



# How a New Behavioral Health Hospital Selected a Healthcare IT System

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## *A Medsphere Case Study*

The founders of TaraVista Behavioral Health Center could have opened their doors with paper records. So many of their peer hospitals, after all, function primarily on paper. The reasons they didn't explain why TaraVista is a state-of-the-art behavioral health hospital.

# TaraVista Behavioral Health Center Invests in Benefits of Healthcare IT

## Case Study

### Hospital Profile

**Name:** TaraVista BH Center

**Location:** Devens, MA

**Specialty:** Behavioral Health

**Inpatient Beds:** 108

**Locations:** 1

**CareVue Client Since 2016**

*“We were particularly impressed with Medsphere’s ability to tailor much of the functionality to meet [our] unique data collection, tracking and reporting needs we have as a behavioral health provider”*

### A Brief History of TaraVista BH Center

In 2015, Health Partners New England (TaraVista parent company) saw the shortage of behavioral health beds in Massachusetts and took action.

“The average wait time for an inpatient bed was 17 hours and longer with Central Massachusetts having the fewest beds per 100,000 people,” explained hospital founder and CEO Dr. Michael Krupa.

Construction on TaraVista Behavioral Health Center began thereafter and the new facility opened its doors in November 2016.

During planning and construction, Dr. Krupa and the executive team initiated a search for healthcare IT systems that provided “a very predictable, affordable pricing model.”

That search yielded an optimal choice in Medsphere’s CareVue electronic health record (EHR) and InsightCS revenue cycle management (RCM) solutions.

“We were particularly impressed with Medsphere’s ability to tailor much of the functionality to meet unique data collection, tracking and reporting needs we have as a behavioral healthcare provider,” said HPNE Human Rights Officer Tom Feight.

Added Dr. Krupa, “We are extremely happy with our decision to go with the CareVue and InsightCS solution package both from a quality and cost perspective. I definitely recommend to other behavioral healthcare organizations that they seriously consider talking to Medsphere about their EHR and revenue cycle software and service needs.”

### Dr. Michael Krupa Explains How CareVue Meets TaraVista’s Needs

Not nearly as much attention has been paid to the benefits of healthcare IT in behavioral health as in acute care. Still, any clinician who’s worked in an inpatient mental health setting knows that caring for the mentally ill can be every bit as complex as the challenges faced in a community hospital or academic medical center, if not more so.

When his search for a healthcare IT platform began, Dr. Michael Krupa knew what he needed in a solution. He just wasn’t sure he could find it at a reasonable price. In behavioral health, there are comparatively simple applications that enable providers to maintain patient records, and there are complex platforms that may or may not have been designed originally for acute care hospitals. In terms of price, the gap between those two poles can be extreme with few options in the middle.

In CareVue, Dr. Krupa identified a unique solution with components oriented around both inpatient acute care and inpatient behavioral health, with functional crossover to address collaborative team care and patient comorbidities.

In excerpts below from a podcast on choosing a healthcare IT system for behavioral health, Dr. Krupa explains what his needs were when the process started and how Medsphere's CareVue platform satisfied those needs.

### **A Robust, Affordable Clinical Platform for Behavioral and Acute Care**

*"To be a state of the art facility, we really needed an electronic health record. I think we vetted 10 and narrowed that down to 3 or 4. I really wanted something that was very good value for the dollar, and that ultimately led us to Medsphere and CareVue."*

### **Support for Truly Collaborative Care Across Disciplines and Responsibilities**

*"Start with the CareVue treatment plan as a collaborative platform that social workers, physicians, psychiatrists and many others use to connect. That's not a typical thing. There's not a treatment plan designed in the med surge environment that includes both medical inputs."*

### **Improved Financial Function that Increases Hospital Revenue**

*"We're able to see how many charts are sitting there ready to go for billing but are awaiting the coding piece. I mean, we produce coded charts within our institution within a matter of hours today. This yields appropriate, reimbursement as expeditiously as possible."*

### **Automated Regulatory Compliance with Diverse Payer Requirements**

*"We needed a platform that would permit us to be compliant with federal and local authorities. CareVue meets a regulatory need and a kind of practical need in terms of people working together on a patient's care and capturing that in the medical record."*

### **A Strong Development Relationship and Continually Evolving Platform**

*"My own experience has been very positive in that Medsphere has been a good partner to work with to develop new pieces, new functionality that we really have found that we need over time. So, I just have been terrifically happy."*

### **Flexibility, Options for Patients, Providers and Staff**

*"Weeks into this COVID pandemic and if we were on paper, we just could not have had providers working remotely. We could not have coders who never had to step foot inside the building but can review the EHR remotely and send bills to various payers in a much quicker fashion. It was just one of those unanticipated impacts that I hadn't really thought would be as positive as it turned out to be."*

For a complete rundown on opening a new behavioral health hospital and selecting an EHR platform, click the logo to the right to listen to the *Full Circle Healthcare* podcast with TaraVista Behavioral Health Center CEO Dr. Michael Krupa.

