EVIDENT - THE RIGHT CHOICE FOR COMMUNITY HEALTHCARE

BACKGROUND

In an ever-changing world of Health Information Technology (HIT), competition between vendors is at an all-time high. With consolidation and acquisitions happening among some vendors while other vendors seem to disappear from the marketplace, community healthcare organizations continue to ask themselves if they are partnering with the right company to give them the best technology solutions to meet their needs now and well into the future.

In recent months, a number of Evident clients that had migrated to another solution provider or considered making a change found themselves either coming back or abandoning their decision to look elsewhere. Other customers chose Evident simply because their current solution was not meeting the unique needs of their facility. Even though the reasons varied among these clients, the final outcome was the same - Evident was their chosen HIT partner.

Several clients are briefly profiled outlining their experience and reasons behind their decision to partner with Evident.
THE NEED FOR EFFICIENCY

For many healthcare facilities, the desire to integrate their EHR and financial management solutions comes from a need for streamlined communication between the clinical and front office teams. Hill Hospital of Sumter County in York, Alabama, had already been using the Evident Financial Management solution, and realized they had a need to upgrade or change their existing EHR system.

The 33-bed acute care facility conducted an extensive review of several vendors, and in the end selected Evident not only because of the functionality of their clinical EHR and the overall system integration capabilities, but also Evident’s track record of successful implementations for smaller, community hospitals.

“Being able to connect our EHR with our financial information will help streamline the flow of information between our clinical and front-office teams, resulting in better communication and ultimately a better experience for the patients we serve,” said Loretta Wilson, chief executive officer at Hill Hospital of Sumter County.

“Evident understands the challenges faced by community hospitals like ours. We appreciate that they are able to tailor their systems, installation and processes to meet our needs.”

THE NEED FOR SOLID BUSINESS OPERATIONS

A healthy hospital bottom line goes hand in hand with a healthy and vital community. For many rural communities, without a financially stable hospital, quality patient care is jeopardized.

Veterans Memorial Hospital and the community they serve faced this risk after experiencing significant billing issues after making an EHR change. It took just a matter of months for Veterans to realize they had to make a switch to ensure their longevity.

The Waukon, Iowa-based hospital turned to Evident when they realized the severity of their financial situation. Veterans Memorial Hospital chief executive officer Mike Myers said it was simply time to take action.

“We couldn’t afford to let billing issues linger, because there are too many people in our community that depend on us to remain financially viable and provide quality healthcare,” said Myers. “Once we made the shift within our billing system, we then set down the path of moving to the complete Evident Thrive EHR.”

The Veterans Memorial team did a thorough review comparing their existing EHR provider with Evident. They quickly discovered that the Evident Thrive offering exceeded what they needed from a clinical and financial perspective.

After that review, Myers concluded that the knowledge and experience of the Evident team made them the right choice.
“We learned very quickly that nothing can replace the value that comes with experience, which CPSI and their family of companies clearly have in the community healthcare space,”

Myers said. “The team understood the sensitivity to our situation and prioritized accordingly with us. That type of commitment is invaluable to a small hospital like ours.”

THE NEED FOR THE RIGHT PARTNER

Consolidation and acquisition are words that are often spoken in the rural and community healthcare space. For some it is about partnering to remain as independent as possible before larger health systems work to acquire them.

In late 2017, Selling Municipal Hospital entered into a management agreement with Alliance Health Partners, which had been looking for an EHR partner with the experience, success and keen understanding of the unique needs of rural and community healthcare. After reviewing the Evident Thrive EHR, the management team at Alliance Health Partners was confident that Evident was the right partner to help them succeed in the community healthcare space.

In addition to implementing the Thrive EHR, the Oklahoma-based, 18-bed critical-access hospital took advantage of the nTrust program, offered through TruBridge, another member of the CPSI family of companies. The nTrust program aligns with hospital’s goals by earmarking a percentage of collections toward the EHR product and services. This model makes it possible for community hospitals to improve financial operations while simultaneously moving to an advanced EHR solution with no up-front costs and affordable monthly payments. In addition, nTrust incorporates all the surrounding services, including future product enhancements, software maintenance and support.

THE NEED FOR SUCCESS

A change in leadership can often times fuel additional changes in processes and partnerships. This was the case at El Campo Memorial Hospital. Under a previous management team, the decision was made to move the hospital away from Evident to a different provider based on promises and commitments that never came to fruition. When a new CEO came on board, a new direction was required.

When Nathan Tudor joined the hospital as CEO and reviewed the situation with his leadership team, the decision was made to return to Evident. “Once I understood what the team was looking for in an EHR solution and partner, I was certain that Evident was the right fit for us,” said Tudor. “Based on our previous experience with Evident, I also had the utmost confidence in their implementation approach, which eased the anxiety of making another change. You can’t put a price tag on commitment, and CPSI and their family of companies deliver on their promises.

“The simple act of doing what you say you’re going to do is invaluable to small communities like ours - it’s simply how we prefer to do business.”
THE NEED TO FULFILL PROMISES

When looking for a replacement EHR, it’s easy for providers to say their solution can do anything. However, once the installation is complete, facilities often find they are left wanting more.

Iraan General Hospital (IGH), located in Iraan, Texas, recently returned to Evident after being told that their new EHR would have the same functionality and more. But after making the switch, they encountered hospital billing issues and were never able to fully convert to the new system because it was unable to handle all of the varying patient services that the hospital provides.

Teresa Callahan, chief executive officer and administrator of Iraan General Hospital, noted that rural communities turn to their community hospital and clinics for a myriad of services, and it is imperative for them to have an all-encompassing EHR system that supports all the care they provide – not just the clinic or standard in-patient care.

“We have services, such as our respite care, that we were unable to manage in our previous EHR because there wasn’t a comparable solution,” said Callahan. “Community hospitals like ours don’t have the manpower to manage multiple systems, and it doesn’t support our goal of managing and maintaining the patient chart across one system.

We made the choice to move back to Evident because it was the best decision for our organization as a whole. The Thrive EHR supports all the care settings and service offerings we provide to our community.”

According to Callahan, the disconnect between the hospital clinical side and business process flows in conjunction with billing issues made moving back to Evident’s Thrive offering an easy decision. For IGH and similar facilities, it is critical to remain in control of billing and cash collections to ensure financial health and stability. The ability to integrate the revenue cycle from the moment a patient checks in for their service is a must for community hospitals like IGH.

Callahan added, “The hands-on guidance that IGH has received from the Evident team in a very quick and thorough manner has reassured us of the level of support and service we can expect. The Evident team stepped up and has been there at every junction.”

IN SUMMARY

The experiences of all these clients, while varying all have one thing in common. They realized the power of partnership and the importance of choosing the right partner that can meet their unique and ever changing needs of community healthcare today, tomorrow and always.