DRIVING BUSINESS GROWTH WITH
THE RIGHT BEHAVIORAL HEALTH EHR
CLIENT SUCCESS STORY

Wentworth & Associates P.C. is a private outpatient psychiatric and substance use facility in Utica, Michigan that provides a variety of mental health and substance use treatment services, as well as family and couples counseling, court evaluations, testing, and assessments. Originally a staff of 17, Wentworth & Associates now has 40 staff members that handle a caseload of 500+ clients per year. They work with children, adults, and families struggling with a wide range of psychological disorders.

A Need for Change

Like many behavioral health and substance use clinics, Wentworth & Associates faces numerous daily challenges. Treatment notes must be completed and signed within 24 hours, and assessments within 72 hours. Before NextStep, administrative staff had to locate and prepare numerous charts for review, and the Medical Director spent a great deal of time traveling to different sites to review and sign off on individual cases.

The need to provide evidence-based care to meet CARF and Blue Cross Blue Shield requirements made the paperwork shuffle difficult and was oftentimes overwhelming. These time-consuming documentation tasks carried numerous risks. Therapists could inadvertently bill for services not yet completed or overlook invoices for services that were. Administering claims for a myriad of payers was a struggle, and the sheer amount of documentation made it difficult to implement a disaster recovery plan.

The practice needed a program to streamline day-to-day tasks, allowing staff members to pull up client information with the click of a button. The system also needed to provide flexible, and offer no-hassle billing and medication management functions. They also wanted to be backed by a company with a history of attentive customer service and a commitment to client training. The ideal system would require little to no hardware upgrades or client-side technical support.

HIGHLIGHTS: What They Love About NextStep

- Provides extreme flexibility for a growing practice
- Automates clinical and administrative processes
- Easy to create and edit templates without outside help or cost
- Outstanding customer support

"NextStep has changed and grown with us. We've gone from 17 to 40 providers and never needed to find a new solution to meet our changing needs."

- Lawrence T. Wentworth Ph.D., President and CEO of Wentworth & Associates.

Finding Success

After evaluating multiple electronic health records systems, Wentworth & Associates ultimately selected NextStep Solutions because the solution:

> **Automates clinical and administrative processes:** With NextStep's integrated, customizable wizards, day-to-day processes are a snap. From treatment planning and charting to medication reviews and accounting, Wentworth & Associates' staff no longer have to worry about tedious and repetitive documentation requirements. And the web-based service enables staff members to access the solution from wherever they happen to be.

> **Provides extreme flexibility for a changing program:** NextStep's templates, treatment plans, assessments, and questionnaires enable Wentworth & Associates to make changes as needed without relying on tech support or paying extra for expensive "customizations." Whether a client's treatment plan changes or the facility adds a new service, it's simple for staff members to modify or create a new document.

> **Is cost-effective and easy to manage:** With NextStep's software, Wentworth & Associates was able to streamline their billing and insurance processing, which reduced costly, time-consuming errors and increased revenue.

> **"Templates are wonderfully set up, and allows for easy changes. I am able to edit many of the templates myself."**
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> Kristi LeBeau, MA, LPC, NCC. Clinical Director & Director of Quality Management

Proven Results

With NextStep, Wentworth & Associates has been able to significantly increase organizational efficiency, boost individual productivity, and facilitate team collaboration, even among staff members who may be working remotely. NextStep's built-in outcomes feature presents treatment outcomes by client, diagnosis, and program. This makes it easy for staff to identify strengths and weaknesses in treatment approaches, modify them as needed, and monitor the results, all without any extra effort.

Dr. Wentworth notes, "NextStep is truly a state-of-the-art software product. It is now easy for my staff and insurance companies to quickly audit charts. With the built-in reminders feature and evidence-based approach, treatment plan reviews are never forgotten or late. One of my greatest joys is that we no longer have to reimburse insurance companies for services that they previously determined were late, illegible, or not medically necessary!"