

Learning to Speak the same Digital Language



by Dr. Jennifer Carrica, Ph.D., Chief Information Officer

Whether you prefer email, texting, Facebook or Snapchat, chances are you use some kind of digital communication. Health care providers also use a digital communication tool called the “electronic health record,” or EHR, to confidentially store patient data and to communicate with one another. Lucky for Southeast Health Group, we left the paper world more than a decade ago, however our existing EHR no longer meets our needs. We are currently in the process of developing a new EHR that will allow all of our health care providers to speak the same language for the benefit of those we serve.

As an organization, Southeast Health Group is committed to treating the whole person through integration of physical and behavioral health care, as well as improvements in the social determinants of health, such as access to housing, education and vocational training. Our current EHR doesn’t allow us to store all of the data for all aspects of care in one place. With information about a single patient being fragmented in several different digital locations, our health care providers can see a snapshot, but not the whole big picture.

SHG and our SyCare partners are well on our way to an integrated electronic health record. After a year of careful study, we learned that our vision of the product we need does not yet exist in today’s market. So, a team of employees, including Tim, Cindy, Tosha, Dawn, and myself, have



invested weeks and months of our time customizing a product called “MyAvatar” with a company called Netsmart.

My Avatar is a complete ARRA-certified electronic health record, with a full suite of practice management and medication management solutions, including modules such as e-prescribing, treatment planning, reporting and record keeping, order entry, chart tracking, incident tracking and electronic signature components.

The product comes with Enlighten Analytics, which will allow us to analyze a variety of key performance indicators to connect the dots and answer the real world business challenges that we face every day. With Enlighten Analytics, we will be able to:

- Give care coordinators, case managers, therapists, psychiatrists, nurses and peer specialists up-to-date, actionable information...helping to improve patient access and transform care

- Evaluate client clinical outcomes
- Quickly answer important client demographic questions, including questions involving diagnosis and medications
- Track key outcomes related to revenue, cost, staff productivity, and quality outcomes
- Review revenue totals by location, change over time, trending, and service type
- See how appointment kept rates vary by payer, various codes, day and week, and specific location
- Identify and track service utilization rates by payer type

We expect to go live with the product early in the next fiscal year, after July 1, 2016. Thank you in advance for your patience and cooperation with the changes ahead.

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