

# Success In Our State



By David Zupkovich

In healthcare, the word “integrated” can get thrown around a lot. Depending on who you talk to, the definition may vary. When it comes to behavioral health organizations in Ohio, one group is making the word mean more than its definition, using it instead as a core value.

**[Integrated Services for Behavioral Health](#)** (ISBH), located throughout central and southeastern Ohio, aims to improve the behavioral health and well-being of the state’s residents and their communities. After partnering with CliniSync, the organization began to approach this mission in new ways.

Randall Haskins, Chief Information Officer, stated that prior to signing up with CliniSync, the organization was left to guess on what was happening with many of their clients due to little communication between the hospitals or primary care offices where they were being seen. Knowing how important their role is in relationship-based care in their clients’ communities, they decided to restructure their approach to client care by adding CliniSync products and services to their internal workflow.

*“We’re on the precipice of the next wave of managed care. We are using the data from the CliniSync HIE to determine acuity,”* said Haskins. He believes that data coming out of CliniSync has helped guide the care that should be provided to all clients.

Using CliniSync applications has also allowed ISBH to not only have a 360-degree view of their existing clients, but to help prepare for new ones too. Regarding CliniSync’s Community Health Record (CHR) application, ISBH can access patients’ charts and study their physical health history, allowing them to better evaluate clients’ mental health needs. Among the numerous ways that ISBH is using the CHR to their advantage, Haskins specifically highlighted the benefit of caregivers being able to see data on younger patients who are referred for psychiatry, remarking how the CHR provides access to various documents that are needed, such as well-child checks from primary care providers.



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ISBH is also an active user of CliniSync's patient tracking alert application, Notify. After months of analyzing data from Notify and entering it into their EHR, ISBH was able to discover trends and patterns involving their clients' health systems. Haskins says this helps direct outreach to different behavioral health departments with the intention of developing relationships with those that can help an even larger number of clients in need.

CliniSync has also improved the shared work that ISBH does with the Ohio Children's Alliance. Structured as a clinically integrated network, the Ohio Children's Alliance is a collaborative of behavioral health providers that seeks to contract with managed care companies on value-based metrics. The integration of CliniSync solutions into ISBH's workflow helps the organization meet the requirements of the managed care-companies in addition to providing better overall care to their patients.

*"It was so easy to sign up for and so easy to get going. I ended up actually helping other agencies in that collaborative,"* said Haskins, referring to CliniSync.

It's easy to see why collaboration is fundamental to the philosophy of Integrated Services for Behavioral Health. The success that they've experienced is a testament to their dedication to the people and communities that they serve. By fostering strong connections between clients and caregivers in an ever-changing industry, they're making a positive impact that offers a glimpse into the future.