

# Arizona Youth & Family Services Improves Clinical Outcomes with Robust EHR

## THE EVOLUTION OF A PRACTICE

For more than 14 years, Arizona Youth and Family Services (AYFS) has provided behavioral health services to children, adolescents, and young adults with moderate-to-severe behavioral problems.

In 2011, following Meaningful Use incentives to promote the adoption of health information technology (HIT), AYFS partnered with Topaz Information Solutions®—now NextGen Healthcare—to make the transition from paper to electronic behavioral health records.

“One of the biggest improvements we’ve seen over the past seven years is not only the automation of many processes but also having access to real-time data. This helps our staff make the most appropriate clinical decisions on behalf of the client,” said Joey Zepeda, director of operations, AYFS.

## Enabling quick intervention

Most AYFS staff have laptops, so whether working remotely or in the office, they have secure access to real-time EHR data to make prompt decisions. No longer do their clinicians have to return to the office and review the patient’s chart to understand the situation.

“We are often on-call, so from a clinical perspective, if a crisis occurs after hours, we can quickly get the information we need. Before, we had to keep the clients’ diagnoses and history in our heads and respond accordingly,” said Christine Patton, program director, AYFS. “Now, that information is at their fingertips, wherever their laptop is, and they can access the system at any given time,” she added.



## CLIENT PROFILE

### Arizona Youth & Family Services

- Founded in 2005
- Not-for-profit Outpatient Community Mental Health Agency
- Serves children, adolescents, and families throughout Maricopa County, Arizona.
- Mission: To provide home-based crisis management, outpatient counseling and medication management, one-to-one behavior coaching, case management, parent support, and psycho-educational programs.
- Goal: To make a positive difference in the lives of children by fostering happy, healthy families and enriching lives by providing the right level of care at the right time, and in the right setting.

## NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise
- NextGen® Practice Management

## HIGHLIGHTS



**Automated** quality reporting directly from the EHR

**98%**

**Clean claims**, using a clearinghouse to get paid more and faster



**HIPAA compliance** and security requirements



**Shared** records easily accessed by multiple providers

## Behavioral health templates—usability and impact

With intuitive behavioral health templates, clinicians can easily complete key clinical tasks, document client encounters in detail, and collaborate efficiently with their care team. Providers and staff can easily share patient data with other providers to achieve continuity with documentation standards across service plans.

“The new automated reporting functionality is great. It actually shaves off a good three days’ worth of work when I have to do my monthly deliverables,” said Christine Patton.

## A strong partnership

Many of the AYFS employees are still with the organization today. AYFS and NextGen Healthcare have successfully partnered to achieve a dependable, easy to use platform which has provided their organization with a solid return on investment.

“One of the biggest improvements is in the quality of our documentation. We can provide feedback to staff for quality improvement because we see it more quickly. Now we see our cancellation and no-show rates and monitor them to determine how best to outreach families and improve quality of care.”

Jennifer Sander, Clinical Director,  
AYFS

## HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**.