



OPPORTUNITY

Decrease the amount of time clinicians spend and the amount of money spent on clinical documentation, improving results and eliminating errors.

INNOVATION

Netsmart is leading the way with AI-powered solutions that simplify clinical documentation and automate administrative tasks—giving clinicians more time to focus on patient care.

SOLUTION

Netsmart's innovative and powerful Bells AI documentation assistant, based on InterSystems IRIS for Health.

IMPACT

Bells can dramatically reduce the documentation burden on clinicians, while auditors and other non-clinicians can concentrate on more complex issues. With comprehensive compliance through automation, groups using Bells AI can also increase their reimbursement income.

Netsmart's Bells Clinical Assistant Revolutionizes Healthcare Documentation with AI

The healthcare sector, particularly in behavioral health and post-acute care, faces significant challenges with time-consuming and error-prone documentation processes. Providers often spend up to 40% of their time on documentation, which not only detracts from patient care but also increases the risk of missing critical information. [Netsmart](#) set out to change this situation.

Pioneering the Clinical Future with the Bells Assistant

The Netsmart Bells AI Clinical Documentation Assistant is a groundbreaking solution, based on **InterSystems IRIS® for Health**, designed to streamline and enhance the documentation process in healthcare settings, particularly in behavioral health, human services, and post-acute care. By leveraging advanced AI, Bells significantly reduces the time providers spend on documentation, by up to 67%. This not only improves operational efficiency but also allows healthcare professionals to focus more on patient care. The system's auditing capabilities are equally impressive, as it can audit virtually all of clinical notes, achieving an almost perfect success rate in meeting the required quality standards. This level of accuracy ensures compliance and reduces the burden on auditors, enabling them to concentrate on more critical tasks.

“Can we accurately transcribe that information? Can we then diarize the transcript, knowing who is who in the conversation without telling the system who it is?”

“We’re finally at the point where technology is doing more for the individual than they are doing for technology, meaning we’re providing multiple tools on top of that structure that are saving people time, providing feedback, and lessening the learning curve.”

Netsmart innovation team

Improving Focus, Compliance, and Outcomes with AI

Bells has had a profound impact on healthcare organizations using it. Bells has reduced documentation time by up to 67%, allowing providers to focus more on patient care and leading to better outcomes and operational efficiency. Additionally, Bells audits 100% of the notes with a 99.9% success rate, ensuring compliance and reducing the burden on auditors. This innovation has also generated new revenue streams for organizations, with one client seeing an increase in revenue by millions of dollars due to improved documentation and compliance.

Key Tasks Performed by the Bells Clinical AI Assistant

Transcription and Diarization: Bells transcribes medical interactions between providers and individuals from live conversations, accurately identifying who is speaking without the need for manual input. This ensures that all relevant information is captured and structured correctly.

EHR Integration: The system integrates seamlessly into an EHR system, feeding data directly into an individual’s medical history record. This integration enhances the continuity of care and ensures that all healthcare providers have access to the most up-to-date information.

Note Generation: Bells generates different types of notes, such as E&M (Evaluation and Management) notes and SOAP (Subjective, Objective, Assessment, Plan) notes, tailored to various healthcare settings and provider types. This adaptability ensures that the documentation meets the specific needs of each healthcare environment.

Real-Time Feedback: Bells provides real-time feedback and prompting to improve care, including the potential to predict patient outcomes like length of stay and risk of hospitalization or suicide. This proactive approach helps healthcare providers make informed decisions and enhance patient safety.

About the Winner: Netsmart

Netsmart has been a leader in healthcare technology for over 50 years, dedicated to empowering providers to deliver value-based care to the individuals and communities they serve. They offer a range of innovative solutions, including AI-powered clinical documentation tools, to support behavioral health and post-acute care communities and streamline processes.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year, select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a significant difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards/>.

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