

# Slipping Through the Cracks

## *Regionalized behavioral health is picking up the pieces*

Regionalization is a popular word lately in Northeast Ohio. The Cleveland-Akron-Canton-Youngstown region is merging its resources for everything from tourism to young professionals groups.

While new regionally-themed organizations are popping up all over the area, Coleman Professional Services has been leading the charge in regionalized behavioral health care over the past four years. After 20 years of service in Portage County, and receipt of multiple local, state and national awards to recognize the success of its programming, other counties began to seek out Coleman to fill the void in their communities.

Since 2004, Coleman Professional Services has opened behavioral health and rehabilitation facilities in Stark, Trumbull, Summit and Medina Counties while continuing to expand services in Portage County. Coleman offers a variety of services including mental health, addiction and employment services to children, adults, families and businesses.

Coleman's regionalization goals entail more than just trend following. Experience has shown that continuity in treatment under the same model helps to unite the best practices in the region, allowing customers to be served more seamlessly, in turn producing more successful results.

In the past, the numerous small organizations serving the communities' behavioral health needs operated under different treatment models, which caused a problem with continuity in care for individuals needing treatment. Under Coleman's care, customers from any of the five counties in Coleman's footprint will be treated according to Coleman's established best practices, alleviating lapses in records, treatments and results.

As Coleman spread into five Northeast Ohio counties, it invested in an electronic medical records system that allows any Coleman employee with proper permissions to access client records 24-hours-a-day from any Coleman location in order to provide immediate and accurate care to customers.

[Coleman Access Services](#), which fields 24/7 emergency calls from all over the region, can immediately pull the appropriate client record from the system and use their connections with service providers and facilities in the surrounding areas to offer care options that best fit the needs of the customer. With regionalized services, Coleman can work with customers to improve continuity of care when relocating or when seeking care after an emergency hospital admittance.

Coleman's regional expansion has allowed it to keep health care costs low, as well as increase availability of resources to Northeast Ohio customers in need. The goal of Coleman's regional growth is modeled after its mission: to improve more lives.