

Patient Observation and Progress Notes

User Story

Serving clients for over 150 years, one of the nation's largest behavioral healthcare operators has seen their fair share of new technology promising results that don't deliver.

As with any industry, change is difficult, especially in a fast-paced environment. This makes adoption to new technologies even harder.

Problem

To continue delivering the right care at the right time, the behavioral healthcare operator needed to transition from handwriting client progress notes on clipboards to something better. Handwritten progress notes were inconsistent, difficult to read, unverifiable, and slow. Real-time transfer of information was impossible. Accountability was a challenge. The entire process was riddled with gaps and errors.

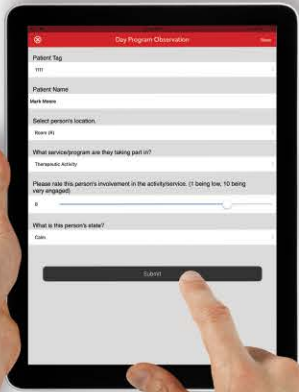


Instinctively, they knew their data offered a wealth of information. They were desperate to find errors and gaps in accountability to make their processes more efficient.

Assessment

Having clean, organized, and real-time data would be key to delivering improvements that matter and enable them to increase face time with their clients and address the quality concerns they knew existed.

Complexity in healthcare begs for simplicity in technology. Nurses, doctors and healthcare providers are passionate about their work and embrace systems they can count on to improve patient care.



Solution

After presenting SmartCAT and how it delivers activity visibility, standardized data, concise reports, along with a configurable dashboard, they were motivated to engage in a pilot program.

The pilot quickly demonstrated an ease of use, significant time savings, and verifiable data they could act upon. It was clear SmartCAT was the perfect platform for this behavioral healthcare operator's workplace.

Result

The implementation was much quicker than expected, and they added over 100 users ahead of schedule. SmartCAT's clean, easy to understand captured data helps executives make faster decisions while environmental audit reports with a scoring system enable same-day fixes. Processes are reviewed with supporting data, accountability and transparency has increased with verifiable data, and overall improvements are happening at a rapid pace.



EASE OF USE



TIME SAVINGS



VERIFIABLE DATA

SmartCAT's integration team proved that SmartCAT is not just an app, but a partner focused on results which was just what this behavioral healthcare operator needed to continue their legacy of delivering high quality behavioral healthcare to their clients.



SmartCAT was created by William Frick & Company, a customer driven manufacturer of specialty labeling, marking products and RFID tags.

CONTACT US

(847) 918-3700

www.smartcatrfid.com