Streamlining Healthcare Operations

A Case Study on Overcoming EHR Transition Challenges

Client Overview

This client is a comprehensive healthcare provider who is dedicated to improving the health and well-being of the communities they serve through a range of services, including primary care, behavioral health, and substance use disorder treatment. Operating multiple facilities and employing a large team of healthcare professionals, they strives to deliver high-quality care to their patients.

In 2014, the client sought a reliable partner to support their FQHC division and found DAS Health. Initially, they engaged DAS for hosting and consulting services. Recognizing the value of consolidating their IT support, in 2018, they transferred their NextGen support for the FQHC division to DAS Health, making them the single vendor for their NextGen application and ancillary modules. Over the years, the client has relied on DAS Health for various services, including hosting, monitoring, consulting, and interfacing.

> " They have maintained the personable aspect of a partner. DAS is truly vested in making sure we succeed.

The Challenge

The client faced a significant challenge: transitioning over 600 users in their Behavioral Health division from Credible to NextGen's Behavioral Health module. This move required extensive staff training, workflow adjustments, and the establishment of adequate internal support for the new EHR system, particularly in managing the revenue cycle. Additionally, the implementation process encountered various obstacles, including changes in scope and product limitations, which extended the timeline.

The Solution

DAS Health collaborated closely with both NextGen and the client, meticulously managing the transition process and addressing the evolving scope and limitations of the product.

To ensure staff proficiency and smooth workflow integration, DAS Health assigned two dedicated resources to the client, providing personalized training and support. They developed custom reports and offered ongoing consulting to optimize the use of NextGen's Behavioral Health module, tailored to their specific operational needs. Acting as an extension of their team, DAS Health ensured all interactions were handled by knowledgeable, NextGen-certified professionals, fostering a seamless and collaborative working relationship.

The Results

The partnership resulted in significant positive outcomes. The full implementation of NextGen's Behavioral Health module was completed with a successful go-live. Through comprehensive training and support, their staff became proficient in using NextGen, enhancing operational efficiency and patient care capabilities. With DAS Health's continued assistance, they have established robust internal staffing and workflows to effectively manage their revenue cycle.

The client expressed high satisfaction with DAS Health's services, highlighting their understanding, expertise, and commitment to their organizations success. Client testimonials underscored the value of the partnership, with statements like, **"DAS understands us,"** and, **"We wouldn't have been able to get through everything we have in the last year without DAS."** This partnership exemplifies how effective collaboration and dedicated support can lead to successful transitions and enhanced healthcare delivery.

About DAS

At DAS Health, we provide business and technology solutions that address specific operational and clinical challenges to improve efficiency, increase your bottom line, and enhance the patient experience.

With over 20 years of experience in the healthcare IT industry, DAS understands the unique challenges that providers and organizations face, and we offer personalized support and guidance to help you achieve your goals. Our team of experts will work closely with you to develop a tailored solution that meets your specific needs and budget, ensuring seamless integration and optimal performance.

By partnering with DAS Health, you can benefit from our comprehensive suite of solutions and focus on what matters most: providing quality care to your patients.

WANT TO LEARN MORE?

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