

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

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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!

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Resources

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

Behavioral Healthcare Magazine
(EHR Vendor List)

www.everythingehr.com

(Over 80 Questions to Ask EHR Vendors List)

www.everythingehr.com/blog