TRANSFORMING YOUR PRACTICE
WITH THE RIGHT BEHAVIORAL HEALTH EHR
CLIENT SUCCESS STORY

The Rose Hill Center, located in Holly, Michigan, is a rehabilitation facility for those with a variety of mental issues such as schizophrenia, clinical depression, and bipolar disorder. Their team of behavioral health professionals care for an annual caseload of approximately 150 people with various levels of residential, transitional, and community support care needs.

A Need for Change

Like many healthcare providers, Rose Hill staff members found their documentation processes to be time consuming and inefficient. As a long-term user of another EHR system, they found that just having "software" was not enough to help them achieve their objectives. Instead, it became an expensive way to maintain forms. Adding in their need to provide evidence-based care to improve outcomes and lower costs, the facility found it tough to juggle conflicting priorities. In addition, their previous software vendor continually increased its prices, and customer service was poor.

Rose Hill needed an affordable solution that could do more than simply maintain records. They identified the need for a dynamic system that could streamline day to day tasks, display patient outcomes data, manage medications, and provide flexible, no hassle billing functions with little to no tech support or upgrades required. Rose Hill also wanted a vendor it could trust, with a history of first-rate service and a commitment to ongoing training and innovation.

Finding Success

After evaluating several electronic health records systems and companies, Rose Hill chose NextStep Solutions, a web-based, HIPAA-compliant EHR that can be customized for both inpatient and outpatient programs of any size and focus. Rose Hill selected NextStep for three main reasons: its integrated processes, configurable workflows, and cost effectiveness.

Results
At-a-Glance

95% Improvement in the completion of treatment plans on time

70% Increase in meeting goals in newly revised treatment plans

75% Reduction in the amount of paper contained in the paper chart

55% Reduction in time spent shuffling paper and duplicating efforts

➡ **Bottom line savings of $86,000 per year**

> "NextStep is really amazing! It's so much better than other software that just gives you screen after screen to keep records. You really see the long-term difference in using a complete, automated system."

- **Automated Clinical and Administrative Processes:** NextStep's integrated wizards make day to day processes quick and easy. Treatment planning, charting for direct billing, sending assessment reminders, and plan reviews are just a few of Rose Hill's now-automated tasks.

- **Extreme Flexibility for a Changing Program:** NextStep's dynamic form builder and program templates are now used to create and modify their own forms, documents and treatment programs.

- **Cost-Effective and Easy to Manage:** NextStep solved many of the problems associated with Rose Hill's previous "form-based" system that only offered electronic recordkeeping. With process automation and evidence-based dashboards, NextStep's comprehensive web-based solution is user-friendly *and* reasonably priced.

NextStep provided Rose Hill with an easy-to-implement, web-based approach to streamlining a paperless, computer-assisted workflow. This has helped to significantly increase organizational efficiency, facilitate team collaboration, and promote individual productivity. Using NextStep's built-in outcomes model, treatment outcomes are now presented by consumer, diagnosis, and program.

Rose Hill uses this data to continually identify strengths and weaknesses in each resident's progress, as well as the treatment approach for particular diagnoses as a whole. The facility then refines its approaches and monitors the impact of these improvements, all without any extra work or data input.

> **NextStep has allowed us to transform the way we work. It has freed up a lot of time for both managers and staff to be able to focus on the important parts of our jobs - providing quality care and working with the consumer. And it's just so easy to use."**

Proven Results

Rose Hill is proud of the proven results it has been able to achieve since switching to NextStep.

- A 95% improvement in the completion of treatment plans on time, a 75% reduction in the amount of paper contained in the paper chart, and a 55% reduction in time spent shuffling paper and duplicating efforts. These savings amount to a bottom line savings of $86,000 per year.

- The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) used NextStep as the method for tracking client care when Rose Hill was assessed for accreditation. Preparation for accreditation and licensing reviews time was cut in half.

- Clinical managers can now track individual client treatment plans for each staff member without devoting any time to active data collection. There has been a significant improvement in the quality of the chart notes written by team members based on this change.

- Staff visibility and enhanced charting features led to a 70% increase in clients meeting the goals and objectives of their newly revised treatment plans.

- Residents and families have visibility into the quality of the programs offered, as well as access to the treatment plans, making it easier for them to collaborate with case managers for more meaningful outcomes.

- Because NextStep is web-based, Rose Hill did not have to purchase an expensive server or any other costly hardware. Eliminating the need for an IT person and other computer-related consulting time has enabled Rose Hill to save $72,000 per year.

Rose Hill's streamlined processes have allowed them to save money, afforded their staff more time to focus on patient care, and improved clinical outcomes through evidence-based data models.