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Netsmart Care Coordination Solution Provides Tampa Bay Area Residents with Improved Access to Behavioral Health Services

Tampa area organizations share referrals and information for improved safety and access to care

Overland Park, Kan., March 6, 2014 – Two Tampa, Fla.-based behavioral health providers and 2-1-1 Tampa Bay Cares, Inc. are now referring local residents needing behavioral health services more quickly and efficiently with a care coordination solution from Netsmart, the leading provider of clinical solutions for health and human services organizations nationwide.

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The [Netsmart CareConnect™](#) solution links vital referral services for the three separate organizations: Suncoast Center, Inc., an outpatient facility; Personal Enrichment through Mental Health Services (PEMHS), an inpatient facility and [2-1-1 Tampa Bay Cares, Inc.](#), the local health and human service assistance hotline. With the system, 2-1-1 Tampa Bay Cares can electronically send patient referrals to either behavioral health provider organization, and the two providers can coordinate referrals between each other. Each provider can see when referrals are pushed and when they are received. The providers also 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,” said John Walsh, chief information officer, Suncoast. “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. 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.”

CareConnect helps reduce the time required to refer consumers in need of behavioral health services, allowing them faster, and 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 authorized 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.

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,” said Michael Valentine, chief executive


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officer, Netsmart. "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. It enables care providers – even using different EHRs – 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 be a part of providing that to this community."

For more information, you may view videos featuring [John Walsh](#), chief information officer, Suncoast; [Kristin Mathre](#), director of Administrative Services, Suncoast; and [Jeff Oppenheim](#), chief information officer, PEMHS, Inc.

About 2-1-1 Tampa Bay Cares

2-1-1 Tampa Bay Cares is a non-profit organization that provides the only free, confidential, multi-lingual, 24-hour dialing code **-2-1-1-** for access to community information, services and resources for the residents of Pinellas and Hernando Counties.

2-1-1 provides one memorable number that connects individuals, families and employees to information about critical health and human services available in their community for everyday needs and in times of crisis. 2-1-1 provides a one-stop service for this vital information and enables people to get assistance before they give up by providing someone to talk to and someone to listen.

About PEMHS

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.

About Suncoast Center

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, outcomes-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 23,000 client organizations, including 450,000 care providers and more than 40 state systems use Netsmart solutions to help improve the quality of life for more than 25 million people each day. Netsmart clients include mental health and addiction services agencies, health homes, psychiatric hospitals, private and group mental health practices, public health departments, social services and child and family health agencies, managed care organizations, and vital records offices.

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.

Learn more about how Netsmart and CareFabric are changing the face of healthcare today. Visit 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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