

CASE STUDY

CFDS—Migrating an enterprise to a single, cloud-based EHR platform

Images courtesy of the Center for Disability Services

The Center for Disability Services

PROFILE

For more than 65 years, the Center for Disability Services (CFDS) has provided innovative services and expert care for individuals with disabilities and chronic medical conditions. Currently serving more than 15,000 clients, from newborns to seniors, CFDS operates in 85 locations across nine counties in upstate New York, and assists people and their families in 26 additional states.

In addition to many healthcare-related programs, CFDS also offers its clients residential assistance, education programs, employment at its commercial inserting and mailing service, durable medical equipment, home modifications, and transportation services.

Employing more than 450 multidisciplinary clinicians, the Center has been using healthcare management solutions from Nightingale since 2000.

CHALLENGE

CFDS currently manages their clinical operations through separate and distinct systems. Over the years, the CFDS team has integrated these systems using an HL7 backbone so that information can be shared between them. However, even with this integration, the systems are a burden. End users have to know how to navigate through different interfaces. Terminology between the systems is different, and the IT team has to support different environments. The Center has determined that the time has come to unify their operations on a single cloud-based platform—so that their users and their IT resources can work more effectively.

CFDS selected *NightingaleEHR*, the Company's next-generation platform, which offers Electronic Health Record (EHR), registration, scheduling, billing, and claims processing modules.

SOLUTION

NightingaleEHR represents a fresh approach to the design and development of EHR. Instead of looking at individual features, the Nightingale team adopted a more holistic view of how a healthcare organization operates—including how a patient is registered, how appointments are booked and scheduled, how a patient visit is conducted and how billing is handled. The result is a solution that is highly intuitive and, unlike the previous generation of EHR, can be integrated into the natural workflow of an organization, without upsetting it.

In early 2012, CFDS began collaborating with Nightingale as part of the client design committee that was established to help guide the development of *NightingaleEHR*. Their expertise, experience and opinions helped form the real-world foundation for the product.

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Elliott Wilson
Senior Director, IT
CFDS

CFDS became a pilot site for the registration module of *NightingaleEHR*. The pilot lasted six months. During this time, a lot of honest and objective feedback was provided to the *Nightingale* team. Everything from how the system worked to how the interface looked was scrutinized. This feedback was incorporated into the subsequent product iterations.

While there was some positive feedback, overall, CFDS members reported that they found the pilot system “clunky and slow.” Many CFDS users also commented that the system was not intuitive, which was in direct contrast to *Nightingale’s* product goals.

When the revised product (a full version) was released six months later, the response was overwhelmingly positive.

“When we launched the full registration module, people were very pleased with the changes that had been made. Performance issues had been corrected; the system responded to clicks as the users expected it to,” said Elliott Wilson, Senior Director of IT at CFDS. “The look and feel were also much more intuitive, and users were pleased that they didn’t have to follow a predefined order to complete a task—which some systems require. Since the launch, there has been a lot of positive feedback, and I think people are genuinely enjoying the system.”

NEXT STEPS

CFDS will be implementing the other modules in *NightingaleEHR* in a phased rollout; the goal is to have the full implementation completed for all primary care clinicians and staff by the end of 2014.

The ongoing transition to a single, enterprise-wide platform will be a highly complex process. There are hundreds of clinicians and staff members who are involved at multiple locations. Each location has been using the existing clinical system for a number of years and has adapted its internal processes around the idiosyncrasies of those systems. With the implementation of

NightingaleEHR, CFDS now has the opportunity to standardize processes and adopt best practices across their organization. The “unlearning” of established protocols will take time and effort.

NightingaleEHR will aid the transition. The product’s intuitive design and helpful wizards mean that less training will be required for end users. This means less in-service training, less classroom time and less time needed for support staff and super-users to answer “how-to” questions. This means more time can be dedicated to managing the change within the organization and to personalizing *NightingaleEHR* to match CFDS’s unique requirements.

For example, while CFDS’s Occupational Therapists and Physical Therapists manage their own daily calendars and control their availability for client appointments, they do not manage the scheduling of appointments. Clients are matched with these providers based on available openings. Recurring appointments may be set up for clients, based on a provider’s availability. In order to account for this, *NightingaleEHR* will need to be personalized to match these providers’ scheduling patterns.

“The training objective for our clinicians and staff is not just to teach the mechanics of *NightingaleEHR*,” said Wilson. “We are also working to maximize immediate, ‘Day One’ adoption by teaching them how easy it is to adapt the system to their existing workflow. Successfully managing the shift in our team’s mindset is crucial to our successful deployment.”



To learn more about *NightingaleEHR*, visit www.nightingalemd.com, or contact us at info@nightingalemd.com or **1.866.852.3663**.