

Children's Bureau – Kirlos Guerguis





Agenda/Topics To Be Covered

- Who Are You Again??
- You Use What??
- You Did What??
- What We Benefited??
- You Changed What??
- It Cost How Much??
- It Did What??
- What We Learned



Who We Are

- Mental Health, Prevention, Foster Care Agency
- 6 Mental Health Regional Offices :
 - Los Angeles (2), Carson, Baldwin Park, Palmdale, Lancaster
- Over 120 Clinicians, serving over 1000 clients
- Currently utilize a Clinical Management System that Incorporates Electronic Health Records, Totally Paperless



Who We Selected

- **Formal RFP, with full day product demonstrations.**
- **Reviewed Products from:**
 - » **Clinivate**
 - » **Anastazi**
 - » **Infomedics**
 - » **Exym Inc**

2 Month Long Process : Real-world Scenarios to test each products features.



How We Got There

- 2 Month Total time to Full Deployment.
- Teams of Clinicians, Supervisors and Billing Staff Trained as Power Users.
- Multiple All Staff and Site Trainings
- Utilize Web-Based Trainings, Web Videos, Support Suite System
- ASP Hosted, with 3 redundant backup sites in 3 separate states.
- No New Staff Hired.



What We Had to Change

- Bridge the Gap
 - Paper Vs. Computer
- Modify Business Processes from A to Z
- Teach people to utilize a keyboard rather than a pen.
- Minimal Staff complaints
- Work-in-Progress



How Much it Costs??

- Planned Budget: \$50,000 – \$150,000
- Actual Cost:
 - \$8,000 Setup Fee
 - \$59.00 Per User Per month Fee



What Do We Expect

- EDI Benefits
 - Seamless records between DMH and CB
 - Improved Quality Assurance.
 - Be a Clinician Anywhere, well almost.
- Realized Benefits



Here's What We Learned

- Involved Everyone in Your Agency
- Learn to Live with Change
- Be Patient, Work with Staff within Reason
- Reward Staff
- Understand All Your Business Processes
- Teamwork, Teamwork, Teamwork



Q&A - Contact Info

- Q&A
- Kirlosguerguis@all4kids.org