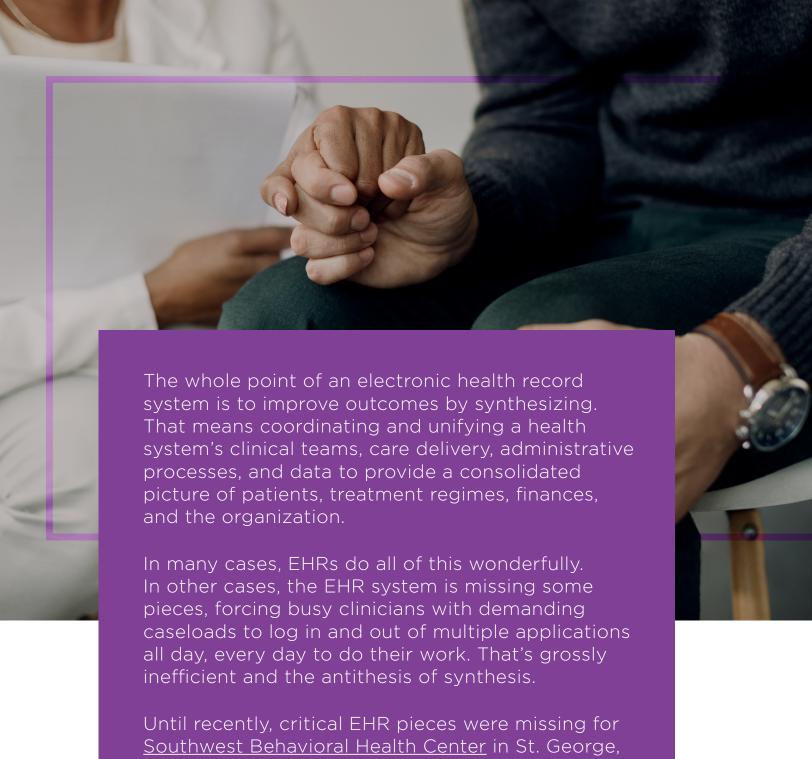


HiMS

Health Information
Management Systems



Until recently, critical EHR pieces were missing for Southwest Behavioral Health Center in St. George, Utah. SBHC is a public provider of integrated behavioral health services, including mental health and substance abuse disorder support. The organization's mission of enriching lives by promoting wellness, well-being, and recovery from severe mental illness and addiction through education, prevention, and integrated behavioral health services is carried out by 200 employees at six sites across five Southern Utah counties.

DISINTEGRATED 'INTEGRATED HEALTH'

Prior to replacing its EHR system, SBHC clinicians, support staff, and partners were forced to repeatedly toggle back and forth between their legacy EHR environment and other, third-party applications to create telehealth appointments, share documents with clients, communicate about patients with colleagues, and offer self-service opportunities to patients. They logged in to a different application for each function. That's a frustrating waste of time, but what could make it worse? Frequent system outages, poor customer support, and losses of critical health data.

These were among the challenges that in early 2021 prompted SBHC Director of Client Information Systems Wendy King and her team to search for a new EHR system. Fed up with their legacy application's shortcomings, the multidisciplinary team demanded a different kind of solution, a one-stop shop enabling SBHC to perform and track all of its activities in one environment. The new EHR system also needed to perform reliably, supported by an expert customer support team.

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Diligent and thorough, the SBHC search team endured software demonstrations from 13 different EHR providers. As the team was struggling to narrow down the vendor field, a respected colleague at a partner behavioral health agency suggested the team check out HiMS, developer of <u>Axiom</u> EHR software and its mobile, all-in-one communication app, AxiaGram.

"Really?!" team members wondered. "A 14th demo?"

"Why not," said Wendy. "This is a decision we have to get right."



DEMO FATIGUE TURNS INTO AN EHR SWEET SPOT

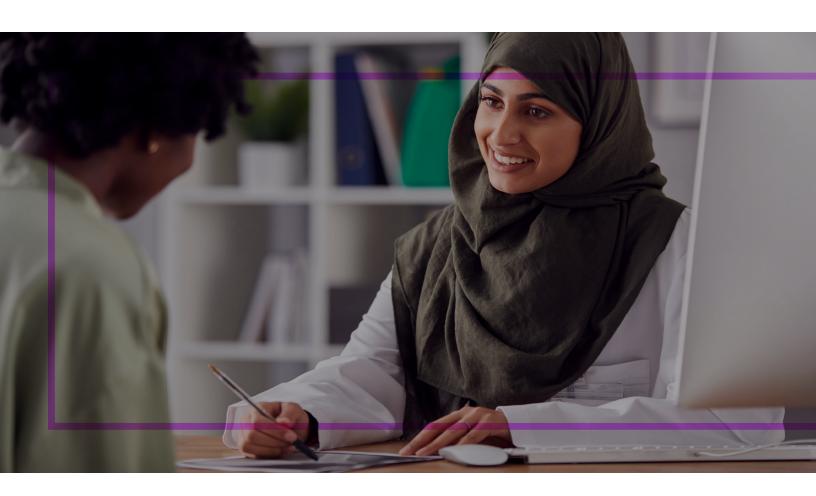
As it so happened, Axiom was the offering SBHC had been waiting for, a one-stop solution for documenting patient interactions, coordinating care, and enabling all the activities users had been conducting in separate applications. And for the first time, clinicians could have secure, HIPAA-compliant text messaging for communicating about patients. Importantly, the HiMS team was exceptionally responsive, portending good things for customer support.

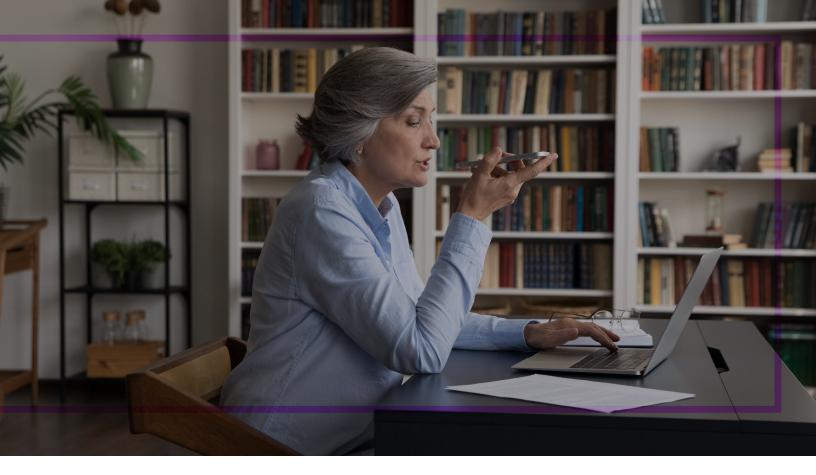
After a quick implementation process, SBHC went live with Axiom in July 2022. In the ensuing months, the organization has deftly and reliably coordinated activities among its approximately 200 staffers and 200 users at 25 partner organizations.

Telehealth is now a fully integrated component of the system, requiring clinicians to click

only a name and date to set up telehealth appointments with clients. Staffers can quickly and easily create similar templates to automate other repeatable processes. Clients can digitally sign enrollment documents in the EHR environment rather than outside of it. An integrated portal will make such self-service routine, saving SBHC time and money while empowering patients.

AxiaGram, the mobile app for Axiom, has given staff full, secure access to communication functionality through their smartphones and tablets. AxiaGram uses social media networking-style features – including newsfeeds, notifications, text, and ad hoc video conferencing – to foster collaborative, integrated care.





VOICE RECOGNITION THAT ACTUALLY WORKS

Tablets are perfect for capturing clinician notes through AxiaGram's Al-powered voice recognition. The software employs a custom medical dictionary to deliver accuracy far superior to older forms of dictation software or notoriously spotty consumer-class voice totext.

"Some staff immediately seize on the voice recognition," Wendy says. "They love the ability to talk to capture their notes. They wrap up their work quickly and are happier for it. And the sooner you create your notes, the more accurate they are. Notes become fiction if you're not doing them in a timely manner and struggling to remember what happened."

Secure HIPAA-compliant messaging enables teams to safely collaborate in real time about patient activities, including emergencies such as when a patient disappears from a residential facility or is hospitalized. In these instances, time is critical to patient welfare. Previously,

such urgent communications took place by phone, email, or word of mouth.

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Using Axiom, SBHC is managing a wealth of patient data, including input from monthly client questionnaires, giving SBHC a powerful way to analyze patient progress and correlate it with various treatments. SBHC can easily report data to funding organizations, grant providers, and state officials. Every week, Axiom generates activity reports on patient interactions, new clients, closed cases, staffer caseloads, and more. Unlike other systems, Axiom automatically saves data every 60 seconds as it is entered or viewed, to eliminate the chance of losing important information.

'SUPER GREAT' CUSTOMER SUPPORT

Finally, the customer support difference is extraordinary. HiMS professionals are on standby to assist with any implementation challenge at any time. Senior client service teams have provided Wendy with their cell phone numbers, making them reachable 24x7. They can troubleshoot, advise, and train on very short notice, remotely or in person. "HiMS has been super great to work with," Wendy says. "They have been very responsive and attentive to our staff, and they've come out to meet with us and our therapists multiple times. They've collaborated with us and made important changes whenever we've asked."

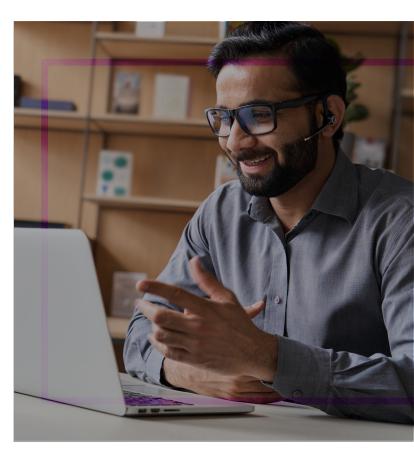
This is a huge contrast to SBHC's experience with its previous EHR provider, which charged SBHC by the minute for support necessitated by the vendor's own shortcomings. In many cases, Wendy was forced to spend some of those costly minutes educating customer support people so they could try to answer her questions. (True story: In December 2022, she received a reply to a problem she had raised with the previous vendor two years earlier. The reply obviously came long after the contract had already been terminated!)

Wendy and her team are finishing up the change-management process for Axiom. Staffers find the software easy to use after their three-hour group training sessions. And when users try a new feature, they save time and work, becoming enthusiastic adopters.

But, as with any major change, there are laggards. Drawing on HiMS communication planning advice, Wendy is offering, tips and tricks and success stories through SBHC's monthly employee Zoom broadcasts. It's important, she notes, to begin driving the change when the contract for a new EHR is signed, not when it's switched on.

Wendy gently prods the holdouts with good humor: "Why is change so hard for us? Isn't change what behavioral health is all about?"

It certainly is, and SBHC - with a one-stop EHR environment, mobile functionality, and the customer support they deserve - is changing operations for the better. And more importantly, helping patients change their lives.



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