

# Using Technology to Connect Health Care for People with Mental Illness



County Ideas  
that Work

# Healthy Counties Initiative Sponsors



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- The questions box and buttons are on the right side of the webinar window.
- This box can collapse so that you can better view the presentation. To unhide the box, click the arrows on the top left corner of the panel.
- If you are having technical difficulties, please send us a message via the questions box on your right. Our organizer will reply to you privately and help resolve the issue.

# Today's Speakers



Jerold Greer  
Chief Information Officer  
Daymark Recovery Services



AJ Peterson  
General Manager,  
Director of  
CareConnect™ and  
MyHealthPointe™  
Netsmart Technologies



Billy West, Jr.  
Chief Executive Officer  
Daymark Recovery Services

How many people are viewing today's webinar from your computer?

- a. One
- b. Two
- c. Three
- d. Four
- e. Five or more

# Are you a(n)...?

- a. Elected county official
- b. Behavioral health care officials/staff
- c. Health or Human Services Official/Staff
- d. Other

# Is your county responsible for providing behavioral health services?

- a. Yes
- b. No
- c. Not Sure



Is technology an integral part of your county's care coordination plan for individuals living with behavioral health conditions?

- a. Yes
- b. No
- c. Not sure



# Using Technology to Connect Healthcare for People with Mental Illness

**AJ Peterson**, General Manager, Netsmart

**Jerold Greer**, CIO, Daymark Recovery Services

**Billy West**, CEO, Daymark Recovery Services

# Care Co-Morbidities



**29%**



of adults with medical  
conditions also have  
mental health conditions



**68%**



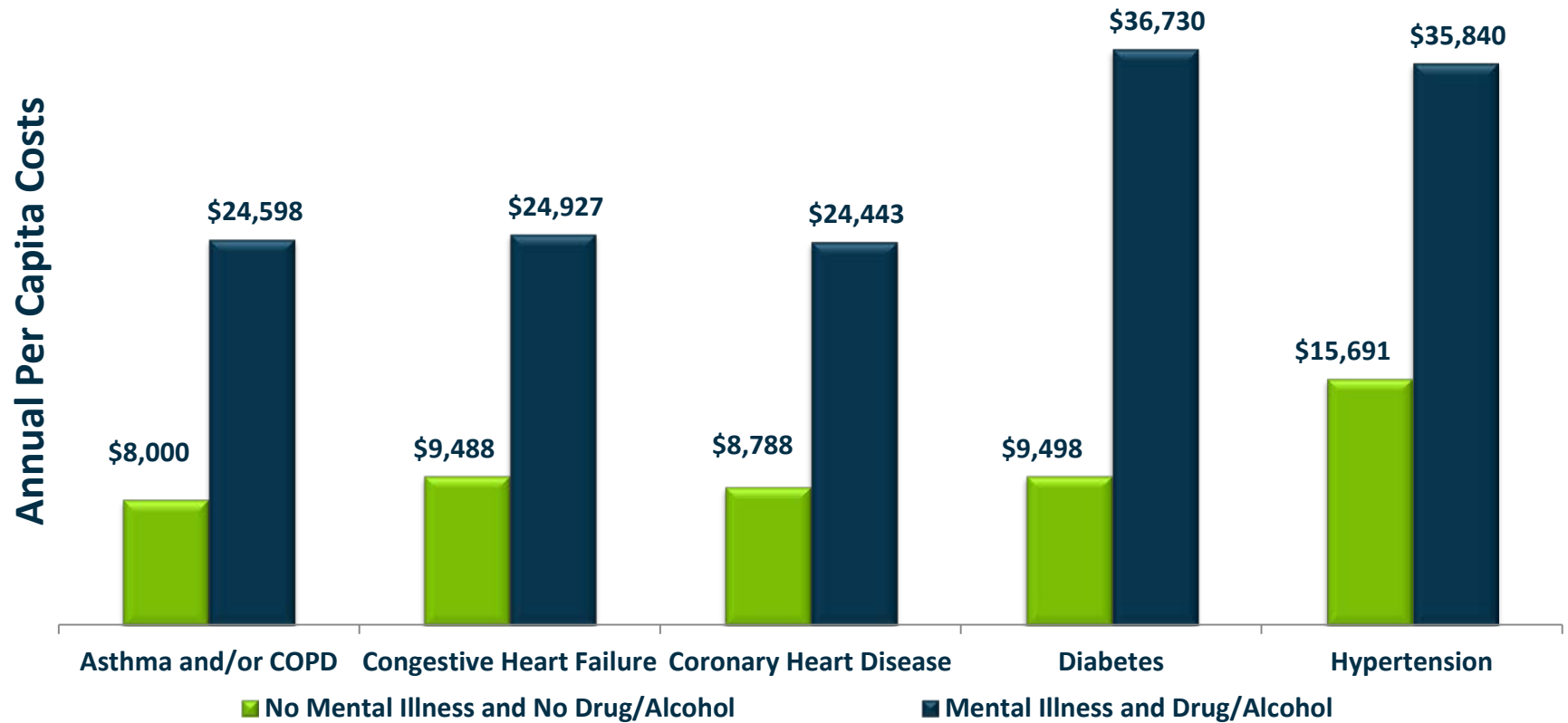
of adults with mental  
health conditions  
also have medical  
conditions

## Affects all aspects of their life

- Increased emergency room visits
- Hospitalizations
- Substance abuse
- Homelessness
- Unemployment
- Legal involvement

# Impact on Healthcare Costs

Behavioral Health Co-Morbidities Have Significant Impact on Healthcare Costs



# Poor Care Coordination



Poor coordination of care cost an estimated \$25 billion to \$45 billion dollars per year (Donald M. Berwick, 2012). At least \$12 billion of that total is considered avoidable (Health Affairs, 2012)



Moreover, poor care coordination often result in reduced client outcomes. The most common adverse effects associated with poor transitions are injuries due to medication errors, complications from procedures, infections and falls. These poor transitions often occur due to lack of information sharing. (Health Affairs, 2012):

**MOST LIKELY TO BE READMITTED**  
**#2 BEHAVIORAL HEALTH DISCHARGES**  
**#5 ALCOHOL/SUBSTANCE ABUSE**

**Key reasons for behavioral health readmissions following:**

- Medication non-adherence
- Lack of engagement in outpatient services
- Substance abuse

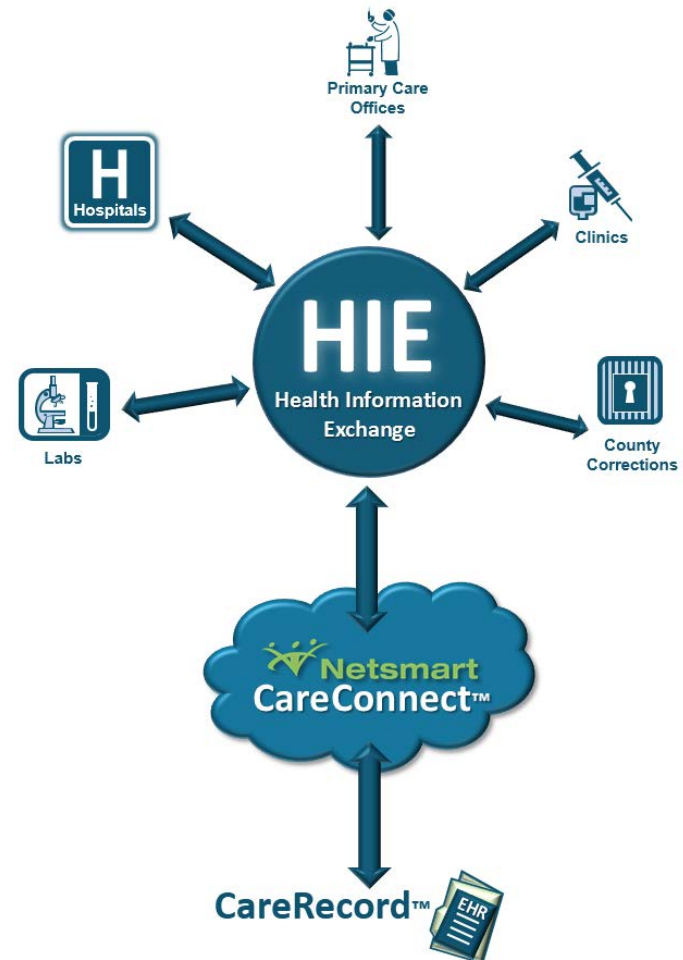
# Why Connect?

- Reducing Duplicate Entry in both systems
- Required data (Medications, Allergies, Labs, Services, Dx) updated in both systems
- Improved workflow, eliminates data entry errors, streamlines Care Coordination, increases Consumer satisfaction and outcomes
- Primary care physicians to proactively receive information about what happened in a Behavioral Health referral visit
- Team based approach to HealthCare

**IMPROVED TRANSITIONS OF CARE  
CAN REDUCE HOSPITAL READMISSION RATES  
BY MORE THAN 30%**

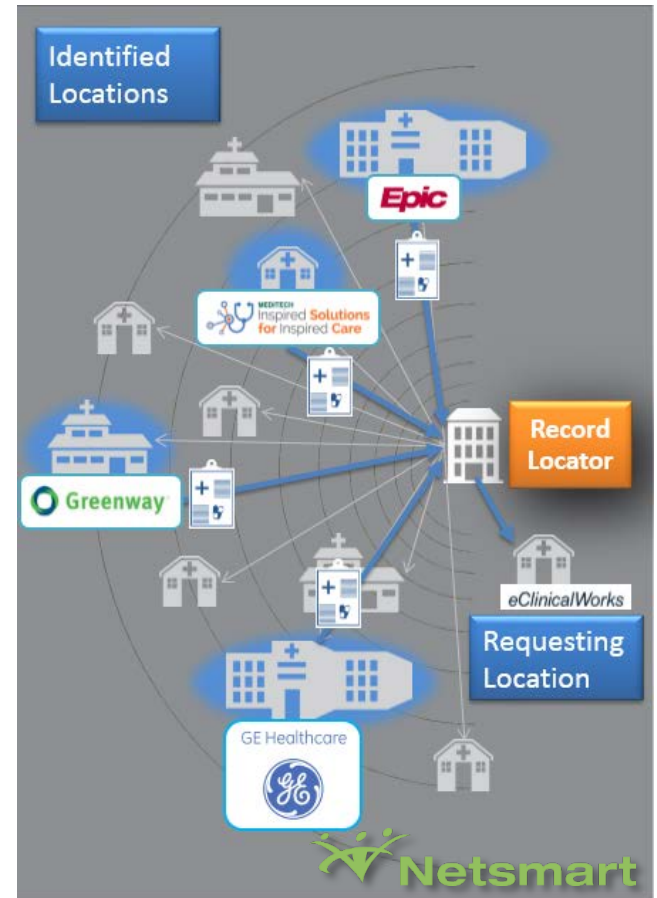
# HIE Models – Central Repository

- Normalized aggregated data
- Patient Summaries (CCD)
- Consent Governance
- Syndromic Surveillance
- Immunization Registries
- Lab Results reporting



# Record Location: Federated

- Gives physicians the whole picture and supports better patient care
- Urgent Care Scenarios: Consumers present in the emergency department
- Chronic Unexpected Scenarios: Consumers present without advance warning





# Integration Solution

**care** /ke(ə)r/

Noun

The provision of what is necessary for the health, welfare, maintenance and protection of someone or something.

**con•nect** /kə'nekt/

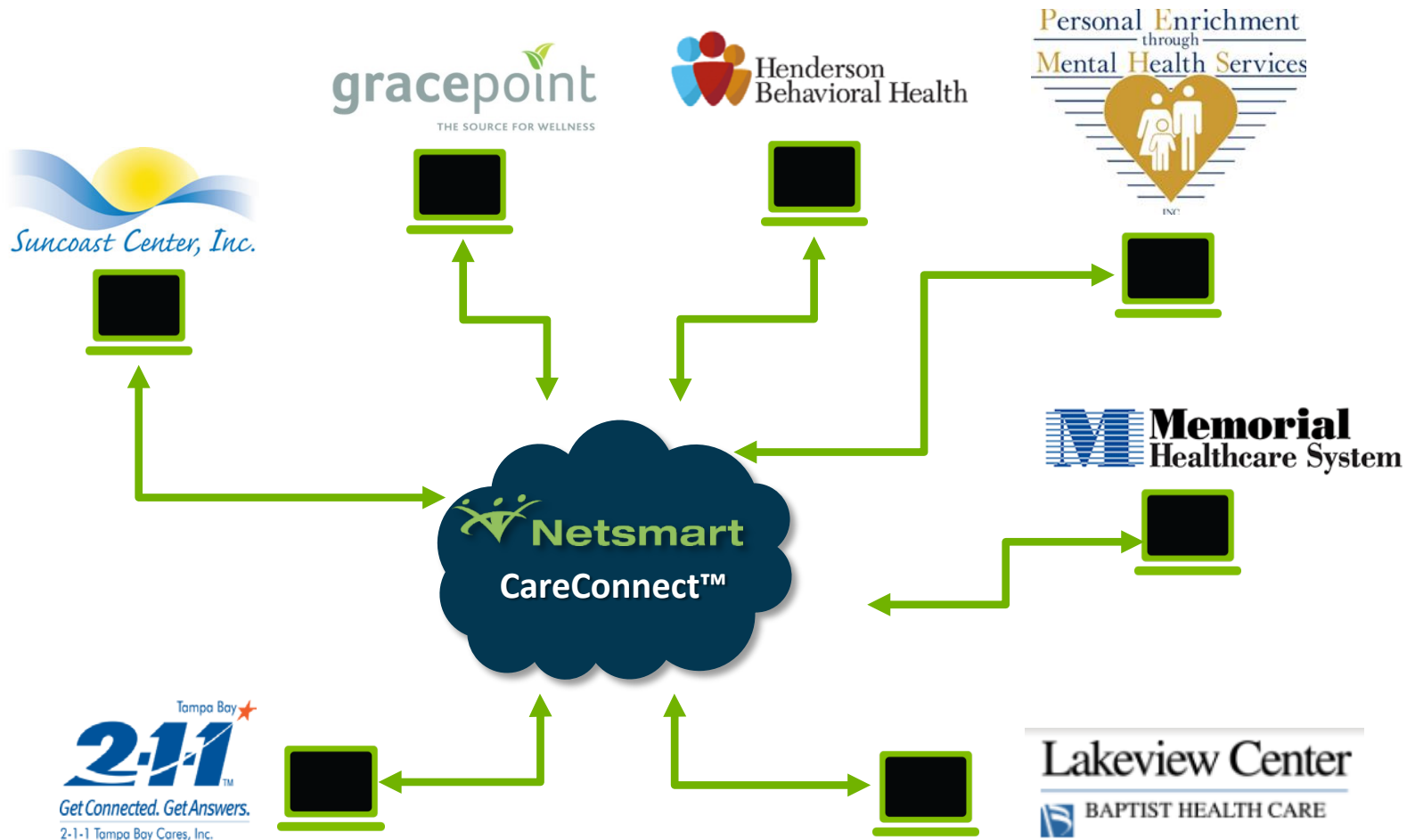
Verb

1. Bring together or into contact so that a real or notional link is established.
2. Join together so as to provide access and communication.



- Beyond Interoperability
- Focused On Integration
- Secure, reliable, and 'always-on'
- Provides for an open and free flowing network
- Enables the sharing of information between and among providers

# Florida Referral Network



# Daymark RECOVERY SERVICES

## Mission

Daymark® Recovery Services, Inc. is a mission driven, comprehensive community provider of culturally competent mental health and substance abuse services.

The Daymark® goal is for skilled medical and behavioral healthcare professionals to support citizens of all ages and their families with the greatest opportunity for recovery, independence and the highest quality of life.

We are committed to using the most current best practices and effective, research-based treatment programs to assist all citizens working toward achieving optimum health and recovery.

# Key Points

## of North Carolina MH/SA Service Delivery System

- Prior to 2001, most services were delivered by 42 regional single county or multi-county governmental systems that were largely monopolistic.
- In 2001, Legislation passed to require privatization of these services
- Capacity did not exist for the private sector to absorb these services
- For the most part, these 42 programs carved off their clinical arms into 501c3 organizations and started purchasing services from these organizations
- Daymark was created in this manner in 2004, starting as a 5-county program
- Market pressures have since resulted in provider consolidation, creating the environment for Daymark to grow to 33 counties, but in an environment that is competitive, far from monopolistic
- Legislative pressures have since resulted in consolidation of the original 42 regional programs into the current 7 regional Managed Care Organizations.

# About Daymark

- Provides care in **33** counties at **37** locations
- Provides approximately **50,000** persons with mental health and substance abuse services annually
  - Largest psychiatric provider in the state, with 53 MDs and 40 Nurses
  - Largest outpatient MH/SA provider in the state
  - Largest Walk-In Crisis provider in the state
  - Largest Mobile Crisis provider in the state
- Provides a continuum of care
  - Crisis walk-ins (walk-in advanced access)
  - Core outpatient services
  - Enhanced services
  - Residential and facility-based crisis services

# Hallmarks of Service

## **Advanced Access (Walk-In)**

As part of a more robust outpatient clinic offering Assessments, Individual Therapy, Group Therapy and Medication Management

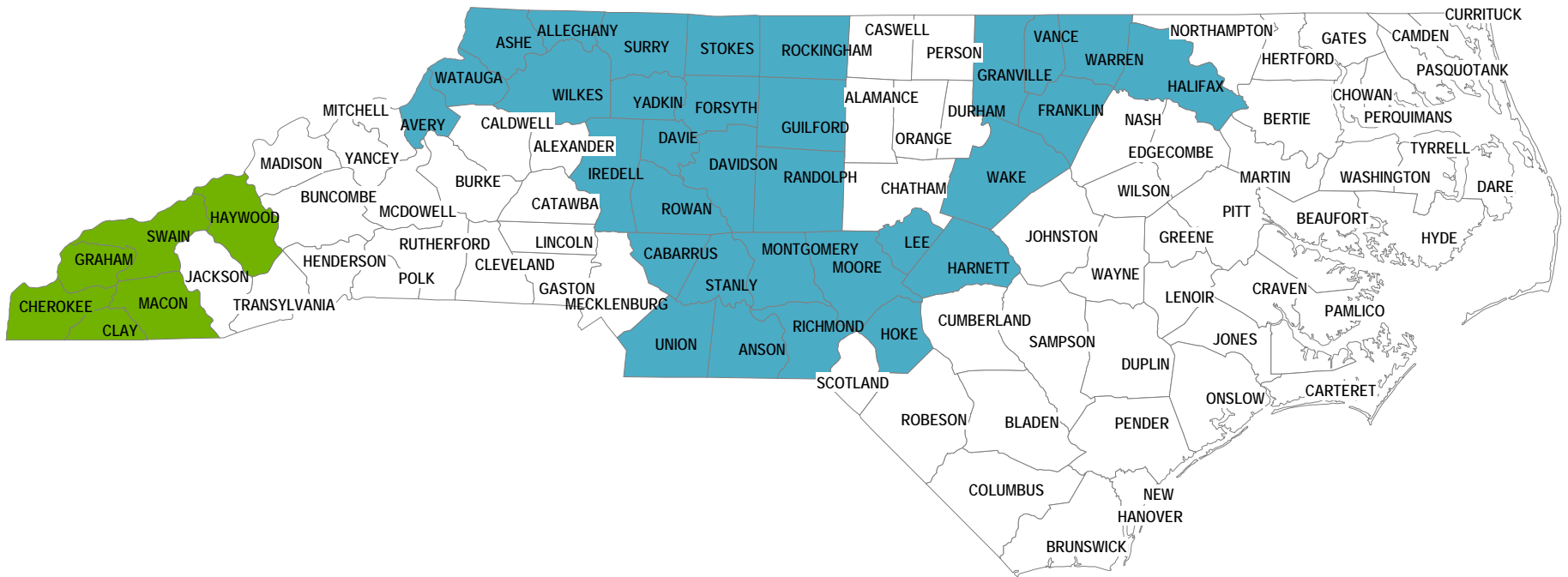
## **Enhanced Service Continuum**

To refer within continuums of care based on medical necessity

## **Electronic Health Record**

Netsmart 2014 ONC CERHT CareRecord™

# Daymark Footprint



# Two Areas of Focus

- **Mobile Crisis Command Center**
  - Providing 911 call center type functionality to our MH/SA crisis service array
- **I-CARE**
  - Integrated Care Alerts for Review and Engagement
  - A workflow system designed to facilitate the absorption of hospital, primary care, and specialty care information into the mental health workflow

**Both developed by Daymark on top of the Netsmart CareRecord™ Technology Stack.**



# **MOBILE CRISIS COMMAND CENTER**

# Mobile Crisis Command Center

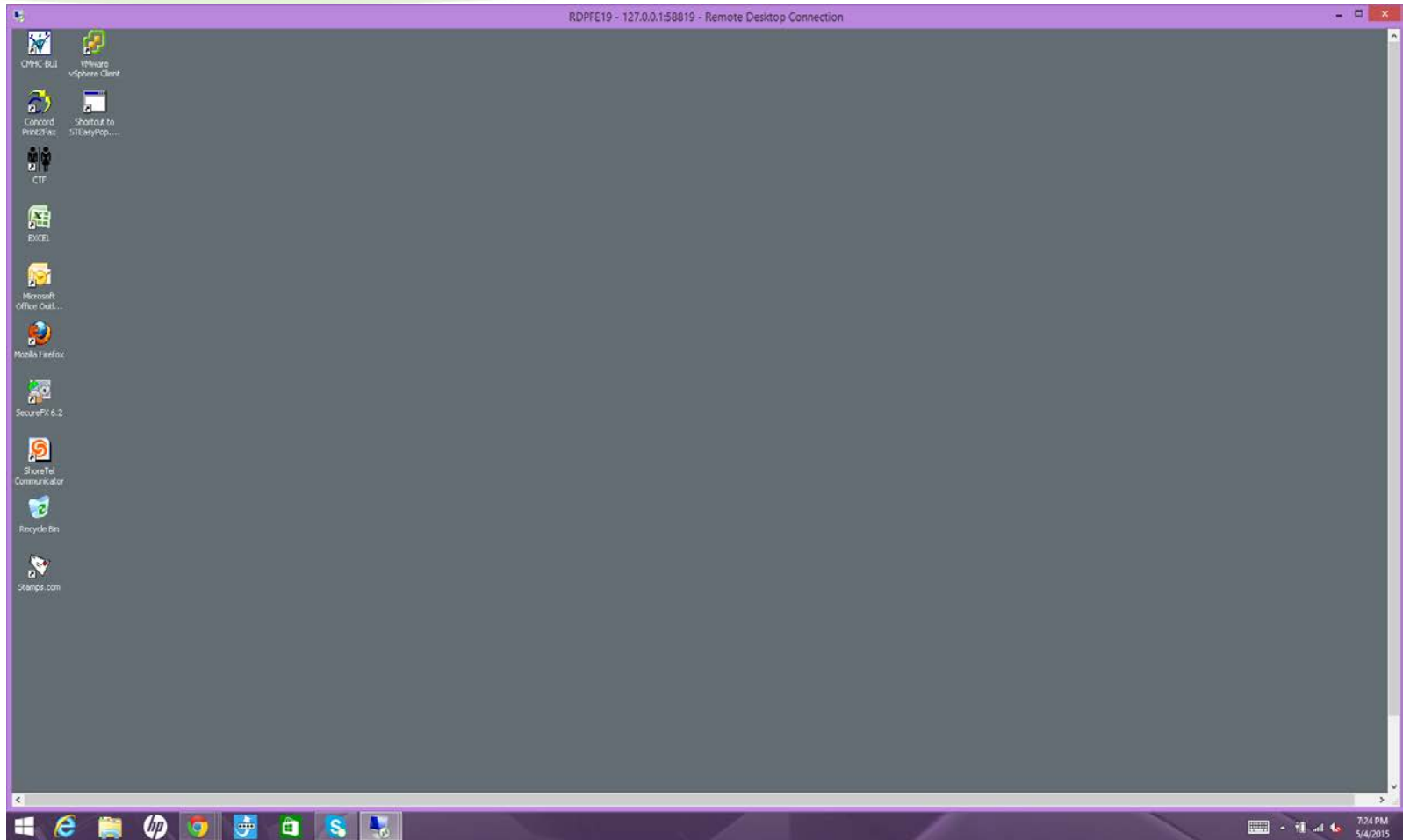
- Mobile Crisis is a service that dispatches MH/SA staff in emergency situations 24/7—any time, any place
- One of many services created in NC to fill in gaps when the original CMHC structure was dismantled
- Started in 2006, managing calls with cell phones, charts with paper in the field

# Mobile Crisis Command Center

- Quickly became apparent that more infrastructure was needed to manage the service.
  - Centralize calls to call center (Inpatient Unit)
  - “Look Who’s Calling” VOIP Application
  - Laptops with 4G to the field, server access only
    - (no stolen data issues as Netsmart CareRecord accessed only in private cloud)
  - Command Center Software

# Mobile Crisis Call Center

## Crisis workstation prior to phone call



RDPFE19 - 127.0.0.1:58819 - Remote Desktop Connection

Look Who's Calling ver 4.04.08 - Windows Internet Explorer

http://172.16.220.43:81/default.aspx?Phone=+17042247465

File Edit View Favorites Tools Help

Look Who's Calling ver 4.04.08

## LOOK WHO'S CALLING

[Home](#) [About](#)

### Matching Phone Numbers

☐ T22222 Marty Mdfly

### Matching Names

**WIRELESS CALLER - (704) 224-7465**  
Trunk: Concord Paetec PRI - Concord PRI (01) Answer

Windows taskbar icons: Start, Internet Explorer, File Explorer, HP, Chrome, Remote Desktop Connection, Skype, Outlook, Task Manager. System tray: Keyboard, Volume, Network, Power, 7:25 PM 5/4/2015.

http://172.16.220.43:81/Client.aspx

File Edit View Favorites Tools Help

Favorites Suggested Sites Web Slice Gallery

Look Who's Calling ver 4.04.08 - Client Data

## LOOK WHO'S CALLING

[Home](#) [About](#)

### T22222 MARTY M MCFLY

☐ Create Billing Event For Call  
☐ Create Follow Up Task for Call  
☐ Add to Call Tracking

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Client Information	Treatment Information		
Phone Number	(704) 224-7465	Primary Therapist	Billy West
Birth Date	10/15/1980	Psychiatrist	Larry Ray
Address 1	123 Salem treet	Treatment Location	FORMH
Address 2			
City	winston-Salem		
State	NC		
Zip	28147		
County	FORSYTH		

### Integrated Care Data:

Alerts!: Patient Lapsing on Psychotropic Medication - Antipsychotics

Co-Occuring Problems:	Primary Care Practice:	Medications:
Hypertension	CCNC Primary Care	Amitriptyline
Diabetes	2300 Rexwoods Drive	Latuda
Vascular Disease	Raleigh, NC 27607	Invega
	(939) 745-2350	Xanax

ER Visits: 3 Re-Hospitalization Risk Score: 75 %

### Last Ten Service Visits

RDPFE19 - 127.0.0.1:58819 - Remote Desktop Connection

http://172.16.220.43:81/Client.aspx

File Edit View Favorites Tools Help

Favorites Suggested Sites Web Slice Gallery

Look Who's Calling ver 4.04.08 - Client Data

**Client Information**

Phone Number (704) 224-7465

Birth Date 10/15/1980

Address 1 123 Salem tree

Address 2

City winston-Salem

State NC

Zip 28147

County FORSYTH

**Treatment Information**

Primary Therapist Billy West

Psychiatrist Larry Ray

Treatment Location FORMH

**Integrated Care Data:**

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ER Visits: 3 Re-Hospitalization Risk Score: 75 %

**Last Ten Service Visits**

DATE	TIME	SERVICE	STAFF NAME	ATTENDANCE	RU DESC
05/04/2015	16:33	STR-Telephone	Greer Jerold	Appointment Kept	Cabarrus Adult Outpatient
04/24/2015	11:00	Nurse E&M Established	Clinic Shot	Cancelled By Staff	Rockingham Medical Team
04/24/2015	11:15	Nurse E&M Established	Clinic Shot	Cancelled By Staff	Rockingham Medical Team
04/24/2015	11:30	Nurse E&M Established	Clinic Shot	Cancelled By Staff	Rockingham Medical Team
04/24/2015	12:00	E&M Comp New-99204	Clinic Shot	Cancelled By Staff	Rockingham Medical Team
04/22/2015	13:00	Case Support	Clinic Shot	Cancelled By Staff	Rockingham Medical Team
04/20/2015	8:00	Admission Assessment	Simons Heather	Cancelled By Staff	Rockingham Adult Op
04/17/2015	12:19	STR-Telephone	Greer Jerold	Appointment Kept	Cabarrus Adult Outpatient
04/17/2015	10:00	Clinician Walkin	Rowan Walkin	Cancelled By Client	Rowan Adult Outpatient
04/16/2015	15:34	STR-Telephone	Greer Jerold	Appointment Kept	Cabarrus Adult Outpatient

## LOOK WHO'S CALLING

[Home](#) [About](#)**T22222****MARTY M MCFLY**

- ☐ Create Billing Event For Call 
- ☐ Create Follow Up Task for Call 
- ☒ Add to Call Tracking 

**Client Information**

Phone Number	(704) 224-7465
Birth Date	10/15/1980
Address 1	123 Salem treet
Address 2	
City	winston-Salem
State	NC
Zip	28147
County	FORSYTH

**Treatment Information**

Primary Therapist	Billy West
Psychiatrist	Larry Ray
Treatment Location	FORMH

**Integrated Care Data:**

Alerts!: Patient Lapsing on Psychotropic Medication - Antipsychotics

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ER Visits: 3    Re-Hospitalization Risk Score: 75 %



## Daymark Recovery Services, Inc.

Daymark  
Monday, May 04, 2015  
Jerold Greer

Clinical  
Front Desk  
Phone Dir  
Pams

Script  
Staff  
Web Apps

Font Size: - +

CMHC/MIS

## Mobile Crisis Command Center

New Call

View Faxes

All Active  
Calls Edit

Active  
Calls

My Active  
Calls

Needs  
Assigned

Needs  
Follow-up

Dashboard

Date	Time	Client	Location	County	Duration	Staff	Detail	Status
04/18/2015	3:46 am	Confidential	Confidential	Wilkes	16 Days 15 Hours 42 Minutes	SHELNUT MARK	Monitoring Client	Assigned to Staff
04/28/2015	10:30 am	Confidential	Confidential	Vance	6 Days 8 Hours 58 Minutes	BROCK WANDA	Working on Placement	Assigned to Staff
04/30/2015	10:30 pm	Confidential	Confidential	Wilkes	3 Days 20 Hours 58 Minutes	SHELNUT MARK	Working on Placement	Assigned to Staff
05/01/2015	11:28 am	Confidential	Confidential	Union	3 Days 8 Hours 0 Minutes	MOLER MARK	Monitoring Client	Assigned to Staff
05/01/2015	5:44 pm	Confidential	Confidential	Stanly	3 Days 1 Hours 44 Minutes	STALEY SALAS JILL	Monitoring Client	Assigned to Staff
05/02/2015	11:24 am	Confidential	Confidential	Watauga	2 Days 8 Hours 4 Minutes	GARDINER VIRGINIA	Monitoring Client	Assigned to Staff
05/02/2015	9:19 pm	Confidential	Confidential	Granville	1 Days 22 Hours 9 Minutes	DARCY KATHRYN	Needs Further Placement	Needs Follow-up
05/03/2015	7:31 pm	Confidential	Confidential	Vance	23 Hours 57 Minutes	BROCK WANDA	Working on Placement	Assigned to Staff
05/04/2015	1:47 am	Confidential	Confidential	Vance	17 Hours 41 Minutes	BROCK WANDA	Working on Placement	Assigned to Staff
05/04/2015	5:31 am	Confidential	Confidential	Stokes	13 Hours 57 Minutes	CASHATT LAURA	Other Follow-up (Specify)	Needs Follow-up
05/04/2015	9:23 am	Confidential	Confidential	Alleghany	10 Hours 5 Minutes	BILLINGS MORGEN	Monitoring Client	Assigned to Staff
05/04/2015	1:09 pm	Confidential	Confidential	Vance	6 Hours 19 Minutes	BOGGAN LAKEISHA	Needs Face-To-Face	Needs Follow-up
05/04/2015	1:23 pm	Confidential	Confidential	Davidson	6 Hours 5 Minutes	THOMPSON KITTY	Needs Phone Follow-up	Needs Follow-up
05/04/2015	2:15 pm	Confidential	Confidential	Davidson	5 Hours 13 Minutes	SARGENT LATARSHA	Monitoring Client	Assigned to Staff
05/04/2015	2:24 pm	Confidential	Confidential	Davidson	5 Hours 4 Minutes	ANTHONY DANIEL	Working on Placement	Assigned to Staff
05/04/2015	3:04 pm	Confidential	Confidential	Mecklenburg	4 Hours 24 Minutes	MC GEE GORDON TRIMIKA	Working on Placement	Assigned to Staff
05/04/2015	3:11 pm	Confidential	Confidential	Iredell	4 Hours 17 Minutes	HENDREN JUSTIN	Monitoring Client	Assigned to Staff
05/04/2015	3:52 pm	Confidential	Confidential	Stokes	3 Hours 36 Minutes	BELL MARK	Monitoring Client	Assigned to Staff
05/04/2015	3:59 pm	Confidential	Confidential	Rockingham	3 Hours 29 Minutes		Needs Phone Follow-up	Needs Follow-up
05/04/2015	4:14 pm	Confidential	Confidential	Davidson	3 Hours 14 Minutes	SARGENT LATARSHA	Monitoring Client	Assigned to Staff
05/04/2015	4:15 pm	Confidential	Confidential	Granville	3 Hours 13 Minutes	WILLIAMS CASSANDRA	Monitoring Client	Assigned to Staff
05/04/2015	4:17 pm	Confidential	Confidential	Davidson	3 Hours 11 Minutes	SARGENT LATARSHA	Monitoring Client	Assigned to Staff
05/04/2015	4:37 pm	Confidential	Confidential	Forsyth	2 Hours 51 Minutes	ANTHONY DANIEL	Currently Working On Call	Assigned to Staff
05/04/2015	4:50 pm	Confidential	Confidential	Vance	2 Hours 38 Minutes	BROCK WANDA	Currently Working On Call	Assigned to Staff
05/04/2015	5:43 pm	Confidential	Confidential	Wilkes	1 Hours 45 Minutes	PRICE SHANNON	Monitoring Client	Assigned to Staff
05/04/2015	6:03 pm	Confidential	Confidential	Wilkes	1 Hours 25 Minutes	PRICE SHANNON	Currently Working On Call	Assigned to Staff
05/04/2015	7:14 pm	Confidential	Confidential	Watauga	14 Minutes	GARDINER VIRGINIA	Currently Working On Call	Assigned to Staff
05/04/2015	7:28 pm	Confidential	Confidential		0 Minutes			Pending Assignment

Exit



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Daymark  
Monday, May 04, 2015  
Jerold Greer

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Staff  
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CMHC/MIS

## Mobile Crisis Command Center

New Call

View Faxes

**All Active**  
Calls Edit

**Active**  
Calls

**My Active**  
Calls

**Needs**  
Assigned

**Needs**  
Follow-up

**Dashboard**

Date	Time	Client	Location	County	Duration	Staff	Detail	Status
04/18/2015	3:46 am	Confidential	Confidential	Wilkes	16 Days 16 Hours 27 Minutes	SHELNUT MARK	Monitoring Client	Assigned to Staff
04/28/2015	10:30 am	Confidential	Confidential	Vance	6 Days 9 Hours 43 Minutes	BROCK WANDA	Working on Placement	Assigned to Staff
04/30/2015	10:30 pm	Confidential	Confidential	Wilkes	3 Days 21 Hours 43 Minutes	SHELNUT MARK	Working on Placement	Assigned to Staff
05/01/2015	11:28 am	Confidential	Confidential	Union	3 Days 8 Hours 45 Minutes	MOLER MARK	Monitoring Client	Assigned to Staff
05/01/2015	5:44 pm	Confidential	Confidential	Stanly	3 Days 2 Hours 29 Minutes	STALEY SALAS JILL	Monitoring Client	Assigned to Staff
05/02/2015	11:24 am	Confidential	Confidential	Watauga	2 Days 8 Hours 49 Minutes	GARDINER VIRGINIA	Monitoring Client	Assigned to Staff
05/02/2015	9:19 pm	Confidential	Confidential	Granville	1 Days 22 Hours 54 Minutes	DARCY KATHRYN	Needs Further Placement	Needs Follow-up
05/03/2015	7:31 pm	Confidential	Confidential	Vance	1 Days 0 Hours 42 Minutes	BROCK WANDA	Working on Placement	Assigned to Staff
05/04/2015	1:47 am	Confidential	Confidential	Vance	18 Hours 26 Minutes	BROCK WANDA	Working on Placement	Assigned to Staff
05/04/2015	5:31 am	Confidential	Confidential	Stokes	14 Hours 42 Minutes	CASHATT LAURA	Other Follow-up (Specify)	Needs Follow-up
05/04/2015	9:23 am	Confidential	Confidential	Alleghany	10 Hours 50 Minutes	BILLINGS MORGAN	Monitoring Client	Assigned to Staff
05/04/2015	1:09 pm	Confidential	Confidential	Vance	7 Hours 4 Minutes	BOGGAN LAKEISHA	Needs Face-To-Face	Needs Follow-up
05/04/2015	1:23 pm	Confidential	Confidential	Davidson	6 Hours 50 Minutes	THOMPSON KITTY	Needs Phone Follow-up	Needs Follow-up
05/04/2015	2:15 pm	Confidential	Confidential	Davidson	5 Hours 58 Minutes	SARGENT LATARSHA	Monitoring Client	Assigned to Staff
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05/04/2015	4:14 pm	Confidential	Confidential	Davidson	3 Hours 59 Minutes	SARGENT LATARSHA	Monitoring Client	Assigned to Staff
05/04/2015	4:15 pm	Confidential	Confidential	Granville	3 Hours 58 Minutes	WILLIAMS CASSANDRA	Monitoring Client	Assigned to Staff
05/04/2015	4:17 pm	Confidential	Confidential	Davidson	3 Hours 56 Minutes	SARGENT LATARSHA	Monitoring Client	Assigned to Staff
05/04/2015	4:37 pm	Confidential	Confidential	Forsyth	3 Hours 36 Minutes	ANTHONY DANIEL	Currently Working On Call	Assigned to Staff
05/04/2015	5:43 pm	Confidential	Confidential	Wilkes	2 Hours 30 Minutes	PRICE SHANNON	Monitoring Client	Assigned to Staff
05/04/2015	6:03 pm	Confidential	Confidential	Wilkes	2 Hours 10 Minutes	PRICE SHANNON	Monitoring Client	Assigned to Staff
05/04/2015	7:14 pm	Confidential	Confidential	Watauga	59 Minutes	GARDINER VIRGINIA	Currently Working On Call	Assigned to Staff
05/04/2015	8:13 pm	Confidential	Confidential	Cabarrus	0 Minutes			Pending Assignment

Exit

8:13 PM  
5/4/2015

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Monday, May 04, 2015  
Jerold GreerClinical  
Front Desk  
Phone Dir  
Parms  
Script  
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Web Apps

Font Size: - +

## Mobile Crisis Command Center

New Call

View Faxes

[All Active](#) [Active](#) [My Active](#) [Needs](#) [Needs](#)  
[Calls](#) [Edit](#) [Calls](#) [Calls](#) [Assigned](#) [Follow-up](#) [Dashboard](#)

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04/30/2015	10:30 pm	Confidential	Confidential	Wilkes	3 Days 21 Hours 48 Minutes	SHELNUT MARK	Working on Placement	Assigned to Staff
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05/04/2015	8:13 pm	Confidential	Confidential	Cabarrus	5 Minutes	MC GEE GORDON TRIMIKA		Assigned to Staff

Exit

8:18 PM  
5/4/2015

## Daymark Recovery Services, Inc.

Daymark  
Monday, May 04, 2015  
Jerold GreerClinical  
Front Desk  
Phone Dir  
Pams  
Script  
Staff  
Web Apps

Font Size: - +

## CMHC/MIS

## Mobile Crisis Command Center

New Call

View Faxes

All Active  
Calls Edit  
Active  
Calls  
My Active  
Calls  
Needs  
Assigned  
Needs  
Follow-up  
Dashboard

Date	Time	Client	Location	County	Duration	Staff	Detail	Status
04/18/2015	3:46 am	Confidential	Confidential	Wilkes	16 Days 15 Hours 43 Minutes	SHELNUT MARK	Monitoring Client	Assigned to Staff
04/28/2015	10:30 am	Confidential	Confidential	Steele	6 Days 8 Hours 50 Minutes	BROCK WANDA	Working on Placement	Assigned to Staff
04/30/2015						SHELNUT MARK	Working on Placement	Assigned to Staff
05/01/2015						MOLER MARK	Monitoring Client	Assigned to Staff
05/01/2015						STALEY SALAS JILL	Monitoring Client	Assigned to Staff
05/02/2015						GARDINER VIRGINIA	Monitoring Client	Assigned to Staff
05/02/2015						DARCY KATHRYN	Needs Further Placement	Needs Follow-up
05/03/2015						BROCK WANDA	Working on Placement	Assigned to Staff
05/04/2015						BROCK WANDA	Working on Placement	Assigned to Staff
05/04/2015						CASHATT LAURA	Other Follow-up (Specify)	Needs Follow-up
05/04/2015						BILLINGS MORGAN	Monitoring Client	Assigned to Staff
05/04/2015						BOGGAN LAKEISHA	Needs Face-To-Face	Needs Follow-up
05/04/2015						THOMPSON KITTY	Needs Phone Follow-up	Needs Follow-up
05/04/2015						SARGENT LATARSHA	Monitoring Client	Assigned to Staff
05/04/2015						ANTHONY DANIEL	Working on Placement	Assigned to Staff
05/04/2015						MCGEE GORDON TRIMKA	Working on Placement	Assigned to Staff
05/04/2015						HENDREN JUSTIN	Monitoring Client	Assigned to Staff
05/04/2015						BELL MARK	Monitoring Client	Assigned to Staff
05/04/2015							Needs Phone Follow-up	Needs Follow-up
05/04/2015						SARGENT LATARSHA	Monitoring Client	Assigned to Staff
05/04/2015						WILLIAMS CASSANDRA	Monitoring Client	Assigned to Staff
05/04/2015						SARGENT LATARSHA	Monitoring Client	Assigned to Staff
05/04/2015						ANTHONY DANIEL	Currently Working On Call	Assigned to Staff
05/04/2015						BROCK WANDA	Currently Working On Call	Assigned to Staff
05/04/2015						PRICE SHANNON	Monitoring Client	Assigned to Staff
05/04/2015						PRICE SHANNON	Currently Working On Call	Assigned to Staff
05/04/2015						GARDINER VIRGINIA	Currently Working On Call	Assigned to Staff
05/04/2015	7:28 pm	Confidential	Confidential		1 Minutes			Pending Assignment

View EHR

## Call Details

Close

## Call Assigned to:

## BROCK WANDA

## Client ID

## Client Name

## Call Status

372060 ? [L]

Confidential

Working On Placement

## Call Date

## Call Time

## Staff who entered the call

05/04/2015

1:47 am

Tammy Hailey

## Contact Name (Other)

## Contact Phone Number

## Address/Location

Confidential

Confidential

Confidential

## Birth Date

## SSN

## Gender

Confidential

Confidential

Male

## County

## Call Source

## Client LME ID

Vance

Confidential

## Payor Source

## Referral Source

## Referral Source (Other)

UNKNOWN

Hospital/ER Room

Confidential

## Reason for call

Confidential

## Reassign to Different Staff

☒

## MCM Notes:

Confidential

## Call Center Notes:

Confidential

## LME Notes:

Confidential

100061614

Save

Cancel

Exit

## New Call

### NEWCAL

Client Name	<input type="text"/>
Client ID	<input type="text"/> ?
Social Security Number	<input type="text"/>
Date of Birth	<input type="text"/> ?
Gender	<input type="text"/>
Contact Name	<input type="text"/>
Contact Phone Number	<input type="text"/>
Address-Location	<input type="text"/>
County	<input type="text"/>
Reason for Call	<input type="text"/>
Referral Source	<input type="text"/>
Referral Source (if not listed above)	<input type="text"/>
Payor Source	<input type="text"/>
Call Source	<input type="text"/>
LME ID	<input type="text"/>
Comments/Notes	<input type="text"/>

Save Cancel

Exit

**Mobile Crisis Fax Queue: (704) 749-2995**

Refresh List

**Unassociated Faxes ( 3 )**

		File Name	Date
<a href="#">View</a>	<a href="#">Assign</a>	Ct17047492995-20101102103910012-321-21.Pdf	May 17 2011
<a href="#">View</a>	<a href="#">Assign</a>	Ct17047492995-20101102103910012-321-22.Pdf	May 17 2011
<a href="#">View</a>	<a href="#">Assign</a>	Ct17047492995-20101102103910012-321-36.Pdf	May 17 2011

**Associated Faxes ( 0 )**

Call ID	Client ID	Client Name	Doc Date	Document Type
---------	-----------	-------------	----------	---------------

Done

# I-CARE

**I**ntegrated  
**C**are  
**A**lerts for  
**R**evue and  
**E**ngagment

# Why I-CARE?

- Communication between mental health professionals and other care providers, from hospitals to primary care providers to other specialty care providers has always been problematic, by no means a problem exclusive to Daymark
- The normal protocol for communication...
  - get consent for release
  - send to other providers
  - wait 3 months until next session



# Why I-CARE?

- I-CARE is acknowledgement that information is much more valuable when
  - Acquired in real time
  - Embedded into Workflows
  - Disruptive
- Signing on to other systems not required
- Augments standard HIE model
- Even sends E-Mail to Therapist when patient has been hospitalized anywhere in state

## FrontDeskJDG

PBH Area

CPHS Area

Sandhills Area 1

Sandhills Area 2

Vance/Wake

SMC Area

Partners Area

CRC

Cancel

## FrontDeskJDG

PBH Area

CPHS Area

Sandhills Area 1

Sandhills Area 2

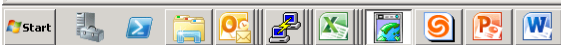
Vance/Wake

SMC Area

Partners Area

CRC

Cancel



Classic View	Client Focus	Staff Focus	Preferences	Quick Appt	MySpace
CABARRUS	LEXINGTON	ROWAN	STANLY	UNION	
Today View	Today View	Today View	Today View	Today View	
All Clinicians	All Clinicians	All Clinicians	All Clinicians	All Clinicians	
AOP	AOP	Molly Froelich	Teresa Baker	Tom Addis	
SA	SA	Anastasia Harm	Kimberly Bush	Michael Arena	
CY	CY	Colin Johnson	Lori Davis	Kimberly Bush	
MD	MD-CH	Frances Johnso	Sharon Edwards	Gloria Cave	
TEST	MD-AD	Amy Jones	Barbara Grant-K	Don Clise	
Jillian Baugh	ES	Grace Kimbur	Karen Green	Randy Diaz	
Marisa Black	Ross Baker	Matthew Leach	Elizabeth Harke	Andrea Dry	
Alicia Bullock	June Basnight	Amber Lemoine	Ilanit Lazar	Jenny Edminsor	
Terry Carriker	Courtney Butler	Geneva Lopez	Sheri Stephens	Annie Fongheis	
Jessica Crowe	William Collins	Sarah Deese	Angela Louie	Joan Griffin	
Joumana El Saf	Katherine Hall	Phillip Nofal	Roxanne Morga	Teresa Holmes	
Vanessa Feaste	Michelle Hende	Rasheed Onafu	Jacita Petway	Radmila Hollna	
Valerie Gilbert	Margie Hodgins	Blanca Pina	Melina Rice	Denise Logan	
Jenna Hannigan	Roger Holt	Heather Hedrick	Amy Riggs	Angela Louie	
Susan Holtz	Judy Horey	Ashley Randolp	Elizabeth Ritter	Christie McAlee	
Courtney Huffins	Melissa Kirkland	Joanne Shaver	Scott Smith	Meg Melton	
Julie Killion	Taylor Krumroy	Screening	Telemedicine	Amy Medlin	
Michaela King	Sherry McCurdy	Jessica Sides	Screening clinic	Phillip Nofal	
Janice Mascari	Melissa Medlin	Eric Smith	Hospital Discha	Chin Ho Pak	
Sean Miller	Kayla Newman	Darren Steele	Walkin-Therapi	Andrew Phillips	
Philip Nofal	Cheryl Rozanov	Ashley Von Rue	Walkin-Medical	Courtney Ross	
Caroline Ramos	Jan Russell	Telemedicine		Cheryl Rozanov	
Ashley Searing	Screening	Walkin-Therapi		Screening	
Sandra Smiley	Nina Scherer	Walkin-Medical		Devendrah Shal	
Chalyce Smith	Jodi Shaver			Stormy Silas	
Michelle Smith	Deresha Simmo			Dana Suggs	
Anthony St Louis	Geri Snoko			Samantha Weid	
Sam Strumolo	Delores West			Whitney Wyndh	
Kim Sturdivant	Michelle Wray			Stephen Yount	
Katherine Walte	Telemedicine			Wei Zhang	
Screening	Nurse			CRC Union	
Hospital Discha	Walkin-Therapi			Hospital Discha	
SA Hospital Dis	Walkin-Medical			Interpreter	
Interpreter				Walkin-Therapi	
Jerold Greer				Walkin-Medical	
CRC Kannapolis					
Walkin-Therapi					
Walkin-Medical					

Submit Cancel

Submit Cancel

BUI Explorer - bui\172.16.135.1\cmhcbui

Daymark Testing | Front Desk BUI | Jerold Greer | Front Desk BUI | Jerold Greer

### mtSchedule 2013.1 Day View

Greer Jerold

<< >> 05/07/2015 ? Go Today View > 24 Hr Hide Find > Print

Thursday May 07, 2015	
9 am	1250 Clinical Evaluation - Cln Cfn Cmn (056376) - <b>I-CARE(ADT,ER- 7,D,H)</b>
	2300 SA Intensive Outpatient - Cln Cfn Cmn (369772) - <b>I-CARE(ADT,ER- 7,H,G)</b>
10 am	1450 SA Admission Assessment - Cln Cfn Cmn (042395) - <b>I-CARE(ADT,ER- 6,H,G)</b>
	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (048746) - <b>I-CARE(ADT,ER- 6,COPD,A)</b>
11 am	2100 Group Therapy - Cln Cfn Cmn (285622) - <b>I-CARE(ADT,ER- 6,COPD,A,P- 5)</b>
	3050 Med Check-Min Therapy - Cln Cfn Cmn (353361) - <b>I-CARE(ADT,ER- 6)</b>
12 pm	2470 E&M Comp Establish-99214 - Cln Cfn Cmn (050254) - <b>I-CARE(ADT,ER- 5,H)</b>
	2070 Outpatient Nursing - Cln Cfn Cmn (058105) - <b>I-CARE(ADT,ER- 5,A)</b>
1 pm	2470 E&M Comp Establish-99214 - Cln Cfn Cmn (062417) - <b>I-CARE(ADT,ER- 5,G)</b>
	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (072617) - <b>I-CARE(ADT,ER- 5,D,COPD)</b>
2 pm	1250 Clinical Evaluation - Cln Cfn Cmn (287960) - <b>I-CARE(ADT,ER- 5,A,G)</b>
	2100 Group Therapy - Cln Cfn Cmn (322903) - <b>I-CARE(ADT,ER- 5,A,G)</b>
3 pm	3050 Med Check-Min Therapy - Cln Cfn Cmn (364978) - <b>I-CARE(ADT,ER- 5)</b>
	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (618876) - <b>I-CARE(ADT,ER- 5)</b>
4 pm	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (061531) - <b>I-CARE(ADT,ER- 4)</b>
	3050 Med Check-Min Therapy - Cln Cfn Cmn (068078) - <b>I-CARE(ADT,ER- 4,D,H)</b>
5 pm	3050 Med Check-Min Therapy - Cln Cfn Cmn (073727) - <b>I-CARE(ADT,ER- 4,D,H,C,IVD,G)</b>
6 pm	

Shortcuts	
Intake/Progress Notes/Schedule	
Front Desk BUI	
Telephone Directory	
Parameter File Maintenance	
Add/Update/Test User Scripts/N	
Staff Menu	

Staff In/Out Board	
Greer Jerold	<b>IN</b>
Config Monitor List	

Task Manager	
<b>TXPLANS</b>	
Treatment Plan	09/01/2012
Add A Task	

Quick Launch	
Check Medicaid Eligibility	
Client Demo Update Printout	
Electronic Record	
ePrescribe	
NCTOPPS Website	
Productivity Everyone	
Medical Data Entry	
Medical Summary	

Options Change View Exit

Start

10:31 PM 5/4/2015

## mtSchedule 2013.1 Day View

Greer Jerold

&lt;&lt; &gt;&gt; 05/07/2015 ? Go Today View &gt; 24 Hr Hide Find &gt; Print

Thursday May 07, 2015

9 am 1250 Clinical Evaluation - Cln Cfn Cmn (056376) - I-CARE(ADT,ER- 7,D,H)

2300 SA Intensive Outpatient - Cln Cfn Cmn (369772) - I-CARE(ADT,ER- 7,H,G)

10 am 1450 SA Admission Assessment - Cln Cfn Cmn (042395) - I-CARE(ADT,ER- 6,H,G)

2465 E&amp;M Moderate Estab-99213 - Cln Cfn Cmn (048746) - I-CARE(ADT,ER- 6,COPD,A)

11 am 2100 Group Therapy - Cln Cfn Cmn (285622) - I-CARE(ADT,ER- 6,COPD,A,P- 5)

3050 Med Check-Min Therapy - Cln Cfn Cmn (353361) - I-CARE(ADT,ER- 6)

12 pm 2470 E&amp;M Comp Establish-99214 - Cln Cfn Cmn (050254) - I-CARE(ADT,ER- 5,A)

2070 Outpatient Nursing - Cln Cfn Cmn (058105) - I-CARE(ADT,ER- 5,A)

1 pm 2470 E&amp;M Comp Establish-99214 - Cln Cfn Cmn (062417) - I-CARE(ADT,ER- 5,A)

2465 E&amp;M Moderate Estab-99213 - Cln Cfn Cmn (072617) - I-CARE(ADT,ER- 5,A)

2 pm 1250 Clinical Evaluation - Cln Cfn Cmn (287960) - I-CARE(ADT,ER- 5,A,G)

2100 Group Therapy - Cln Cfn Cmn (322903) - I-CARE(ADT,ER- 5,A,G)

3 pm 3050 Med Check-Min Therapy - Cln Cfn Cmn (364978) - I-CARE(ADT,ER- 5)

2465 E&amp;M Moderate Estab-99213 - Cln Cfn Cmn (618876) - I-CARE(ADT,ER- 5)

4 pm 2465 E&amp;M Moderate Estab-99213 - Cln Cfn Cmn (061531) - I-CARE(ADT,ER- 4)

3050 Med Check-Min Therapy - Cln Cfn Cmn (068078) - I-CARE(ADT,ER- 4,D,H)

5 pm 3050 Med Check-Min Therapy - Cln Cfn Cmn (073727) - I-CARE(ADT,ER- 4,D,H)

6 pm

## Entry Details/Options

11:00am with a duration of 0:15

Service 2100: Group Therapy

With the following client:

☐ Cln Cfn Cmn (285622)

## Memo Area

Location: Forsyth  
FUNDING SOURCE: CPHS Medicaid  
FD Intake Memo: 11.18.14 Need copy of SS card.  
Medicaid MM \*\*\*08.18.14 PCP LTR SENT. MLR  
Demographic Update Due: 07/07/2015

## I-CARE Review

\*\*\*Unauthorized!!!

Edit/View Entry  
Electronic Record  
AIMS  
ePrescribe  
ePrescribe Reports  
E&M Calculator  
MAR  
Medical Data Entry  
Medical Summary  
Auth Status  
Case Load Interactive  
Diagnosis Form  
Group Member Management  
NCTOPPS Website  
Progress Note  
Appointment Actions  
Appt Kept (Admin Codes Only)  
Care Triage - Timeline  
Check In/Out  
Check Medicaid Eligibility  
Client Focus  
Electronic Record  
Form B  
Get Driving Directions  
Import Released NRBHS Documents  
Print Ind Billing Ticket  
Productivity  
TIER - LOCUS  
CCNC Portal

## Shortcuts

Intake/Progress Notes/Schedule  
Front Desk BUI  
Telephone Directory  
Parameter File Maintenance  
Add/Update/Test User Scripts/N  
Staff Menu

## Staff In/Out Board

Greer Jerold

IN

Config Monitor List

## Task Manager

## PLANS

Treatment Plan 09/01/2012

Add A Task

## Quick Launch

Check Medicaid Eligibility  
at Demo Update Printout  
Electronic Record  
ePrescribe  
TOPPS Website  
Activity Everyone  
Medical Data Entry  
Medical Summary

Options Change View Exit

10:35 PM  
5/4/2015

## Externally Identified Problems:

... COPD

... Asthma

Primary Care Provider: WESTERN ROCKINGHAM FAMILY MEDICINE

Address: "MEDICINE, 401 WEST DECATUR STREET" , NC .. 27025-1913

CCNC Network: PARTNERSHIP FOR COMMUNITY CARE

CCNC Care Manager: "Keaton, Annette"

Opiate/Benzodiazepine/Hypnotic Utilization Profile past Year

...Opiate Fills: 26

...Benzodiazepine Fills: 4

...Hypnotic Fills: 0

...Combined Fills: 30

...Unique Meds: 7

...Unique Pharmacies: 5

## Admission/Discharge/Transfer History Over Last 90 Days

Admit Date	Discharge Date	Facility	Reason	Reason 2	Setting	ER ADT
04/28/2015	04/28/2015	Wake Forest Baptist Medical Center	Abdominal Pain	abdominal pain	ED	6
04/28/2015	04/28/2015	Wake Forest Baptist Medical Center	Post-op Exam	Generalized pain	Outpatient	6
04/28/2015	04/28/2015	Wake Forest Baptist Medical Center	Abdominal Pain	Post-op Exam	Outpatient	6
04/22/2015	04/23/2015	Annie Penn Hospital	"Assault, asthma, copd"		ED	6
04/16/2015	04/16/2015	Wake Forest Baptist Medical Center	Pancreatitis	Pancreatitis	ED	6
04/14/2015	04/15/2015	Annie Penn Hospital	Pancreatitis		ED	6
03/31/2015	03/31/2015	Wake Forest Baptist Medical Center	CHOLELIANGIOGRAM	cholecystitis	Outpatient	6
03/31/2015	03/31/2015	Wake Forest Baptist Medical Center	Other specified disorder of gallbladder		Outpatient	6
03/25/2015	03/25/2015	Annie Penn Hospital	..	Abd pain	ED	6
03/11/2015	03/12/2015	Moses H Cone Memorial Hospital	ABD PAIN		Inpatient	6
03/11/2015	03/12/2015	Moses H Cone Memorial Hospital	ABD PAIN		ED	6
03/06/2015	03/06/2015	Annie Penn Hospital			Outpatient	6

[CCNC Portal Access](#)

Submit

Cancel

Submit Cancel

# I-CARE Reaches out beyond our own system to look at key event and chronic condition indicators that our staff may not know about.

## The following indicates some of the shorthand utilized in I-CARE

### 1. ADT

Admission/Discharge/Transfer information on file

### 2. ER-4 OF THE ADT Information

Analyzes how many are ER visits and creates a separate alert based on this information, counting how many of the ADT listings are ER visits.

Note, new system being implemented will require our therapists, system enforced, to document their behavioral healthcare intervention when ER visits are 3 or more.

### 3. P - 5

Indicates that 5 unique pharmacies were utilized by the patient in the last 12 months

- H = Hypertension
- A = Asthma
- COPD = COPD
- IVD = Vascular Disease
- C = Cancer
- G = GI disease
- L = Liver disease
- K = Kidney disease

# I-CARE:

## My subsequent day

BUI Explorer - bui\172.16.135.1/cmhcbui  
Daymark Testing | Front Desk BUI | Jerold Greer | Front Desk BUI | Jerold Greer

mtSchedule 2013.1 Day View Greer Jerold

<< >> 05/08/2015 ? Go Today View > 24 Hr Hide Find > Print

Friday May 08, 2015	
9 am	4130 Act Team - Cln Cfn Cmn (222019) - I-CARE(ADT,ER- 4,H,A) Location: At Center
	8 Telephone Call/Non-Bill - Cln Cfn Cmn (223997) - I-CARE(ADT,ER- 4)
10 am	3050 Med Check-Min Therapy - Cln Cfn Cmn (228777) - I-CARE(ADT,ER- 4,D,H,IVD,G)
	2000 Individual Therapy - Cln Cfn Cmn (263754) - I-CARE(ADT,ER- 4)
11 am	5999 MCM Screening - Cln Cfn Cmn (287770) - I-CARE(ADT,ER- 4,D,H,COPD,A,P- 7)
	3050 Med Check-Min Therapy - Cln Cfn Cmn (289551) - I-CARE(ADT,ER- 4,COPD,C,G)
12 pm	2100 Group Therapy - Cln Cfn Cmn (301336) - I-CARE(ADT,ER- 4,H,COPD,A)
	4050 Case Support - Cln Cfn Cmn (350870) - I-CARE(ADT,ER- 4)
1 pm	1251 Psych Eval (90792) - Cln Cfn Cmn (040604) - I-CARE(ADT,ER- 3,D,K,H,G)
	4050 Case Support - Cln Cfn Cmn (048279) - I-CARE(ADT,ER- 3)
2 pm	3050 Med Check-Min Therapy - Cln Cfn Cmn (049511) - I-CARE(ADT,ER- 3,D,H,I,G,P- 4)
	2000 Individual Therapy - Cln Cfn Cmn (061643) - I-CARE(ADT,ER- 3,D,H,COPD,A,G)
	3050 Med Check-Min Therapy - Cln Cfn Cmn (071782) - I-CARE(ADT,ER- 3,H,COPD,A)
3 pm	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (072354) - I-CARE(ADT,ER- 3,D,H,L,COPD,A,G,P- 7)
	4350 Peer Support - Cln Cfn Cmn (078561) - I-CARE(ADT,ER- 3)
4 pm	3050 Med Check-Min Therapy - Cln Cfn Cmn (093379) - I-CARE(ADT,ER- 3)
	3050 Med Check-Min Therapy - Cln Cfn Cmn (093531) - I-CARE(ADT,ER- 3)
5 pm	
6 pm	

**Shortcuts**

- Intake/Progress Notes/Schedule
- Front Desk BUI
- Telephone Directory
- Parameter File Maintenance
- Add/Update/Test User Scripts/N
- Staff Menu

**Staff In/Out Board**

Greer Jerold	IN
--------------	----

[Config Monitor List](#)

**Task Manager**

**EXPLANS**

Treatment Plan	09/01/2012
----------------	------------

[Add A Task](#)

**Quick Launch**

- Check Medicaid Eligibility
- Client Demo Update Printout
- Electronic Record
- ePrescribe
- NCTOPPS Website
- Productivity Everyone
- Medical Data Entry
- Medical Summary

Options Change View Exit

Start [Icons] 10:32 PM 5/4/2015



# One more day of examples ...

BUI Explorer - but\172.16.135.1\cmhcbui  
Daymark Testing | Front Desk BUI | Jerold Greer | Front Desk BUI | Jerold Greer

### mtSchedule 2013.1 Day View

Greer Jerold

<< >> 05/09/2015 ? Go Today View > 24 Hr Hide Find > Print

Saturday May 09, 2015	
9 am	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (098115) - I-CARE(ADT,ER- 3,D,H)
	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (098508) - I-CARE(ADT,ER- 3,G)
10 am	3050 Med Check-Min Therapy - Cln Cfn Cmn (211384) - I-CARE(ADT,ER- 3)
	2100 Group Therapy - Cln Cfn Cmn (212531) - I-CARE(ADT,ER- 3,G)
11 am	41 STR-Face to Face - Cln Cfn Cmn (219885) - I-CARE(ADT,ER- 3,D,L,G)
	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (220650) - I-CARE(ADT,ER- 3,A,G)
12 pm	2470 E&M Comp Establish-99214 - Cln Cfn Cmn (226065) - I-CARE(ADT,ER- 3,H,G)
	14 Med Call - Cln Cfn Cmn (231892) - I-CARE(ADT,ER- 3,D,H,IVD,G)
1 pm	2465 E&M Moderate Estab-99213 - Cln Cfn Cmn (247404) - I-CARE(ADT,ER- 3,A)
	2470 E&M Comp Establish-99214 - Cln Cfn Cmn (250417) - I-CARE(ADT,ER- 3,H,A,IVD,G)
2 pm	5300 Day Treatment - Cln Cfn Cmn (279443) - I-CARE(ADT,ER- 3,A)
	1251 Psych Eval (90792) - Cln Cfn Cmn (324232) - I-CARE(ADT,ER- 3)
3 pm	6360 Intensive In-Home - Cln Cfn Cmn (324553) - I-CARE(ADT,ER- 3) Location: At Center
	2000 Individual Therapy - Cln Cfn Cmn (328487) - I-CARE(ADT,ER- 3,H,COPD)
4 pm	2100 Group Therapy - Cln Cfn Cmn (342776) - I-CARE(ADT,ER- 3,A,G)
	3050 Med Check-Min Therapy - Cln Cfn Cmn (355108) - I-CARE(ADT,ER- 3)
5 pm	4050 Case Support - Cln Cfn Cmn (359167) - I-CARE(ADT,ER- 3)
6 pm	

#### Shortcuts

- Intake/Progress Notes/Schedule
- Front Desk BUI
- Telephone Directory
- Parameter File Maintenance
- Add/Update/Test User Scripts/N
- Staff Menu

#### Staff In/Out Board

Greer Jerold	IN
--------------	----

Config Monitor List

#### Task Manager

TXPLANS	
Treatment Plan	09/01/2012

Add A Task

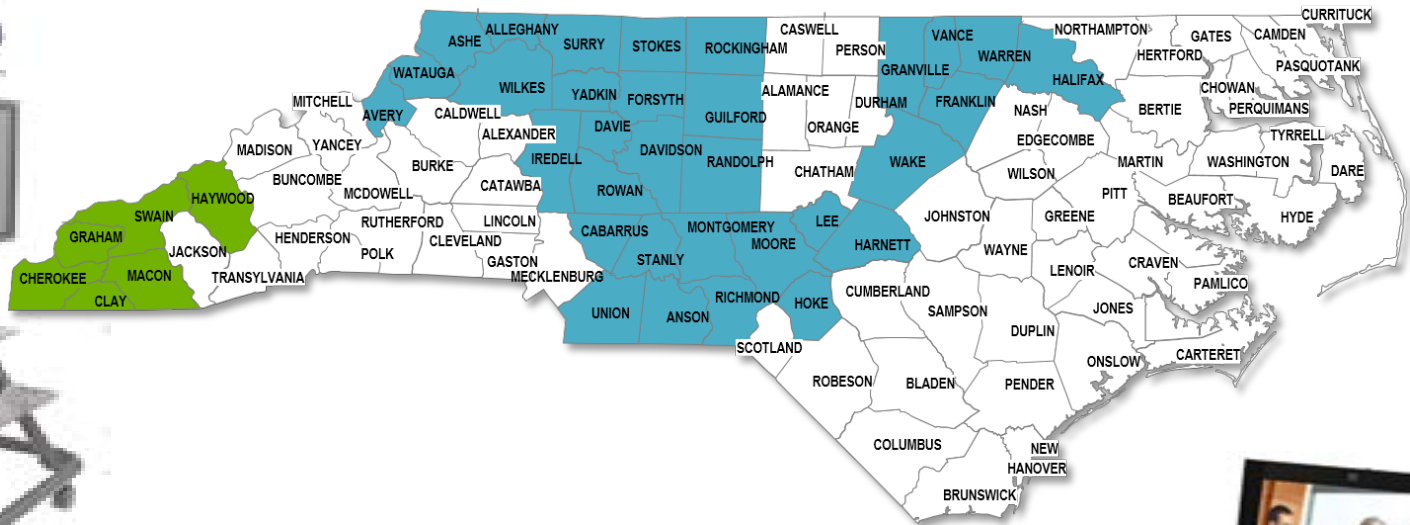
#### Quick Launch

- Check Medicaid Eligibility
- Client Demo Update Printout
- Electronic Record
- ePrescribe
- NCTOPPS Website
- Productivity Everyone
- Medical Data Entry
- Medical Summary

Options Change View Exit

Start 10:32 PM 5/4/2015

# TELEPSYCHIATRY



## FrontDeskJDG

PBH Area

CPHS Area

Sandhills Area 1

Sandhills Area 2

Vance/Wake

SMC Area

Partners Area

CRC

Cancel

Classic View	Client Focus	Staff Focus	Preferences	Quick Appt	MySpace
<b>VANCE</b> <b>Today View</b> <b>All Clinicians</b>  <u>Shirley Adams</u> <u>Mark Baldwin</u> <u>Natalie Bass</u> <u>Laura Bram</u> <u>Lakeisha Boggs</u> <u>Arlinda Braswell</u> <u>Gwendolyn Carr</u> <u>Sharon Collins</u> <u>Kim Currin</u> <u>Jessica Drenne</u> <u>Rachel Drumgo</u> <u>Lawrence Dunn</u> <u>Angela Espin</u> <u>Arlonda Etheng</u> <u>Shankia Evans</u> <u>Wayne Faison</u> <u>Sherita Faulcon</u> <u>Dana Greenway</u> <u>Shannon Hargre</u> <u>Kevin Hedeem</u> <u>Lakshmi Kamar</u> <u>Ed Munt</u> <u>Victoria Payne</u> <u>Amer Qureshi</u> <u>Rhonda Reddin</u> <u>Joanne Royster</u> <u>Gary Schwager</u> <u>Sandra Simmon</u> <u>Denise Stevens</u> <u>Luke Taylor</u> <u>Lisa Sutton</u> <u>Shannon Hargre</u> <u>Cassandra Willi</u> <u>Walkin-Therapi</u> <u>Walkin-Medical</u>			<b>WAKE</b> <b>Today View</b> <b>All Clinicians</b>  <u>Anita Arora</u> <u>Ria Battaglino N</u> <u>Tara Chandrase</u> <u>Jasmin Daniels</u> <u>Carol Gibbs</u> <u>Jason Machalic</u> <u>Lacy Miller NP</u> <u>Jirpesh Patel</u> <u>Luke Taylor LCS</u> <u>Wei Zhang</u>		

Submit Cancel

Submit Cancel



mtSchedule 2013.1 Day View

Patel Jirpesh

<< >> 05/04/2015 ? Go Today View > 24 Hr Hide Find > Print

Monday May 04, 2015	
8 am	Ø9015 keclark 02/12/15 12:14pm
9 am	7 keclark 04/16/15 2:52pm - Cln Cfn Cmn (271644) -
10 am	7 keclark 04/16/15 2:55pm - Cln Cfn Cmn (279237) - 7 keclark 04/16/15 2:56pm - Cln Cfn Cmn (280461) -
11 am	7 keclark 04/16/15 2:57pm - Cln Cfn Cmn (341251) - <b>I-CARE(H)</b> 7 keclark 04/16/15 2:57pm - Cln Cfn Cmn (363045) -
12 pm	Ø9005 keclark 02/12/15 12:15pm
1 pm	7 keclark 04/16/15 3:02pm - Cln Cfn Cmn (271650) -
2 pm	7 keclark 04/16/15 3:02pm - Cln Cfn Cmn (275652) - <b>I-CARE(H,COPD,A,IVD,G,P- 8)</b> 7 keclark 04/16/15 3:05pm - Cln Cfn Cmn (271831) -
3 pm	7 keclark 04/16/15 3:06pm - Cln Cfn Cmn (282825) - 7 keclark 04/16/15 3:06pm - Cln Cfn Cmn (283032) -
4 pm	Ø9015 keclark 02/12/15 12:14pm
5 pm	
6 pm	
7 pm	

Options Change View Exit

Shortcuts

Intake/Progress Notes/Schedule  
Front Desk BUI  
Telephone Directory  
Parameter File Maintenance  
Add/Update/Test User Scripts/N  
Staff Menu

Staff In/Out Board

Patel Jirpesh **IN**  
Config Monitor List

Task Manager

Personal Tasks

K. DICKENS - CCNC AND NCTOPPS ROIs	01/13/2015
E. SANCHEZ - PCP ROI	02/04/2015
S. RUDIE - CCNC AND NCTOPPS ROIs	03/05/2015
C. DICKENS - 1) NEEDS A 1250 WITH AMANDA 2) ROIs	03/11/2015

Add A Task

Quick Launch

Check Medicaid Eligibility  
Client Demo Update Printout  
Electronic Record  
ePrescribe  
NCTOPPS Website  
Productivity Everyone  
Medical Data Entry  
Medical Summary

### mtSchedule 2013.1 Day View

<< >> 05/04/2015 ? Go Today View > 24 Hr Hide Find > Print

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4 pm	Q9015 keclark 02/12/15 12:14pm
5 pm	
6 pm	
7 pm	

#### Entry Details/Options

2:00pm with a duration of 0:30

Service 7 (Telemedicine):  
keclark 04/16/15 3:02pm

With the following client:  
☐ Cln Cfn Cmn (275652)

#### Memo Area

Location: Avery  
Scheduled By: keclark  
OVERRIDE: OK  
FUNDING SOURCE: PRIVATE PAY  
FD Intake Memo: MEDICARE/MEDICAID.  
ANNUAL UPDATE 2/04/2016  
Demographic Update Due: 06/18/2015

I-CARE Review  
\*\*\*Unauthorized!!!

- Edit/View Entry
- Electronic Record
- AIMS
- ePrescribe
- ePrescribe Reports
- E&M Calculator
- MAR
- Medical Data Entry
- Medical Summary
- Auth Status
- Case Load Interactive
- Diagnosis Form
- Group Member Management
- NCTOPPS Website
- Progress Note
- Appointment Actions
- Appt Kept (Admin Codes Only)
- Care Triage - Timeline
- Check In/Out
- Check Medicaid Eligibility

#### Shortcuts

- Intake/Progress Notes/Schedule
- Front Desk BUI
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#### Staff In/Out Board

Patel Jijesh **IN**

Config Monitor List

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Add A Task

#### Quick Launch

- Check Medicaid Eligibility
- Client Demo Update Printout
- Electronic Record
- ePrescribe
- NCTOPPS Website
- Productivity Everyone
- Medical Data Entry
- Medical Summary

Options Change View Exit

# I-CARE Analytics

- Halfway across the state, psychiatrist is able to identify that
  - Despite all of their chronic conditions, they do not have a Primary Care Physician assigned
  - They are using Opiates and Benzodiazepines extensively
  - And they are obtaining these medications from 8 different pharmacies

BUJ Explorer - buj\172.16.135.1/cmhc/buj

Daymark Testing | Front Desk BUJ | Jijesh Patel | I-CARE Review

Externally Identified Problems:

- ... COPD
- ... Vascular Disease
- ... Hypertension
- ... Asthma
- ... GI Disease

Primary Care Provider: NO PCP

Address: , , -

CCNC Network: NO NETWORK

CCNC Care Manager: \*Administrator, System[Accesscare]

Opiate/Benzodiazepine/Hypnotic Utilization Profile past Year

- ...Opiate Fills: 25
- ...Benzodiazepine Fills: 7
- ...Hypnotic Fills: 0
- ...Combined Fills: 32
- ...Unique Meds: 7
- ...Unique Pharmacies: 8

Admission/Discharge/Transfer History Over Last 90 Days

Admit Date	Discharge Date	Facility	Reason	Reason 2	Setting	ER ADT
<a href="#">CCNC Portal Access</a>						

Submit Cancel

# I-CARE, EHR View


BUI Explorer - bui\\172.16.135.1\\cmhcbui

Daymark Clinical Assessment

ID: T2222 Name: MCFLY, MARTY M DOB: 10/15/1980 Admit Date: 02/01/2004 Discharge Date: 11/08/2011 Form B Client Focus eRx I-CARE EHR Medical Data

[EHR Cheat sheet](#)

**Client EHR Viewer**  
T2222 - MCFLY MARTY

 Allergies/Adverse events

Filter Table:

Admission (65) All Clinical (373) Authorizations (3) Client Financial Forms (5) DEMOVER (11) DWI (0) Discharges (3) Emergency (34) Evaluation (63) FBC Documents (1) Form B (8) Labs (2) Legal (0) Med Notes (17) Miscellaneous (4)

Mobile Med Mgmt (0) NCTOPPS (0) New River Documents (0) Physician Orders (2) Plans (93) Progress Notes (85) Service Orders (28) Internal Documents (2) **Electronic Record Analysis** Record Analysis Physician's Order MAR Accounting of Disclosure

Accounting of Disclosure - NR Medical Summary Case Review Chart Access Log CCNC DATA

Doc Date	Description	Created	Created By	Form	Att Code	Serv Code	RU	
04/14/2015	Progress Note-Sides Jessica-17:37 for T22222 MCFLY MARTY	04/14/2015	Jessica Sides	NOTES2	Appt Kept	2009	2120	<a href="#">View</a> <a href="#">Void</a>
04/14/2015	Progress Note-Sides Jessica-15:19 for T22222 MCFLY MARTY	04/14/2015	Jessica Sides	NOTES2	Appt Kept	2100	2120	<a href="#">View</a> <a href="#">Void</a>
03/17/2015	ASAM for T22222 MCFLY MARTY	03/18/2015	Jerry Myers	ASAM2				<a href="#">View</a> <a href="#">Void</a>
03/17/2015	LOCUS for T22222 MCFLY MARTY	03/18/2015	Jerry Myers	LOCUS2				<a href="#">View</a> <a href="#">Void</a>
03/17/2015	Diagnosis Form for T22222 MCFLY MARTY	03/18/2015	Jerry Myers	DIAGNOS2				<a href="#">View</a> <a href="#">Void</a>
03/17/2015	MOBILE CRISIS for T22222 Watters Derek	03/18/2015	Jerry Myers	MOBILE2				<a href="#">View</a> <a href="#">Void</a>
03/13/2015	Progress Note-Myers Jerry-10:42 for T22222 MCFLY MARTY	03/13/2015	Jerry Myers	NOTES2	Non Client	6003	8038	<a href="#">View</a> <a href="#">Void</a>
03/12/2015	FORMB for T22222 MCFLY MARTY	03/12/2015	Jerry Myers	FORMB				<a href="#">View</a> <a href="#">Void</a>
03/12/2015	CRISIS for T22222 MCFLY MARTY	03/12/2015	Jerry Myers	CRISIS2				<a href="#">View</a> <a href="#">Void</a>
03/12/2015	MOBILE CRISIS for T22222 MCFLY MARTY	03/12/2015	Jerry Myers	MOBILE2				<a href="#">View</a> <a href="#">Void</a>
03/04/2015	LOCUS for T22222 MCFLY MARTY	03/04/2015	Jerry Myers	LOCUS2				<a href="#">View</a> <a href="#">Void</a>
03/03/2015	MOBILE CRISIS for T22222 MCFLY MARTY	03/03/2015	Jerry Myers	MOBILE2				<a href="#">View</a> <a href="#">Void</a>
03/03/2015	Diagnosis Form for T22222 MCFLY MARTY	03/03/2015	Jerry Myers	DIAGNOS2				<a href="#">View</a> <a href="#">Void</a>
03/03/2015	MOBILE CRISIS for T22222 MCFLY MARTY	03/03/2015	Jerry Myers	MOBILE2				<a href="#">View</a> <a href="#">Void</a>
03/03/2015	CRISIS for T22222 MCFLY MARTY	03/04/2015	Jerry Myers	CRISIS2				<a href="#">View</a> <a href="#">Void</a>
03/03/2015	STR for T22222 MCFLY MARTY	03/03/2015	Jerry Myers	STR2				<a href="#">View</a> <a href="#">Void</a>
03/03/2015	ASAM for T22222 MCFLY MARTY	03/04/2015	Jerry Myers	ASAM2				<a href="#">View</a> <a href="#">Void</a>
03/03/2015	CALOCUS2 for T22222 MCFLY MARTY	03/04/2015	Jerry Myers	CALOCUS2				<a href="#">View</a> <a href="#">Void</a>
03/03/2015	LOCUS for T22222 MCFLY MARTY	03/04/2015	Jerry Myers	LOCUS2				<a href="#">View</a> <a href="#">Void</a>
03/02/2015	SERV/ORD2 for T22222 MCFLY MARTY	03/02/2015	Phillip Nofal	SERV/ORD2				<a href="#">View</a> <a href="#">Void</a>

Done

Start

10:19 AM 5/5/2015





You may ask a question using the questions box on the right side of the webinar window.

The National Association of Counties,  
Council of State Governments Justice Center,  
and American Psychiatric Foundation  
*announce the launch of:*



*A National Initiative to Reduce the Number of People with  
Mental Illnesses in Jails*

Stepping Up aims to unite local and state stakeholders around a common goal: to reduce the number of people with mental illness in jails. "Stepping Up" asks county policymakers to pass a resolution committing to key actions, including collecting data to determine the extent of the problem within each jail, developing a plan that draws on national research to combat the problem, and designing an approach to track progress going forward.

Please contact NACo Program Manager Nastassia Walsh at [nwalsh@naco.org](mailto:nwalsh@naco.org) or 202.942.4289 for more information and visit [www.stepuptogether.org](http://www.stepuptogether.org)

# Continue the Conversation at the NACo Annual Conference, July 10-13, 2015

Don't Miss the Educational Sessions Covering Mental  
Health and Substance Use Disorders

Visit [www.naco.org](http://www.naco.org) for more information

