What will be the most pressing problem in New York in 2000?
"Printed books will never be the equivalent of handwritten codices…"

In "In Praise of Copying" by 15th-century monk Trithemius
“Clayton Christensen has done it again, writing yet another book full of valuable insights... The Innovator’s Prescription might just mark the beginning of a new era in healthcare.”
—MICHAEL BLOOMBERG, Mayor, New York City

The Innovator’s Prescription
A Disruptive Solution for Health Care

Clayton M. Christensen
BESTSELLING AUTHOR OF THE INNOVATOR’S DILEMMA
Jerome H. Grossman, M.D. & Jason Hwang, M.D.
Dominant players focus on improving products or services

Yields over-engineered solutions

Simpler offerings are missed.

Will Disruptive Innovations Cure Health Care? CM Christensen, R Bohmer, and J Kenagy
http://hbr.org/web/extras/insight-center/health-care/will-disruptive-innovations-cure-health-care
Disruptions

Incumbents feel threatened

Work to keep the existing infrastructure in place

These activities almost define when Disruption is occurring

Point out that quality is subpar
"The wireless music box has no imaginable commercial value. Who would pay for a message sent to nobody in particular?"

Heads of RCA in response to David Sarnoff's pitch for investment in radio
"TV will never be a serious competitor for radio because people must sit and keep their eyes glued on a screen; the average American family hasn't time for it."

The New York Times, 1939
What use could this company make of an electrical toy?

William Orton, President, Western Union when asked by Alexander Graham Bell to buy his struggling telephone company for $100,000.
Who the hell wants to hear actors talk?

Harry M. Warner
Warner Bros Pictures
1927
Personal Computers

There is no reason for any individual to have a computer in their home.

Kenneth Olsen, founder
Digital Equipment Corp.
1977
"There's no chance that the iPhone is going to get any significant market share. No chance."

Steve Ballmer, CEO, Microsoft
April 30, 2007
Resistance to Quantitative Methods in Medicine

Not surprisingly, outraged [practitioners] questioned Louis's methods. [One], for example, warned that mathematical calculations threatened to substitute "a uniform, blind and mechanical routine for the action of the spirit and individual genius of the [practitioners] artist."

-Research on the Effects of Bloodletting (1835) in Millenson (1997)
Enabling less expensive people to do things that were previously unimaginable has been one of the fundamental engines of economic progress and the established health care institutions have fought that engine tooth and nail.

Will Disruptive Innovations Cure Health Care? CM Christensen, R Bohmer, and J Kenagy
http://hbr.org/web/extras/insight-center/health-care/will-disruptive-innovations-cure-health-care
Health care needs to be transformed

Less expensive professionals to do more sophisticated things in less expensive settings.
The Least Expensive Provider Is No Provider
Today’s Disruptive Technologies

• Infomated Consumer
• E-Therapies
• PHRs and Portals
• Genomics
• M-Health
• Care Coordination and Health Homes
Informed Health becomes Infomated Health
Seeking Information
Getting Help for Depression

When you have depression, it's more than feeling sad. Intense feelings of sadness and other symptoms, like losing interest in things you enjoy, may last for a while. Depression is a medical illness, not a sign of weakness. And it's treatable.

To find out more, answer these questions.

Are you:

- Feeling depressed, but haven't talked to a doctor?
- Just recently diagnosed and don't know what to do?
- Currently treating your depression?
- Stopped your depression treatment?

 ARTICLE
Negative Thoughts Dragging You Down?
 ARTICLE
What Your Smile Says About You
 ASSESSMENT
Easily Distracted? Check Your ADHD Symptoms
 ARTICLE
Are You Getting Enough Sleep?
 QUIZ
Why You Need Your ZZZs
 SLIDE SHOW
Can Exercise Boost Mental Health?
You're going to be okay, we're here to help.

How Does Technology Interrupt our Minds?
3 Ways It Impacts Our Life

WHAT'S POPULAR
- The Psychology of Workplace Leadership: Strong, Steady Transformation
- 10 Tips to Cultivate Your Creativity
- Dr. Phil and Brian Williams: Will They Apologize?
- Common mistakes when arguing
- 15 Hints for Effective Communication
- 3 Ways that Technology Interrupts our Minds
- Paying For Treatment: Barriers And 4 Ways Around Them
- ADHD And The Self Fulfilling Prophecy Of Self Doubt

WHAT'S NEW
- 6. "Ain't Nobody Got Time For That!"—A...
- It's Not That You Fight, but How You Fight...
- ADHD And The Self Fulfilling Prophecy Of Self Doubt
- 10 Tips to Cultivate Your Creativity
- Paying For Treatment: Barriers And 4 Ways Around Them
- Common mistakes when arguing
- Poem: Difference
- 15 Hints for Effective Communication

News Headlines
- ADHD Risk in Children Linked to Allergies, Asthma
- Close Grandparent-Adult Grandchild Bond Brings Mental Health Benefits
- Abused Girls May Have Obesity Issues in Adulthood
- Perception of Online Strangers Varies Depending on Circumstance
- Big Family Can Reduce Risk of Divorce
- Empathy Linked to Age Rather Than Species

Subscribe to Our Weekly Newsletter

Mental Health Newsletters Archive
Treatment and Services

Most people diagnosed with mental illness can experience relief from their symptoms by actively participating in an individual treatment plan. Numerous treatments and services for mental illnesses are available. The choice and combination of treatment and services selected depends in most cases on the type of mental illness, the severity of symptoms, the availability of options and decisions determined by the individual, often in consultation with their health care provider and others. Most people with mental illness report that a combination of treatments, services and supports works best to support their recovery.

For more in-depth information about NAMI's views on policy topics check out NAMI's advocacy page.

Medications

Mental health medications do not cure mental illness. However, they can often significantly improve symptoms and help promote recovery and are recognized as first-line treatment for most individuals.

Specific Medications
A list of information regarding specific medications.

Long-acting Injectable Antipsychotic Medications (LAI's)
LAI's are an alternative to oral administration of medications.

Ask the Psychiatric Pharmacist
NAMI is pleased to be working with the College of Psychiatric and Neurologic Pharmacists to bring you a new series called Ask the Psychiatric Pharmacist

National Institute of Mental Health
Information about psychotropic medication from NIMH.

U.S. Food and Drug Administration Center for Drug Evaluation and Research
This federal agency's website has consumer information on drugs approved by the FDA since January 1999.

Prescription Drug Assistance
Information on government programs, non-profit organizations and pharmaceutical companies offering free or low-cost medication.

Services

An array of mental health services and supports are important to ensure recovery for most people living with mental illness.

Case Management
A case manager coordinates services and supports to help you live successfully in the community.

Employment
Supported Employment
NAMI's fact sheet on supported employment.

Hospitalization
Psychiatric hospitals are designed to be safe settings for intensive mental health treatment.

Housing
Lack of safe and affordable housing is one of the most significant barriers to recovery for people living with mental illness. A safe place to live is essential to recovery.

The Continuum of Housing refers to a full range of housing options, from supportive housing for the homeless to traditional homeownership and everything in between.

Appropriate Housing: Four Criteria
Regardless of the type of housing option chosen, it must meet four criteria in order to appropriate and effective.
Home Testing and Measurement
The first recorded use of a pregnancy test actually occurred in 1350 B.C.E. In 1963, that test was evaluated and found to be accurate 70 percent of the time. (Kennedy, 2012)
All-in-one. Whole-hearted.
The Smart Body Analyzer measures weight, body composition, heart rate, and air quality.

Learn More

Wireless Scale WS-30
Effortless weight tracking for everyone.

Smart Kid Scale
First ever internet-connected baby and toddler scale.
Blood Pressure Monitor

Easy and precise self-measurement of your blood pressure with your iPhone, iPad or iPod touch.

$129.95

Blood pressure and heart rate
The Withings Blood Pressure Monitor offers all the information and insights you need to take control of your blood pressure.

Tailor-made for iOS
Specially created for iPhone, iPad and iPod touch, just plug it in and press to launch the measurement.

Your history, on hand
It automatically saves and displays your results for easy tracking and evaluation. Keep your history in your pocket and access it anywhere, anytime.

Share for greater care
Email your measurements history with a tap to keep your doctor in the know and seek professional advice.
The Propeller sensor keeps track of your medication use for you, with a record of the time and place you have used your inhaler.
Proteus Smartpill

The system includes ingestible sensor-enabled tablets which relay information to a patch worn on the body.
Send your smartphone to med school.

Scanadu is building a suite of products using the elegance of science and the power of technology that will empower you to monitor your health – anytime, anywhere. Each product wirelessly and effortlessly connects to your smartphone, providing you with analytics and intelligence to live a healthier life.

Coming Soon to an app store near you.
Mirror, mirror on the wall

Mirror automatically measures heart rate
Physical Fitness and Training
BAND + APP + YOU = THE UP SYSTEM

UP is a system that takes a holistic approach to a healthy lifestyle. The wristband tracks your movement and sleep in the background. The app displays your data, lets you add things like meals and mood, and delivers insights that keep you moving forward.

YOU, AT A GLANCE

Know what's happening with you, instantly: Your sleep, your activity, what you're eating. The Home Screen is your daily dashboard. A way to quickly check in with your progress and see what your friends are up to.
GARMIN

Explore
Discover Features

Shop
Buy Devices

Maps
Find Content, Services & More

Support
Get Help

 THERE'S A COACH IN EVERY WATCH. 
Never eat more than you can lift

- Miss Piggy
Brain Fitness and Training
Quick Wellness Assessment

The first step in joining myStrength is completing a quick Wellness Assessment called the DASS-21. This clinically based tool for rating depression and anxiety will help us choose the right eLearning program and daily resources for you.

Multidimensional Profile

To further personalize your myStrength programs and resources, we’ve created a short Personal Profile that works hand-in-hand with the Wellness Assessment. Unique to myStrength, this holistic questionnaire enables us to understand the whole you—so we can select the most relevant resources.

Personal My Home Page

Your myStrength membership includes a personal home page where you can access all of your mental wellness resources—from your eLearning programs to your favorite tools. It's updated daily with fresh resources tailored to your personal profile.
E-therapies
What Can We Learn From These Guys?
Digital Natives…

want it their way
Adult use of social networking sites and Twitter—change over time

% of adult internet users who use social networking sites or Twitter, over time
### Social networking site use by age group, 2005-2012

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% of internet users in each age group who use social networking sites</th>
</tr>
</thead>
</table>

http://pewinternet.org/~/media//Files/Reports/2013/PIP_Social_networking_sites_update.pdf
Smartphones = Smart kids?

- 77% 12-17 yo
- 56% 8-12 yo
- 63% text daily
- 75% text while driving
- 28% inappropriate pics

https://www.lookout.com/resources/reports/smartphone-family-guide
25% of children ages 2-5 have a smartphone
40% of children 6-9 own one

http://foxnewsinsider.com/2013/08/05/new-study-25-percent-kids-two-and-under-own-smartphones#ixzz2eM7Ze4J3
The sort of bad news

Teens and young adults are frequently using social networking sites and mobile technology to express **suicidal thoughts and intentions** as well as to reach out for help.

The Bad News

When asked how they seek help

Least common responses:

- Talking to a health-care provider
- To a blog
- Calling a suicide prevention hotline
- Posting to an online suicide support group.

Isn’t this what we do?
CCBT and Clinical Social Media
What's on your mind?

Get through your troubles on Big White Wall. Be safe, open and anonymous. 95% of members say they feel better as a result.

What's on others' minds?

trauma
The Leading Healthcare Behavior Change Platform Company

Members
Join support communities to achieve your health goals. How it works ▶

Employers
Reduce healthcare costs, improve productivity, and accelerate return to work.

Health Plans
Create market differentiation and boost participation in programs.

Providers
Maintain engagement, support patients and alumni, and reduce readmissions.
Feeling down or anxious? Beating the Blues 24/7 can help...

Beating the Blues® is an effective treatment for people feeling stressed, depressed, anxious or just down in the dumps. Based on Cognitive Behavioural Therapy, the course is made up of 8 online sessions which last approximately an hour and help you to understand the link between how you think and how this influences your feelings and behaviours. The program teaches strategies to help you cope better in the short term and workable skills for life so that you can face the future with confidence.

An Effective Treatment

You Are Not Alone

Depression and anxiety are extremely common. In fact, one in every five people is affected at some time in their lives. Depression and anxiety often go hand in hand, but they can occur alone too.

An Effective Treatment Method

Cognitive Behavioural Therapy (CBT) has been used successfully for many years to treat anxiety and depression. Results are quick and extremely effective if people work through the program and carry out weekly projects in between sessions.
Depressed astronauts might get computerized solace

 Posted 10/25/2008 12:29 AM | Comment | Recommend

BOSTON (AP) — Your work is dangerous and your co-workers rely on you to stay alive. But you can never get far from those colleagues. You can't see your family for months, even years. The food isn't great. And forget stepping out for some fresh air.

No wonder the adventure of space flight can also be stressful, isolating and depressing. So scientists are working on giving a computer the ability to offer some of the understanding guidance — if not all the warmth — of a human therapist, before psychological problems or interpersonal conflicts compromise a mission.

Clinical tests on the four-year, $1.74 million project for NASA, called the Virtual Space Station, are expected to begin in the Boston area by next month.

The new program is nothing like science fiction's infamous HAL, the onboard artificial intelligence that goes awry in "2001: A Space Odyssey." The Virtual Space Station's interaction between astronaut and computer is far less sophisticated and far more benevolent.

In the project, sponsored by the National Space Biomedical Research Institute, a recorded video therapist guides astronauts through a widely used depression therapy called "problem-solving treatment."

The recording helps astronauts identify reasons for their depression. Then the program helps them make a plan to fight the depression, based on the descriptions the astronauts type in about their problems.

Dartmouth psychologist Dr. Mark Hegel poses in his office Oct. 24 with his laptop in Lebanon, N.H. Hegel is working on a computer program, "The Virtual Space Station," that will guide astronauts through treatment for depression and other problems while in space.
HEALTHY BEHAVIOR THROUGH TECHNOLOGY

Inflexxion® develops scientifically-based, interactive technologies that help people improve their lives through behavioral change. Pharmaceutical and biotechnology companies, healthcare professionals, and educational institutions rely on Inflexxion for online interactive programs that: reduce health-related risks, enhance clinical outcomes, and positively influence quality of care.

PHARMACEUTICAL RISK MANAGEMENT

Inflexxion offers a comprehensive array of pharmaceutical risk management programs and consulting services to companies that develop and market opioids and stimulants. Our services help pharmaceutical companies meet the FDA’s risk management requirements.

We assist in the planning and implementation of strategies for balancing the inherent risks of these drugs with their valuable benefits. Our interactive, scientifically-validated programs can be customized to meet your needs. more...
PHRs and Portals
# Dennis's health information

## Conditions
- Allergy
- Condition (2)
- Medical Device

## Measurements
- Blood Glucose Measurement
- Blood Pressure Measurement
- Cholesterol Measurement
- Height Measurement (1)
- Lab Test Results
- Peak Flow Measurement (100+)
- Sleep Session (40)
- Weight Measurement (3)

## Custom Data
- Application-Specific Information (100+)

## Files
- Continuity of Care Document (CCD) (1)
- Continuity of Care Record (CCR)
- Documents (File) (4)
- Medical Image Study

## Fitness
- Dietary Intake
- Exercise (100+)

## Medications
- Medication (4)

## Personal Profile
- Basic Demographic Information (1)
- Emergency or Provider Contact (1)
- Insurance Plan
Virtual therapies

M-health
Average Daily App Usage Growth
Dec 2013-June 2014

Growth in Daily Sessions

62%

Health and Fitness Apps

33%

Apps Overall

Given society’s embrace of mobile devices, consumers inevitably will turn to mobile apps to manage their wellbeing and health care.

-Assn of American Medical Colleges

Source: Flurry Analytics
http://www.flurry.com/blog/flurry-insights/health-and-fitness-apps-finally-take-fueled-fitness-fanatics#.VDBx4ahSa1x
Quality Of The Therapeutic Relationship

- ORS/SRS – Scott Miller
- Automated version

Source: http://www.acehealth.co/products/mFIT/
Hazelden Mobile More

• iPhone/Android Recovery Support
"When it comes to mobile technology, it's sort of the Wild West right now”.

Tracy Dennis Ph.D., Pennsylvania State University, Clinical Psychology Creator of PersonalZen an AntiAnxiety App
(FDA) seeking input on a “proposed oversight approach for certain mobile applications specific to medicine or health care.”

### Types of Apps

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<td>Addiction</td>
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<td>Agoraphobia</td>
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<td>Alcohol and Drug Abuse</td>
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<td>Anxiety</td>
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<td>Autism</td>
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<td>BiPolar</td>
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<td>Children</td>
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<tr>
<td>Dementia</td>
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<tr>
<td>Depression</td>
</tr>
<tr>
<td>Divorce</td>
</tr>
<tr>
<td>Dream Analysis</td>
</tr>
<tr>
<td>Mindfulness &amp; Meditation</td>
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<tr>
<td>OCD</td>
</tr>
<tr>
<td>Panic</td>
</tr>
<tr>
<td>PTSD/Veterans</td>
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<tr>
<td>Schizophrenia</td>
</tr>
<tr>
<td>Sleep - Insomnia</td>
</tr>
<tr>
<td>Smoking</td>
</tr>
<tr>
<td>Stress Reduction</td>
</tr>
<tr>
<td>Trichotillomania</td>
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<tr>
<td>Weight Loss</td>
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<td></td>
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<tr>
<td><strong>Apps-Resources for Mental Health Professionals</strong></td>
</tr>
<tr>
<td>General</td>
</tr>
<tr>
<td>Assessment - Evaluation, General</td>
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<tr>
<td>HIPAA</td>
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<td>IQ Assessment</td>
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<td>Personality Assessment</td>
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<td>Practice Management</td>
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<td>Therapists Burnout</td>
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<tr>
<td><strong>Apps for Psychology Students</strong></td>
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<tr>
<td><strong>Online Articles and Resources</strong></td>
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<tr>
<td><strong>Making Your Own App</strong></td>
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<tr>
<td><strong>Books</strong></td>
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</table>

Pocket Therapy: Do Mental Health Apps Work?

Deborah Brauser
August 27, 2012

August 27, 2012 — Smartphone users are inundated with all types of downloadable applications (apps) for their smartphones, including a myriad of so-called "mental health self-help apps." But are any of these actually helpful for patients with depression, posttraumatic stress disorder (PTSD), or other psychiatric disorders? The apps range from Mobilyze!, created to track users' behavior patterns and activities (or lack thereof) to predict possible depressive episodes, to PTSD Coach, which responds with a relaxation exercise or the phone number of a crisis management hotline when stress levels exceed a certain number.

"Actually, I found that most of these apps were surprisingly good," Lori Simon, MD, a psychiatrist in private practice in New York City and a member of the volunteer faculty at the Payne Whitney Clinic behavioral/mental health | public health | substance abuse | methadone | i/dd | child & family services | population health
Confidential

www.ntst.com
The Best Depression iPhone & Android Apps of the Year

Written by Heidi Godman | Winners selected by Tracy Rosecrans
Medically Reviewed on May 19, 2014 by Kenneth R. Hirsch, MD

Getting On-the-Go Help for Depression

Depression can cause both physical and emotional effects. It can lead to feelings of sadness and cause you to withdraw from things you enjoy. If you’re dealing with depression, you’re certainly not alone. The Centers for Disease Control and Prevention reports that depression affects about one in 10 Americans.

Read about the best depression apps of the year. They may become a helpful part of your treatment, and be your ticket to a more positive outlook.
Top 10 Mental Health Apps

By SANDRA KIUME

With so many apps on the market, it's hard to know which are useful.

Many are designed by software developers instead of psychologists, without scientific testing. They range from beneficial, to harmless but useless, to bordering on fraudulent.
Genomics
Full Genome Sequencing & The Genetic Revolution
Cost per Human Genome vs Total Number of Genomes Sequenced

www.existencegenetics.com

Cost per Human Genome for Full Genome Sequencing
Total Number of Human Genomes Sequenced
Dashed lines represent extrapolations based upon current trends

Industry data from public online sources

http://www.extremetech.com/extreme/151086-minion-a-complete-dna-sequencer-on-a-usb-stick
Entire genetic sequence can be run in one day for $1,000.

Personalized Care
Fourteen Genes Relevant to Mental Health

**CYP1A2:**
clozapine, olanzapine, fluvoxamine

**CYP2C19:**
Citalopram, TCA, PPI, Plavix

**SCL6A4:** Various antidepressant medications

**CPY2D6:**
Risperidone, narcotics (codeine, hydrocodone, tramadol), Tamoxifen, Effexor

---

HEALTH OVERVIEW

23andWe Discoveries were made possible by 23andMe members who...

SHOW RESULTS FOR Dennis Morrison

Health Risks (122, 1 locked report)

<table>
<thead>
<tr>
<th>Health Risk</th>
<th>Your Risk</th>
<th>Average Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gout</td>
<td>30.7%</td>
<td>22.8%</td>
</tr>
<tr>
<td>Ulcerative Colitis</td>
<td>1.3%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Crohn's Disease</td>
<td>0.84%</td>
<td>0.53%</td>
</tr>
<tr>
<td>Esophageal Squamous Cell Carcinoma (ESCC)</td>
<td>0.56%</td>
<td>0.36%</td>
</tr>
<tr>
<td>Stomach Cancer (Gastric Cardia Adenocarcinoma)</td>
<td>0.42%</td>
<td>0.23%</td>
</tr>
</tbody>
</table>

See all 122 risk reports...
I joined National Geographic’s Genographic Project to map the human journey and its scientists ran a cutting-edge test of my DNA.

Here is what I learned about my ancient ancestry:

I AM 2.7% NEANDERTHAL

As humans were first migrating out of Africa more than 60,000 years ago, Neanderthals were still living in Europe. It seems our ancestors hit it off, leaving a small trace of these ancient relatives in my DNA.

I AM 45% Northern European

35% Mediterranean

17% Southwest Asian

I AM 1 of 688,127 PARTICIPANTS

MY MAP

MY MATERNAL LINEAGE BEGAN ABOUT 150,000 YEARS AGO.

My maternal ancestors carried farming culture from the region of the Fertile Crescent into Europe. This revolutionized not only the way food was grown but introduced a shift from a nomadic lifestyle to a settled one. Changes to tools, pottery, and weapons may not otherwise have been possible. Thus, my cousins have played an important role in the history of humanity.
Data Deluge

What’s the new role of health care providers when patients have more data?
“...[the doctor’s] role will be progressively morphed into providing guidance, wisdom, experience on how to transform data and information to knowledge and judgment.”
Care Coordination and Health Homes
Impact of Behavioral Health Co-Morbidities on Medicaid Costs

<table>
<thead>
<tr>
<th>Condition</th>
<th>No Mental Illness and No Drug/Alcohol</th>
<th>Mental Illness and Drug/Alcohol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asthma and/or COPD</td>
<td>$8,000</td>
<td>$24,598</td>
</tr>
<tr>
<td>Congestive Heart Failure</td>
<td>$9,488</td>
<td>$24,927</td>
</tr>
<tr>
<td>Coronary Heart Disease</td>
<td>$8,788</td>
<td>$24,443</td>
</tr>
<tr>
<td>Diabetes</td>
<td>$9,498</td>
<td>$36,730</td>
</tr>
<tr>
<td>Hypertension</td>
<td>$15,691</td>
<td>$35,840</td>
</tr>
</tbody>
</table>
29% of Adults with Medical Conditions Also have Mental Health Conditions

68% of Adults with Mental Health Conditions Also Have Medical Conditions

Robert Wood Johnson, 2011 – Mental Health Comorbidity
Innovations Designed To Improve Care & Reduce Costs

- Health Homes
- Integrated Care Organizations
- Dual Eligibles
  - BH
  - Elderly
  - Physically disabled
- I/DD Care Coordination
- Managed Foster Care
<table>
<thead>
<tr>
<th>Needs of the patient</th>
<th>Needs of the population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support of the individual provider at the point of care</td>
<td>All providers across the spectrum of care</td>
</tr>
<tr>
<td>Treatment of chronic disease</td>
<td>Management of chronic disease</td>
</tr>
<tr>
<td>Islands of automation</td>
<td>Integrated information access across providers, settings &amp; activities</td>
</tr>
</tbody>
</table>
Coordinated Behavioral Care

Provider Network

Care Management Agencies
- Queens
- Brooklyn
- Manhattan
- Staten Island
- Bronx
**Dashboard**

- Alerts
- Missed Medication Refills
- Missed Appointments
- Arrests

### Missed Medication Refills

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Med Name</th>
<th>Refill Date</th>
<th>Alert Date</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamson, Samantha</td>
<td>Prometrium</td>
<td>02/14/2012</td>
<td>03/14/2012</td>
<td>New Task</td>
</tr>
<tr>
<td>Smith, John J.</td>
<td>Albuterol</td>
<td>02/10/2012</td>
<td>10/30/2012</td>
<td>New Task</td>
</tr>
</tbody>
</table>

### Missed Appointments

<table>
<thead>
<tr>
<th>Time</th>
<th>Task Description</th>
<th>Contact(s)</th>
<th>Activity</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/24/2012</td>
<td>Contact ER for documentation and Jeremy Bond's follow-ups</td>
<td>Daniel Johnson, James Smith, Jenny Thompson</td>
<td>Add Contact Note</td>
<td>Waiting on Contact</td>
<td>Edit</td>
</tr>
<tr>
<td>10/24/2012</td>
<td>Face-to-face meeting</td>
<td>Frank Timarancio</td>
<td>Add Care Note</td>
<td>In Progress</td>
<td>Edit</td>
</tr>
<tr>
<td>11/09/2012</td>
<td>Follow-up with Primary Care Physician</td>
<td>Janie Hycheck</td>
<td>Add Contact Note</td>
<td>In Progress</td>
<td>Edit</td>
</tr>
<tr>
<td>11/30/2012</td>
<td>Update Demographics</td>
<td>Timothy Green</td>
<td>Update Demog...</td>
<td>Completed</td>
<td></td>
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</tbody>
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There are always surprises

That wasn't chicken
“In the midst of chaos, there is also opportunity”

— Sun-Tzu
Pivot

*(piv·ot /ˈpivət)*

Verb:  

**Pivots**  *Turn on or as if on a pivot.*  *place as you shift the other in a new direction.*

New ventures capitalize on what they know and value and **apply these insights** in new areas.
It’s time to pivot
The best time to plant a tree was 20 years ago.

The second best time is now.

– Proverb
"An idea that is not dangerous is unworthy of being called an idea at all."

-Oscar Wilde

"If at first, the idea is not absurd, then there is no hope for it."

- Albert Einstein

"We don't see things as they are, we see things as we are."

- Anais Nin

"A mediocre idea that generates enthusiasm will go further than a great idea that inspires no one."

- Mary Kay Ash

“"I want to put a ding in the universe.”"

- Steve Jobs
Thank You

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