

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 organization collaborating with Alameda, Contra Costa, San Francisco, Santa Cruz and Solano counties to support the well-being of children and parents. Their mission is to empower families to build lasting relationships, develop essential life skills, and enhance their social, emotional, educational, and economic resilience. **As their program expanded, A Better Way outgrew their existing EHR system and urgently needed a solution that could efficiently manage their array of services.**

SOLUTIONS

Exym's EHR software provided the features A Better Way needed and was quickly implemented to meet their needs. They were eager to use the platform to improve efficiencies and outcomes for the children and families they serve.

HOW THEY DID IT

They began by understanding the pain points and limitations of their previous EHR system

With this insight, A Better Way effectively communicated their needs to Exym implementation team. In response, Exym collaborated with them to design custom reports and workflows tailored to their requirements. The result? A solution that exceeded expectations and left the entire team satisfied.

They appointed a dedicated project leader

A Better Way designated a key individual with understanding of the agency's operations to manage the project. This person ensured smooth communication and quick access to necessary information. Their team also included a billing and clinical expert to ensure all aspects of the transition were addressed.

AT A GLANCE

Challenges

- Urgently needed to transition to a more robust EHR system to support their growing operations
- Large staff and diverse programs requiring new software adoption

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.