization that operates the official County 2-1-1 number in Pinellas County, Fla., to "Get Connected. Get Answers." 2-1-1 Tampa Bay Cares was the eighth operating 2-1-1 center in the United States, and the second in Florida, which provides crisis counseling, social services and volunteer referrals 24 hours a day, seven days a week. 2-1-1 is the community's gateway to health and human services and makes it possible for people to navigate the complex and ever growing maze of human service programs and agencies.

A private, non-profit behavioral health care organization located in Pinellas County, Fla., PEMHS is committed to providing care in crisis to meet the needs of children, adults and families with the goal of building strong communities. Programs include a 24-hour suicide hotline, emergency screening and crisis intervention services, inpatient services for adults and children, residential services for children and community based programs.

A non-profit organization, Suncoast Center, Inc., offers multiple levels of evidence-based treatment for more than 27,000 children, families, adults and seniors annually in and around Pinellas County, Fla. Suncoast Center continues to evolve to meet the multifaceted, frequently complex and interrelated behavioral, psychological and financial needs of individuals and families.

### **About Netsmart**

Netsmart is committed to helping health and human services providers deliver effective, recovery-based care with Netsmart [CareFabric™](#), a tightly woven framework of innovative clinical and business solutions and services that supports integrated, coordinated delivery of health services across the spectrum of care.

More than 22,000 client organizations, including 450,000 care providers and more than 40 state systems use Netsmart products to help improve the quality of life for tens of millions of people each year. Netsmart clients include mental health and substance use treatment agencies, psychiatric hospitals, private and group mental health practices, public health departments, social services and child and family health agencies, vital records offices, and managed care organizations.

Netsmart is pleased to support the EveryDay Matters Foundation, which was established for behavioral and public health organizations to learn from each other and share their causes and stories. Organizations can also request grants for their cause or to help fund technology that advances the way care is delivered. For more information, visit [www.everydaymatters.com/foundation](http://www.everydaymatters.com/foundation).

Learn more about how Netsmart and CareFabric are changing the face of healthcare today. Visit [www.ntst.com](http://www.ntst.com), call 1-800-472-5509, follow us on [Twitter](#), like us on [Facebook](#) or visit us on [YouTube](#).

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