988 Crisis Response
Across the Continuum of Care
Introductions

Cathleen Panowicz
*Client Development Executive, Public Sector East*

Stu Parker
*Director, Public Sector West*
Challenges and Opportunities

- unknowns
- Compressed Timeline
- Potential volume and cost

Better Outcomes
- Opportunity
- Improved Care

Crisis Management & 988
The Journey to 988

The progression to a crisis management services system

- Call Center
- Appropriate level of care
- Real-time data share
- Assessments
- Clinical Collaboration
- Policies / Procedures

- New Service Lines
  - Case Management
  - SDoH and more

- Analytics

- Bend of Cost Curve
- Increased Capacity
- Increased Services
- Optimized Outcomes

State-Wide Integrated Care
Netsmart Interoperability & Data Warehouse Repository Platform

Crisis Call Center
Mobile Dispatch
Bed Registry

Bed Availability & Provider Scheduling

Integration Engine

Provider & Hospital Network
Data Inputs
Behavioral Health Providers & Contracted Providers

Mobile Dispatch

Care Coordination
CareManager™

Analytics
Quality Measures Reporting

Provider Registry

Bed Availability & Provider Scheduling

Netsmart Data Platform Cloud
Interoperability

Copyright © Netsmart. All rights reserved.
Supporting Whole-Person Care Through Crisis

Stop the Revolving Door

Crisis Services Today

Available Responders
- EMS
- Law Enforcement
- Social Services
- Telehealth
- Mobile Crisis Team

Available Facility/Program

Charting a New Path

Possible Resources
- Social Services Agency
- Population Health Management
- Providers
- SDoH NGOs
- Better Outcomes/Lower Costs
- Analytics/Benchmarking

Crisis Line Call
- Triage
- Screening
- Assessment

Revolving Door
Supporting Whole-Person Care Through Crisis

Stop the Revolving Door

Charting a New Path

Possible Resources

- Automated Referral
- Care Coordination/Management
- Social Services Agency
- Population Health Management
- Providers
- SDoH NGOs

Better Outcomes/Lower Costs

Analytics/Benchmarking

Supporting Whole-Person Care Through Crisis

Stop the Revolving Door

Charting a New Path

Possible Resources

- Automated Referral
- Care Coordination/Management
- Social Services Agency
- Population Health Management
- Providers
- SDoH NGOs

Better Outcomes/Lower Costs

Analytics/Benchmarking
Government Communities We Serve

- Vital Records
- Senior Living/Veterans' Homes
- Corrections
- Social Services
- Child and Family Services

- Behavioral Health
- Intellectual/Developmental Disabilities
- Public Health/Population Health Management
- Addiction Treatment
- Social Services
- Child and Family Services
National Footprint – State Clients
Crisis Management
The Intersection of Technology, Innovation and Legislation

- Tuesday, September 28 at 2:00 p.m. EDT
- Speakers
  - Brandie Williams
    *Director of Operations, Rappahannock Area Community Services Board*
  - Dr. Joe Parks
    *Medical Director, National Council for Mental Wellbeing*
  - Julie Hiett
    *Senior Director of Population Health, Netsmart*
- Registration link: pages.ntst.com/CrisisMgmt_TheIntersection
Contact Us

Stu Parker
Director
Public Sector West
sparker@ntst.com
720-344-5566

Cathleen Panowicz
Senior Client Development Executive
Public Sector East
cpanowicz@ntst.com
913-707-4684

www.ntst.com