ensoftek

Is Your EHR Vendor A Partner For Long-Term Growth & Success?

When an enterprise behavioral health care provider signs a contract with an electronic health record (EHR) vendor, the contract term is usually for at least five years. If you don't make the right choice, this can be an eternity.

You are tied to a vendor and software solution that impacts nearly all your staff and operations but isn't the right fit. When you select an EHR, it is essential for you to understand that you are selecting the vendor as a partner – you need to vet the vendor, not just the software!

For your organization to truly thrive, your EHR vendor should be a partner in supporting your organization in fulfilling its mission. An EHR vendor that does this brings more than just software to the table.

So, how do you make certain you are selecting a partner, not just an EHR software application? *OPEN MINDS* annual EHR surveys and years of expertise in the market point to these three key ingredients to be crucial of a true EHR advisor/partner:

1. Superior Implementation & Customer Support
2. Engagement & Communication
3. Software Performance

Before we dive into more detail about these three key elements and how to ensure you get them from

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a vendor, take a few moments to take the EHR Partner quiz. *OPEN MINDS* has partnered with EnSoftek to create a quiz to help you determine how well your current EHR vendor measures up as a true partner.

EHR Vendor Partner Quiz

True EHR Vendor Partner or Just Software Company? Answer these questions to see how your vendor scores. Award 2 points for every question answered with the letter A; award 0 points for each question answered with the letter B; and subtract 2 points for any question answered with the letter C.

1 Does your vendor include you in the implementation process?

   a. Yes, they understood our goals, operations, and current challenges and worked closely with our team to ensure a successful implementation and go-live.
   b. Not really, it was just a bunch of cookie-cutter meetings, not about our operations.
   c. What implementation? They just trained us on the software and left us on our own.

2 Does your vendor respond quickly to requests for customization?

   a. Yes, requests are responded to quickly with follow-up for clarity, if needed.
   b. Often responses are hit or miss, and the timing can be unpredictable.
   c. This can be customized?

3 Does your vendor regularly reach out to ensure customer satisfaction?

   a. Yes, we have regularly scheduled meetings.
   b. Sometimes, but we have to reach out as well.
   c. When it's time to renew the contract.

4 **Is your vendor proactive in addressing bugs and common issues with software?**

a. Yes, we are included in all software updates and have a help desk to address issues.
b. They seem to catch the big issues, but we often have to "bug" them to fix minor ones.
c. We are still on version 1.0.

5 **Has your vendor provided training for your staff/organization?**

a. Yes, at implementation and as needed.
b. Yes, at implementation, but we have not seen them since.
c. We got a PowerPoint demonstration at some point, but that was it.

6 **Is your vendor engaging your staff "power users" on feedback and future platform capabilities?**

a. Yes, we have worked together to form a group to drive future decision-making.
b. The vendor sometimes asks for feedback but is not engaged with power users.
c. No, we keep sending feedback without any response.

7 **Is your vendor including you in beta testing?**

a. Yes, we are invited, and feedback is encouraged.
b. Not really, they seem open to feedback, but we don't get insight into testing.
c. No, we get what they give us.

8 **Is your vendor keeping you informed of their product roadmap?**

a. Yes, we are aware of our vendor's product roadmap and are involved in providing feedback.
b. We are aware, but are not asked for feedback, or feel that our insight is necessarily incorporated.
c. No, we don't have a clue what our vendor is doing, and we aren't sure they do either.

9 **Is your vendor ensuring you're receiving real-time data and reporting so you can optimize and streamline processes?**

a. Yes, they check in regularly and update as needed to ensure our team is up to speed.
b. Not regularly, but they do updates when we bring needed updates to them.
c. No, we haven't gotten real-time customer service, never mind data.

10 **Are you able to get in touch with vendor leadership easily?**

a. Yes, we have direct contact with our vendor's leadership.
b. Sometimes, but we must go through several channels.
c. We are not even sure who our vendor's leadership team is.

How does your vendor stack up? If your score was 20, congratulations, your vendor passed with flying colors but if not, let's talk about an EHR vendor partner that truly can.

EnSoftek as Your True EHR Partner

Most EHR vendors provide similar sales pitches, implementation plans, and customer service. Their software does all the key requirements: clinical records, revenue cycle management, reporting and, and everything else you'd expect an EHR should do. However, most vendors rely upon a "cookie-cutter" approach to system set-up and implementation, simply using templates and rigid practices to implement their EHR solutions without the flexibility and feedback that a true partner provides. With a true partner, a "Going Above & Beyond" mentality is required to deliver not just a quality implementation and EHR product, but a long-term partnership in leveraging technology to meet the needs of an ever-changing marketplace. EnSoftek has forged exactly these kinds of relationships with behavioral health organizations – demonstrating the communication, flexibility, and clear vision of what it means to be a true EHR partner. Implementation support, superior training, and superb customer service and support are all critical components of a vendor that is interested in partnering with its clients.
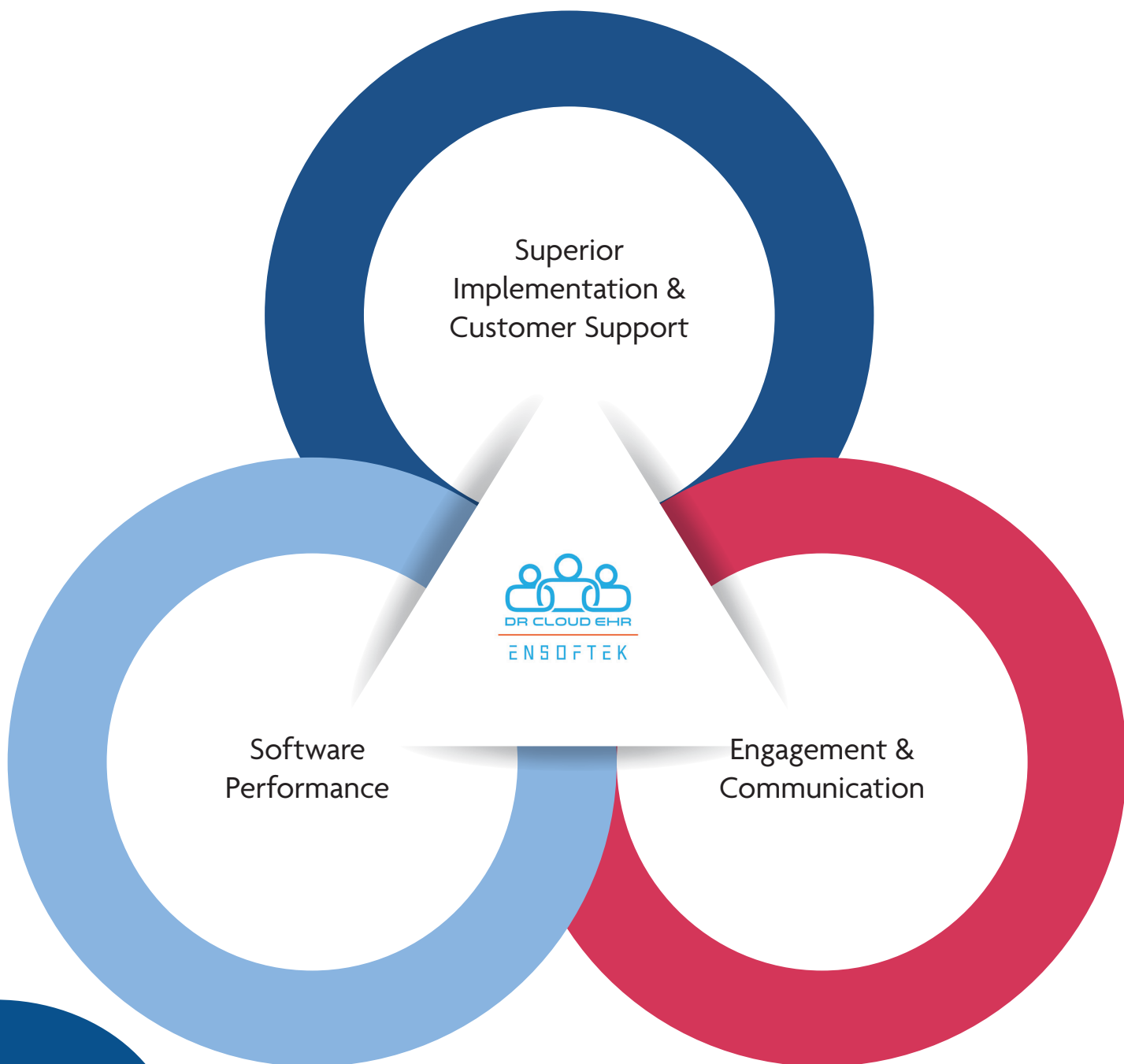
Superior Implementation & Customer Support

During the EHR selection process, a small group of users may get access to a demo of the product, a walkthrough of features, an overview of the product roadmap and a high-level overview of key features and best practices. Once an EHR has been selected and implementation begins, partnership becomes crucial. EnSoftek creates a custom implementation and training plan for each customer to integrate the EHR into operations as well as to solve unique strategic and operational problems.

Here are three examples of EnSoftek's "Going Above & Beyond" partnership approach:

1 **Solving a Staffing Problem by Partnering with a Revenue Cycle Management Company**

   a. A community mental health center that uses DrCloudEHR was challenged with staffing shortages in its billing department. EnSoftek partnered with a 3rd party revenue cycle management staffing company to provide the organization with staff already trained using DrCloudEHR to meet their staffing need.

2 **Integrating with Other Software Systems**

   a. EnSoftek will also partner with their clients' own software solutions when needed. A psychology clinic of a major university that uses DrCloudEHR was required to process their services through the consolidated revenue cycle management system, Medical Healthcare Solutions (MHS), used campus-wide. EnSoftek collaborated with MHS and Allscripts to develop, test, deploy, and train the clinic's staff in the integrated solution.

3 **Implementing a Document Storage Solution**

Sometimes organizations just need a better way to do the same processes that they are currently running. A large county in the Pacific Northwest who uses DrCloudEHR is required to store Intellectual and Developmental Disability (IDD) client records/documents for 70 years.

The county was looking for a way to control costs for storing documents and to automate the archiving of records.

EnSoftek partnered with the county and their archive vendor, Laserfiche, to identify the documents to be archived. By triaging the issue with the county and their archive vendor, EnSoftek was able to create a solution that improved the county's processes, while ensuring they were able to continue to meet the regulations in a cost-effective manner.

Once the documents were identified, EnSoftek automated the process of archiving the records by identifying the documents that were needed and the date the document was created. With these identifying factors, DrCloudEHR was able to automate the process of pulling the correct documents and sending it to the county's archive server, annually.

Engagement & Communication

The second component of being a true EHR vendor partner is customer engagement and communication. This is a core value at EnSoftek. The company not only communicates closely with customers during the implementation process but continues to involve them in defining product needs for the future. It also keeps abreast of local and national market changes that impact its customers.

Here are some examples of this customer engagement and communication:
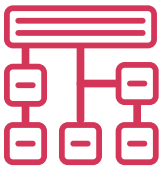
User Group & Product Roadmap

Being a part of the EnSoftek user base is not a static proposition. Team members of the EnSoftek partners become part of the DrCloudEHR User Community, which is specifically designed for collaboration and sharing best practices among the user network. EnSoftek uses the feedback and information shared in the User Community to directly inform their product roadmap.

EHR Optimization

EnSoftek has also partnered with the Oregon Council for Behavioral Health (OCBH) to submit a Congressional Directed Spending Request to the office of Oregon Senator Jeff Merkley. The request put forth to Senator Merkley focused on utilizing technology for comprehensive dashboards, client portals, telehealth services, and more to enhance and better coordinate behavioral health treatment outcomes for six behavioral health organizations serving Oregonians across six counties.

Further, the Congressional Request included EnSoftek partnering with OCBH Association to provide ongoing learning collaboratives to ensure the organizations and their staff were prepared to onboard the upgrades, utilize them in their operations, and streamline the administrative workload. EnSoftek's partnership with OCBH on this project would lead to better coordination of care, secure exchange of behavioral health data, a technology solution to support access to care, and referrals.

Community Involvement

A true EHR partner models the care it says it will provide its clients in its own community. As the COVID-19 pandemic disrupted the world of frontline healthcare staff, the EnSoftek team stepped in to offer aid, not just through its software, but via volunteers, meals, and protective equipment to doctors, nurses, EMTs, and more. Additionally, EnSoftek developed an online COVID-19 Assessment through DrCloudEHR and made it available to all DrCloudEHR partners and consumers.

The COVID-19 Assessment assists with screening and monitoring consumers and staff that may have been exposed to the coronavirus. The reports are just one way that EnSoftek has committed to the safety of healthcare workers in their community.

Software Performance

The final part of being a True EHR Vendor product is about the software itself – providing customers with a state-of-the art EHR solution designed to meet current and future needs. The DrCloudEHR has business intelligence and reporting features vital to its customers' businesses including:

Incorporating Data Analytic Tools into the EHR Itself

A base EHR solution may offer a form of data analysis for utilization with template forms but offers little or no customization. If customization is available, it is often at a cost to the users. In the case of a partner EHR vendor, customization is not only allowed but encouraged. The DrCloudEHR comes standard with a system that creates endless amounts of reports for users that can be exported to Excel for easy analysis. Any data in the data fields are available for access via the report generator and workflows can be easily customized and populate all relevant clinical data needed for providing decision support.

Supporting State Reporting to State & Interfaces with State Systems

EnSoftek builds required state reporting for all customers and keeps it up to date at no additional charge. Additionally, it has a track record of successfully building interfaces to other software systems that providers are required to use. One example of this was with The Link & Options Center, Inc (TLOC) in Illinois where the provider needed an interface between its EHR and the state's portal for the Illinois Medicaid Comprehensive Assessment of Needs and Strengths instrument (IM+CANS Portal) to meet state requirements.

The EnSoftek team was able to streamline TLOC's existing process and enable them to batch submit the CANS/HRA Assessments from the DrCloudEHR.

Aiding in Value-Based Reimbursement Contract Management

With the rise of value-based contracts, telehealth, and COVID-19, having an EHR partner that is willing and able to work with provider organizations to ensure they are utilizing each dollar spent, tracking potential revenue, and driving positive outcomes is extremely critical. With over 50% of organizations participating in value-based reimbursement (VBR) and the average provider tracking over 150 performance measures, data management and reporting can quickly become unwieldy.

DrCloudEHR provides customizable tools for data integration, data management, and analytics to support improved financial performance and business improvement when handling value-base reimbursement contracts and their requirements.

Tracking and Managing Quality & Performance Metrics

EHRs play a vital role in the management of an organization's data tracking and how they utilize that information to create and track performance metrics. For example, EnSoftek was selected to build a custom EHR for the Peace Corps (internally branded as PCMEDICS) which is deployed in 70+ Countries).

Tracking and Managing Quality & Performance Metrics (Continued)

We have hands-on experience working with the Peace Corps, helping them streamline their business processes in areas such as:

1. An electronic medical record (medical, dental, and mental health information);

2. Practice management system (PMS);

3. Reporting system;

4. Medical supply inventory tracking management;

5. Operating in low bandwidth environments (disconnected mode);

6. Technical documentation and training (training documentation for initial implementation and ongoing volunteer training) and

7. Meeting all FISMA requirements while achieving the "Authority to Operate" at the "High Level" security based on the National Institute of Standards and Technology (NIST) and other federal information assurance standards.

EnSoftek developed and successfully delivered a disconnected module of PCMEDICS for the Peace Corps to use in low-bandwidth, constrained networks, and disconnected health units (areas with no internet connection).

Conclusion

So that is how EnSoftek does it – superior implementation & customer support, engagement and communication, and software performance. A partner with an exceptional track record of working collaboratively with organizations to make an EHR really work. A true vendor partner and advocate for delivering better outcomes with better technology. Don't settle for less.