NEW EHR SPAWNS TRANSFORMATION FOR MAJOR COLORADO HUMAN SERVICES AGENCY

Hins Health Information Management Systems

When your job involves strengthening families in crisis, it's crucial to know all you can about the people you're trying to assist, the challenges they're facing, the health care professionals they've seen, how each client has been served and the corresponding outcomes that have been achieved.

Human service professionals often engage with families in distress, and these providers can be routinely underinformed when it comes to their patients' treatment plans. That's often because the legacy technology platforms they're using are unable to capture and synthesize detailed data on case histories, demographics, encounters, services provided, goals, results and recent changes. In fact, these professionals often manage difficult cases for years on paper or in email, text documents, as well as in spreadsheets.

An Electronic Health Record (EHR) system like those used by major health providers has recently delivered a seismic transformation for CBR Youth Connect (CBRYC), a communitybased youth and family nonprofit organization serving Colorado at the behest of counties, state agencies and the courts.

Founded as Colorado Boys Ranch in 1959, CBR Youth Connect works with judicial and child welfare organizations to help troubled youth become hopeful and healthy. Part of that is keeping families of all kinds intact or safely reuniting them with caregivers. The nonprofit's services include mentoring, supervised and therapeutic family visitation, and home-based therapeutic treatment interventions for the family. The award-winning agency has repeatedly been featured on national television for its work.

CBRYC touches over 2,000 lives annually throughout 19 different counties, seven judicial districts and several partner agencies in Colorado. In 2020, the organization began searching for an EHR system affordable enough for a small agency, but comprehensive enough to support a fast-growing network of professionals providing an expanding range of services to greater numbers of families.

FORMING UNBREAKABLE CONNECTIONS REQUIRES AN AGILE TECH PARTNER

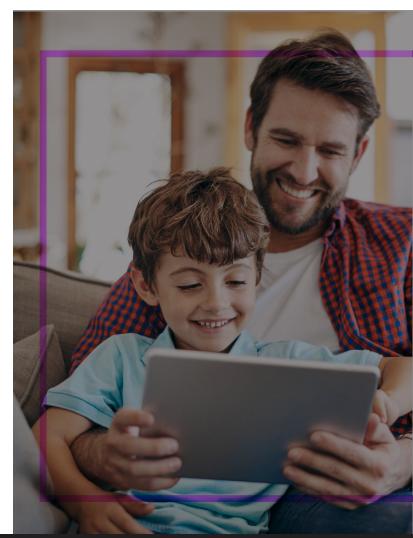
With a mission statement focused on serving, helping, assisting and inspiring youth and families to become hopeful and healthy, CBRYC attributes the importance of forming unbreakable connections as a key factor in treatment success. In order to carry out the multi-faceted approach utilizing home-based services, supervised visitation, and specialized mentoring, the agency quickly realized that relying on paper to scale their organization wasn't sustainable.

After a thorough review of EHR offerings, CBRYC chose Axiom EHR software from HiMS based on its superior functionality, support program, and reasonable cost. Axiom has dramatically improved clinical teams' ability to capture, share, and analyze vital information about their cases, enabling them to provide enhanced, individualized service and achieve better outcomes.

The EHR also enables CBRYC to serve more children and families with more continuity from session to session and provider to provider. "Now we invest our effort in providing the services that we know youth and families need, instead of calling around for information on what happened in the last session," says outgoing CBRYC CEO Terry Scofidio.

"RATHER THAN RUMMAGING THROUGH FILES, WE CAN JUST CLICK INTO THE EHR AND IMMEDIATELY SEE WHAT NEEDS TO HAPPEN, WHICH IS ESPECIALLY HELPFUL WHEN FAMILIES ARE IN CRISIS."

Trends and other insights emerge automatically from standardized data about demographics, diagnoses, goals, and outcomes, enabling CBRYC professionals to continuously improve their offerings. Previously, goals and outcomes, if captured at all, were recorded in unstructured narrative text, offering little or no way to track results. Clinicians can still add unstructured narrative to capture important nuance for each case, but with Axiom, it's complemented by structured data that fosters analysis and performance improvement. "It's valuable for everyone when you can show any referral agency the stated goals, outcomes, strategies, and success rates, and areas that need more work," says Scofidio. "At last, that's all reportable and trackable."



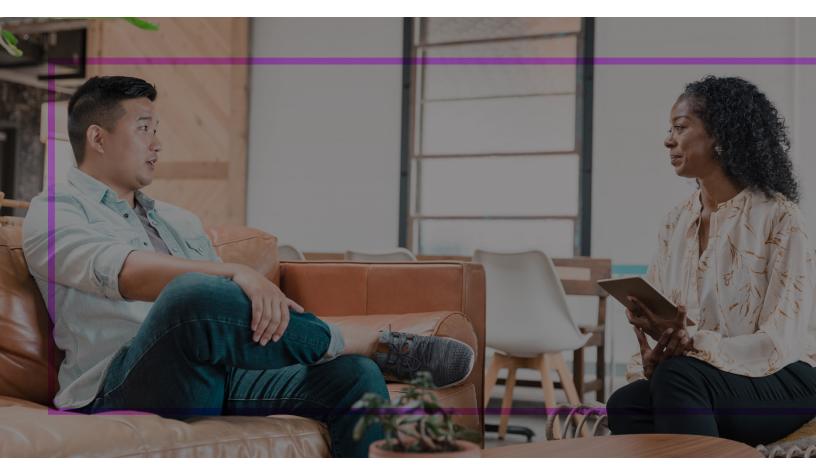
TRANSFORMING LIVES...ONE END-USER AT A TIME

In addition to driving better outcomes, Axiom supports a host of important new services and back-office capabilities. Through improved information sharing, CBR Youth Connect can now:

- Execute a team-based approach to family challenges.
- On-board new team members with ease.
- Add new services around substance abuse; behavioral health; peer support; individual, group and family counseling; and case management.
- Track and bill for hundreds of specific services.
- Accept payments from Medicaid and other third-party health insurers.
- Offer telehealth services, enabling the agency to fill staffing gaps, reach geographically remote families, and better match clinicians to clients.

- Implement HIPAA-compliant security, including encryption and role-based access.
- Maintain complete access to digital records in areas without internet or cellular service, using a mobile version of Axiom called AxiaGram.
- Digitally sign forms to expedite service delivery, payment, and compliance.
- Significantly streamline reporting, data analysis, and other administrative functions that have a major impact on service delivery over the long term.

"None of this would even be possible without the EHR," says Scofidio, who drove the EHR initiative along with the HiMS implementation team. "It can do so many things that you could never do on paper, tracking a massive amount of data, keeping it organized, making it accessible, and presenting valuable insights we can apply to our next client interaction. We're suddenly on the cutting edge."





ADMINISTRATIVE BURDENS IMMEDIATELY REDUCED

Prior to implementing the EHR, CBRYC's manual reporting consumed days of labor and one-off document preparation to execute.

"The first time we had to report demographic data to a grant provider, were shocked at the detail we had to supply," says Scofidio. "Our records were all hard copy or office files, and we spent days literally going through the paper records and Word documents. Now we can open our Axiom EHR database, click on the optimal reporting format, and send a polished report privately to the referral agency within minutes."

The structured data in CBRYC's EHR streamlines a wide variety of analysis, much of it on the fly. "Someone asked a 'hard' question the other day, but for the first time it was easy to answer," Scofidio says.

"WITH A COUPLE OF CLICKS, THE EHR DELIVERED JUST THE INSIGHT WE WERE WISHING FOR. IT'S A FAR CRY FROM TAKING A COUPLE WEEKS TO TRY TO FIGURE OUT."

The EHR is delivering a broad-based ROI, which also includes increases in revenue for the agency. Automation of the billing function will enable the agency to capture a far greater percentage of accounts receivable than ever, predicts Scofidio, a CFO by training.

FINDING THE RIGHT EHR PARTNER

Scofidio has worked in health and human services for more than three decades and has overseen three EHR implementations. Prior to selecting Axiom, her team reviewed four separate EHR offerings for CBRYC. The team found Axiom reasonably priced yet comprehensive ("soup to nuts," Scofidio says) with exceptional terms. For one thing, HiMS doesn't nickel and dime users for services and reports.

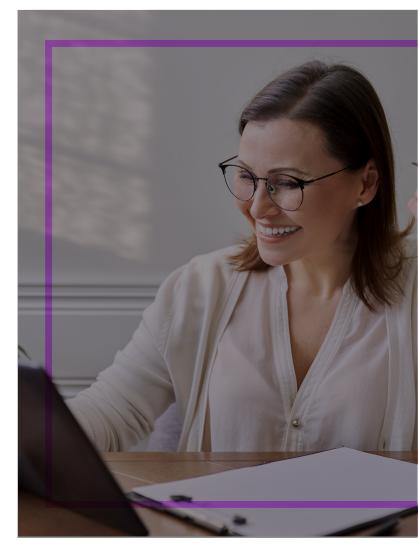
"With most vendors you get billed if you ask for too much support," Scofidio says. "That's not the case here. You call HiMS and the team is available, whatever you need. That's huge for a nonprofit, small or large."

Another huge benefit is the configuration of the EHR system around CBRYC's processes and workflows and the close partnership that exists between Axiom's Customer Success department and the agency's staff. "In this respect and others, they work with us as a member of our team," Scofidio says. "We don't see them as a vendor."

Despite the synergy, some long-time CBRYC employees were skeptical of the move from paper, email, and office documents to an enterprise EHR. But that changed fast, Scofidio says. They are quickly enjoying the ability to summon, understand, and share insights in real time, frequently exclaiming, "We didn't know you could do that!"

For example, when a client recently called with an objection about his co-pay, CBRYC

was able to instantly provide the dates, times, and purpose of each invoiced visit, as well as proof the sessions took place. By reducing administrative burdens and empowering the team in every facet of their work, CBRYC is a more exciting and attractive place to work. That's important in competing for the best talent.



"As we transform our agency, the state of Colorado is changing their whole behavioral health program with new services," says Scofidio. "We'll be able to adapt to their needs while staying focused on our mission. Number one is serving more people, and we'll soon be scaling our client records into the thousands. Each one will represent a new individual or family that we'll be able to serve – and serve better than ever."