

# Four Questions to Ask About Your Next EHR

## 1 Will it make providing services easier?

Is the EHR you're considering designed for the services you provide? If not, clinicians and administrators could spend valuable time on workarounds and double entry of information, which increase the chances of errors and add to your costs.

Be sure the technology you choose offers features that save time, such as physician engagement and mobile functionality to take the EHR anywhere services are provided.

Your next EHR should also be easily adaptable to your preferences and the changing needs of your organization:

- Role-based workflow to create personalized views of work and information
- Access to standardized assessments for easy implementation into workflow
- One resident/patient record that enables:
  - Single clinical record across all care settings
  - Single medication list
  - One comprehensive bill
- Support for all your lines of business, including skilled nursing, assisted/independent living, continuing care retirement communities, adult day care, home health, hospice, private duty and memory care.

## 2 Does it have the right features to meet the challenges of evolving payment models?

To survive and thrive in this environment requires more than an EHR. You need secure, electronic connections with other providers to exchange patient information, speed up referrals and transitions of care, and prove value. You also need analytics that simplify data aggregation and support population health management.

Be sure your next EHR includes the ability to:

- Securely exchange protected health information with other providers to coordinate services
- Aggregate data and report on outcomes and quality in specific areas of performance, such as populations served, consumer satisfaction and timeliness of service
- Share data and results for population management with health information exchanges (HIEs), health systems and other community care providers through an interoperability platform

## The Healthcare Ecosystem is Changing

Long-term care providers are being asked to play larger and more strategic roles in care delivery.

You need a robust electronic health record (EHR) – and much more – to capitalize on these expanding opportunities.



### 3 Does your EHR come with a smart implementation plan?

Talk to potential vendors about their implementation processes, which should include:

- Clearly defined timelines, objectives and required resources that reflect your organizational needs
- Well-planned transitions from design to installation and from go-live to support
- Options for ongoing training and optimization as organizational needs change and grow

The implementation team should understand how services are provided to the communities you serve and help you engage staff members to encourage buy-in.

### 4 Will the vendor be a good partner?

The company behind the technology is just as important as the EHR. Netsmart provides an integrated technology platform for home care, long-term care and behavioral healthcare as part of our broad community care strategy. More than 25,000 organizations use our solutions to serve their client bases.

We connect long-term care and home health providers to the largest network of health systems and other community providers. Our population health management platform for post-acute supports transitions of care, bundled payment and value-based payment models.

Finally, we go beyond technology by advocating for policies and legislation that support all the communities we serve.

There are undoubtedly more changes in store for post-acute providers, but we will continue to develop integrated clinical, billing and case management systems to help you heal and support your clients in the best possible ways.

### About Netsmart

Netsmart innovates electronic health records (EHRs), solutions and services that are powerful, intuitive and easy-to-use. Our platform provides accurate, up-to-date information which is easily accessible to care team members in behavioral health, social services and post-acute. We make the complex simple and personalized so our clients can concentrate on what they do best: provide much needed services and treatment that support whole-person care.

Learn more about our comprehensive suite of solutions at [www.ntst.com/solutions-we-offer](http://www.ntst.com/solutions-we-offer)