

NEW HOPE INTEGRATED BEHAVIORAL HEALTH CARE

One Record That Moves With the Client, Across Every Level of Care

How a multi-site behavioral health nonprofit and ADSC built an EMR around a continuum of care, with its own clinicians in the room.

1

RECORD ACROSS THE FULL CONTINUUM

5

DEPARTMENTS ON ONE PLATFORM

40+

YEARS SERVING CENTRAL NEW JERSEY

On time

DELIVERED ON THE PROMISED SCHEDULE

OVERVIEW

New Hope Integrated Behavioral Health Care (NHIBHC) is a nonprofit 501(c)(3) corporation treating substance use, gambling, and co-occurring mental health disorders.

- CARF-accredited and New Jersey-licensed, serving Central New Jersey for more than 40 years
- Adults and adolescents treated across multiple residential and outpatient facilities
- Operates a fully integrated continuum of care, with clients moving between levels as their needs change
- Long-standing ADSC client running the MedicsCloud EHR and the MedicsCloud Suite

THE CHALLENGE

New Hope wanted documentation that was cleaner and more compliant at every level of care. In a continuum, the hardest thing to get right is the handoff.

- Clients move between care levels, and the medical record has to move with them
- Admissions, clinical, medical, psychiatry, and billing all need the same record, across multiple sites
- Different specialties document the same client, so the record must show who did what, where, and when
- Treatment plans need to reflect the level of care a client is actually in

HOW ADSC HELPED

Much of this was design work, not just software, and it was done with NHIBHC's own clinicians in the room.

- ADSC development teams met directly with NHIBHC clinicians and compliance staff to map what could and could not apply across a continuum of records
- ADSC walked the organization through every agreed change before go live, then delivered on the promised schedule
- The MedicsCloud EHR was configured so every department and site works from the same client record regardless of where the client is
- When documentation was found filed under the wrong program, a rebuild would have reset signature dates NHIBHC could not lose. ADSC moved the records by hand instead, preserving them intact
- ADSC and NHIBHC are now working together on AI tools to further improve documentation efficiency

THE OUTCOME

A record that holds together across the continuum, and a working relationship that holds up under pressure.

- Admissions, clinical, medical, psychiatry, and billing all work from the same client record, at every site
- Duplication has been taken out of daily operations, returning that time to client care
- Documentation stays intact through corrections, rather than being rebuilt and losing its history
- Support requests reach people who know New Hope's programs and its regulatory context
- NHIBHC's CEO provided a written recommendation and offered to speak with any organization with an interest

THE SOLUTION IN USE

NHIBHC runs the ADSC MedicsCloud Suite as the single system of record across its programs.

- **MedicsCloud EHR**, ONC and ASAM certified, configured for a continuum of care
- **MedicsPremier practice management** for scheduling, admissions, and billing on the same record
- **Assessment and outcome management tools** built into the clinical workflow
- **ADSC AI**, developed in house, now being introduced to improve documentation efficiency
- **ADSC support and development teams** who know the account

WHAT MADE THE DIFFERENCE

Four things NHIBHC points to that any multi-site behavioral health organization can look for.

- **One record, not one login.** Sharing a system is not the same as sharing a record across levels of care
- **Clinicians in the design room.** The continuum map was built with the people who document in it daily
- **Support that protects the record.** The fix that preserves signature dates is worth more than the fast fix
- **A partner for what is next.** Trust built over years is why the AI work is underway now

"More than just the software, our consistently productive relationship with ADS across functions has been as or more important to making everything work."

TONY COMERFORD, PHD • CHIEF EXECUTIVE OFFICER • NEW HOPE INTEGRATED BEHAVIORAL HEALTH CARE

Ready to achieve similar results? adsc.com/behavioral-health-addiction-treatment • 1-800-899-4237 ext 2264 • Advanced Data Systems Corporation, Paramus NJ
• Serving healthcare since 1977