EXECUTIVE GUIDE

Make a Meaningful Impact on Individuals, Clinicians, and Your Community

One enterprise solution for behavioral health, human services, and comprehensive integrated care.

nextgen healthcare

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Key considerations for selecting the best EHR for your organization

Determining the ideal EHR solution for your behavioral health, integrated care, and/or human services organization requires a thorough understanding of your clinical and operational needs not only today, but also tomorrow. A superior health IT solution for your organization will help you increase the access to care your clients deserve and enable true, whole-person care for any combination of services you want to provide, such as:

- Behavioral health
- Primary care
- Intellectual and/or developmental disability (I/DD)
- Substance use disorder and recovery
- Children and family services
- Oral health
- Occupational and speech therapy
- Crisis services

This e-book provides an overview of the strategies and tools necessary to choose the best enterprise health IT solution from a forward-thinking technology partner, with the expertise and resources to support your goals, every step of the way.

A comprehensive EHR solution that can help you deliver whole-person care not only provides the digital content needed to document physical health, behavioral health, oral health, and human services, it also offers the capabilities you need to support your continuous quality improvement (CQI) initiatives, simplify and automate workflows, and capture the data needed for reporting and value-based contract negotiations. A fully integrated enterprise platform should provide an easy-to-use portal so that the individuals you serve have access to schedule, check-in, and follow up on the services they need. The solution should foster an increasingly connected and coordinated care environment with the aid of seamless interoperability between care providers, systems, and consumers.

Perhaps most important, the ideal EHR must be flexible to adapt to the continuous evolution of your market and your needs, so your organization can continue to thrive by improving:

- Patient outcomes
- Financial sustainability
- Data-driven decision-making

DESIGNING YOUR FUTURE

Before you can select the health IT solution that will support your future, it's essential to have a clear view of what your future looks like. A great place to start is your strategic plan. For example, does your plan include:

- Growing into new communities?

- Adding new programs and/or services?

- Substantially increasing the size of your care team?

These are all important considerations for selecting the right tools to support your growth.

Another important selection criteria is whether the EHR solution provides workflows and content designed specifically for the type of care and services you provide—both today and in the future. As you know, behavioral health and human services workflows are typically more complex than those used in other healthcare specialties. It pays to understand if an EHR solution is capable of integrating several complex service types.

Understanding your data needs is also paramount in today's environment. While your organization may have access to vast amounts of data, is that data useful? Questions to consider:

- Can you leverage data for day-to-day financial, clinical, and operational decision making?

- Can you easily consolidate data for more strategic decision-making?

- Are you able to easily access and organize the data you need to understand and transition from fee-for-service to value-based care reimbursement models?

- Do you have the connectivity you need to supplement data from disparate systems?

Of course, you must also consider data security and your ability to comply with new information blocking and other relevant regulations.

MEET THE COMPLEX CHALLENGES OF A WHOLE-PERSON APPROACH TO CARE

A specialized, truly whole-person EHR is central to the effective administration and reporting of behavioral health issues, particularly for organizations and agencies that offer or plan to offer integrated physical healthcare and human services designed for individuals with intellectual and developmental disabilities (I/DD). The best EHR solutions for today that can also grow with you are those that are fully configurable to the needs of your patient population. This includes a comprehensive set of capabilities and data collection for:

- **Mental health** visits
- **Primary and/or physical care** visits (in-office or via telehealth platform)
- **Integrated care** treatment plans
- **Crisis services**
- **Group therapy**
- **Substance use disorder** services (with American Society of Addiction Medicine [ASAM] and Medication-assisted treatment [MAT] workflows)
- **Intellectual and developmental disability services** (with content including Activities of Daily Living and summary)
- **Residential treatment** (including bedboard and medication alerts)
- **Case management**

Leveraging a single, comprehensive technology solution that's configurable can increase productivity, improve financial outcomes, ease information exchange and interoperability, and enrich the patient experience. To make sure you're getting the 360-degree patient view integrated care affords, ensure your EHR partner can answer "yes" to the questions in the next section.

10 vital questions for your current and/or potential EHR partner

1 **Do they provide robust, out-of-the box behavioral health and human services content, including content for complex behavioral health?**

Your partner should offer a comprehensive, integrated EHR solution with extensive, out-of-the-box behavioral health and human services content—including complex behavioral health diagnoses, medical, intellectual and developmental disability, and even oral health content—for truly integrated care.

2 **Will they easily and cost-effectively scale with your organization as you grow and add new service offerings?**

Select a partner with a solution that allows you to edit your own content, so you can scale your services without additional aid and easily add new service lines with in-house template editing. This keeps your ongoing costs low.

3 **Does the solution provide a single client record for medical, behavioral, human services, and oral care?**

Choose a comprehensive, single database solution for integrated behavioral and physical health and human services that's designed to help you see the big picture—so you can deliver better care and improve outcomes for your clients.

4 **Can the solution be tailored to meet the specific needs of your clinicians and staff today and as you grow?**

You'll need standards-based, behavioral health-specific and integrated, whole-person care blueprints and content to chart individual action plans and create master treatment plans. If you are considering becoming a certified community behavioral health clinic (CCBHC) or acting as a designated collaborating organization (DCO), make sure those standards and any others you may be considering are included.

5 **Does the solution provide a single, integrated database between the EHR and practice management systems?**

Best practices advise utilizing an integrated EHR and practice management solution that leverages a single database on a single server, saving you time and money.

6 **Is the solution fully interoperable? For example, does it allow you to seamlessly and securely share protected client information with other providers and practices, even if they use different EHR solutions?**

Behavioral health and integrated care clinicians need to be able to easily locate and connect with providers and organizations on the network and exchange a referral with clinical documents. You should be able to exchange data with any system, from anywhere, for more collaborative care.

10 vital questions for your current and/or potential EHR partner *(cont.)*

7   **Does the technology solution vendor offer data analytics solutions?**

For best outcomes, integrating health IT with data analytics functionality will help your organization effectively manage population health and enhance preventive care.

8   **Do they provide hosted, cloud-based solutions?**

In-house servers and maintenance will drain your IT budget. Find a partner who will host your software to free up your team's valuable time so they can focus on client care.

9   **Does the solution easily capture both discrete information and free text—anywhere in the community care is delivered?**

Some EHR solutions allow a provider to capture needed data with the stroke of a pen. That discrete data is automatically transferred directly to the EHR. Ensure the one you choose has the capabilities you need.

10   **Does the solution easily support virtual visits?**

Virtual visits have become a critical part of care continuity. A virtual visit solution that integrates with your EHR and PM is essential. When you add virtual visits to your existing workflow, you optimize your clinicians' time and enhance convenience for your clients.

INTEGRATE VIRTUAL VISITS WITH YOUR EHR/PM

Virtual visits have become a critical part of care continuity. Clients expect the convenience and autonomy they've grown accustomed to with virtual visits and will want additional mechanisms to engage with their care.

That's why a virtual visit solution that integrates with your EHR and practice management (PM) solution is essential. When you add virtual visits to your existing workflow, you optimize clinician and caregiver time and enhance efficiency, safety, and convenience for clients. Virtual visits must, however, provide the same level of customized client experience as office visits.

Key features of integrated virtual visits include:

- Screen sharing capabilities to pass documents and/or invite a third party or interpreter
- Simple, secure, no login required client access
- Ability to test a device before a visit
- Customizable client email and text reminders
- Clinical administrator workflow capabilities
- Transition calls to integrated virtual visits
- Client payment collection process

Connect with clients on any device and maintain productive engagements, whether clients see you in the office or via video.

With an integrated solution, clients can schedule appointments, pay bills, and participate more actively in their own health.

CONSIDER THE ADVANTAGES OF NEXTGEN HEALTHCARE ENTERPRISE SOLUTIONS

NextGen Healthcare offers a comprehensive enterprise solution that supports the mission of whole-person care by integrating behavioral, physical, and oral health data, along with social and human services. NextGen® Behavioral Health Suite extends beyond a classic medical and clinical setting with social and human services capabilities to support complex and diverse delivery systems in a fully integrated manner.

Support all levels of care with inpatient, residential, day treatment, outpatient, community, and in-home care content for full-spectrum care coordination—as well as I/DD and Autism Spectrum Disorder services across residential, day habilitation, and community-based settings. Our mobile electronic visit verification (EVV) solution supports Direct Service Professionals (DSPs), clinicians and other staff, as they aid clients in care delivery and specialized components of care, such as activities of daily living (ADLs).

We're All-in on Whole-Person Care

NextGen Healthcare invested in fully meeting the complex regulatory needs for all commercial and publicly funded Medicare/Medicaid services, evidence-based clinical and service delivery information capture, and the revenue cycle management needs of complex community health, behavioral health, and social and human services organizations and agencies that offer in-facility, in-home, and virtual support.

Configurable workflows and reports, dynamic and robust reporting, virtual visits, mobile documentation, and a digital pen, enable clinicians and direct support professionals (DSPs) to collaborate efficiently with care teams and spend more quality time with clients and the individuals they serve.

NextGen Behavioral Health Suite facilitates the delivery and administration of comprehensive behavioral health services in a wide range of settings, including:

- Substance use disorder and addiction management programs for alcohol, drugs, and opioids in residential treatment, detox, intensive outpatient services, partial hospitalization, and medically managed inpatient services

- Mental health and substance use services in residential and community-based settings

- I/DD and Autism Spectrum Disorder services across residential, day habilitation, and community-based settings

- Family services for children, youth, and adults

- Individual and group therapy sessions

- Crisis intervention and risk assessment for suicide prevention, sexual assault, abuse, and other life crises

- Child services ranging from learning disabilities to moderate and serious mental illness

- Case management including assessment, planning, and coordination of delivery of services to meet individual or family health needs

- Peer support programs that promote recovery through education, role modeling, and empowerment

ACCESS ROBUST AND COMPREHENSIVE CONTENT WITH NEXTGEN BEHAVIORAL HEALTH SUITE

NextGen Behavioral Health Suite provides content that supports the most common treatment services, including:

- Outpatient and residential mental health and substance use services

- ASAM assessment, including Continuum® Integration and CO-triage

- Opiate treatment program support

- I/DD and Autism Spectrum Disorder services in residential, day, and community settings

- Crisis mental health and behavioral health services

- Group scheduling

- Client-defined programs

- Robust billing capabilities for residential, inpatient, and outpatient services

- Out-of-the-box, behavioral health reports and Certified Community Behavioral Health Clinic (CCBHC) quality measures

- Methadone clinic support

- Targeted case management

- Peer support services

- Support for MRO environment

- Screening tools and scale

BETTER STARTS HERE.

Contact us at 855-510-6398 or results@nextgen.com

With integration, interoperability, and meaningful insights, NextGen Healthcare helps organizations make a more meaningful impact on individuals, clinicians, and your community.

The aim—to make health and care better, for everyone.

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