

## A BETTER WAY CASE STUDY: IMPLEMENT A NEW EHR IN THREE MONTHS

Their EHR implementation was smooth, on time, and on budget.



### OBJECTIVES

A Better Way is a nonprofit that works in collaboration with Alameda, Contra Costa, San Francisco, Santa Cruz and Solano Counties to help children and parents thrive. A Better Way empowers children and families to develop the insights, life skills, and permanent relationships that promote their social, emotional, educational and economic well-being. A Better Way had outgrown their current EHR solution and needed to quickly move to an EHR that could help manage their numerous programs.

### SOLUTIONS

Exym EHR Software had the features A Better Way was looking for and was able to quickly implement them onto the platform. A Better Way was eager to start using the software to improve efficiencies and outcomes at their organization.

### HOW THEY DID IT

#### They took the time to understand pain points and problems with current EHR software

Since A Better Way had this knowledge, they were able to communicate those issues with the Exym implementation team. The Exym implementation team helped them build custom reports to address those pain points and their entire team was happy with the results.

#### They established one key person to manage the project

A Better Way selected one person who had a good understanding of the agency and knew where to go to get the information that was needed. They also had a billing and clinical expert as part of their internal implementation team.

### AT A GLANCE

#### Challenges

- Needed to quickly move to a more robust EHR system
- Had a large staff and multiple programs who needed to use the software

#### Exym's Implementation Process

- An implementation lead is assigned to each agency
- The process is clearly defined with phases and milestones
- Clinical, billing, and administrative trainings are provided to all users



“Exym implementation was the simplest and least eventful (in a good way!) EHR migration out of the 8 or so I’ve been involved with. The Exym team was well-organized with very clear milestones and task assignments. Within the first weeks of implementation, clinical staff had a better understanding of Exym than they did of the EHR we’d used for the previous 3 years!”

#### Winston Berger

Director of IT and Data Systems,  
A Better Way, Inc.