

# Selecting A Behavioral Health EHR (The Good, The Bad & The Ugly)

PRESENTER:

KRISTIN SUNANTA WALKER

CEO, EVERYTHINGEHR

SME, THE SAMARITAN INSTITUTE

HOST, MENTAL HEALTH NEWS RADIO



# How We Vet an EHR



Our guiding principle is “Trust, But Verify”:

- ▶ Sales demo represents the vendor's best **marketing** efforts
- ▶ Sales rep will explain everything s/he wants you to know
- ▶ References are current and include an *experienced user base, but they don't give you the real picture*

# Who Created Product & Why?

- ▶ Is a founder a clinician using the product in their own Behavioral Health Practice?
- ▶ Is a founder a degreed software engineer?
- ▶ How can you document company profile?
  - ▶ Staff profiles & credentials
  - ▶ Staff size
- ▶ What is “unique” about what they have to offer the field of behavioral health?



# Is CEO the Face of the Company?

- ▶ Does CEO speak at national conferences about Behavioral Healthcare Technology?
- ▶ Is CEO front and center in their marketing material?
- ▶ Has CEO's "quality leadership" attracted quality personnel?
- ▶ Are behavioral health providers, former insurance auditors, certified billers/coders, etc. on the staff?

# Where are their Dollars Spent?

- ▶ Capterra, Software Advice, Google Ad Words instead of on development of their product
- ▶ Legal standing (e.g., pending law suits against company)
- ▶ Marketing agendas
- ▶ A trail of vendors that have tried and failed to work with this EHR company and software

# How Current is Technology?

- ▶ Is it browser-based or web-based?
  - ▶ Does it need to be installed? Installed software (Windows) is LEGACY technology
- ▶ How many times has the software program been rewritten since initial creation?
- ▶ Can program be used optimally on all mobile platforms (Is it Cross Platform)?
- ▶ What extra fees for the functionality you need?

# How Innovative is the Company?

DIGITAL PENS?

ARTIFICIAL INTELLIGENCE?

WHY IS THIS IMPORTANT?

IT SHOWS THEY CARE ABOUT BEHAVIORAL HEALTH AND  
MAKING A DIFFERENCE FOR THIS SECTOR OF HEALTHCARE.

# Company Trajectory



- ▶ How long in the EHR business? Have they updated their design?
- ▶ Does mission statement make long-term commitments?
- ▶ Are they positioning themselves to be bought out by a larger, general EHR? Would a general EHR even be interested in their technology?
- ▶ Are they weak and hanging on for dear life, praying for a buy-out?
- ▶ What does their trajectory mean for you, the end-user?



# Funding



- ▶ Does the EHR vendor have sufficient funding to develop their product?
- ▶ Does the EHR have a stable user base, declining or growing?
- ▶ Any other funding sources?

# In Closing



- ▶ Know that there are great EHRs devoted to Behavioral Health on the market today
- ▶ Perform due diligence using a checklist
- ▶ Consult with an independent advocate for your agency, not just the EHR vendor
- ▶ Make sure the consultant is NOT just presenting EHRs based on commission
- ▶ Vet the consultant just like you do an EHR



Think you've found the perfect EHR? Please introduce me to your Uncle Big Foot that rides Unicorns over Rainbows!

# everythingEHR Team



Kristin Walker, CEO



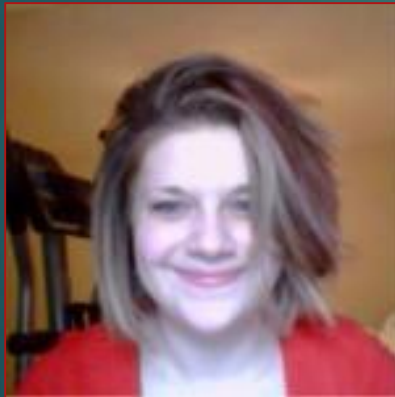
Fred DuFour, Ph.D.  
Clinical Advisor



Melanie Vann, M.A.,  
Counseling  
Psychology



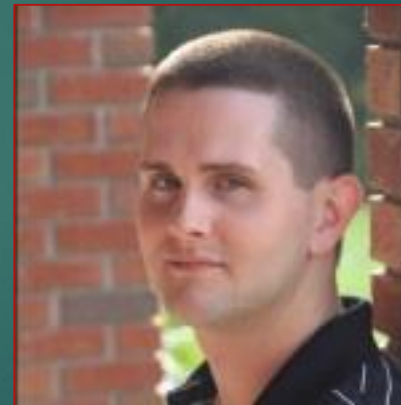
James Murphy,  
MS Information  
Security



Juliann Schaeffer  
Healthcare  
Technology  
Writer



Joy Wanden, CFO, MLIS  
Information Science



Kellen Stover, Social  
Media Technology



# Resources

National Council for Behavioral Health  
(MTM Services – we work with MTM  
regarding EHR advisement)

Behavioral Healthcare Magazine  
(EHR Vendor List)

[www.everythingehr.com](http://www.everythingehr.com)

(Over 80 Questions to Ask EHR Vendors List)

[www.everythingehr.com/blog](http://www.everythingehr.com/blog)