

# Health Partners New England Responds to Need for Behavioral Health Care

A Medsphere Case Study

## The Story of TaraVista Behavioral Health Center

In 2015, Health Partners New England (HPNE) 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 Dr. Michael Krupa, HPNE CEO.

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

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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.”

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.

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### Practic Profile

**Name:** TaraVista BH Center

**Location:** Devens, MA

**Specialty:** Behavioral Health

**Inpatient Beds:** 108

**Locations:** 1

**CareVue Client Since 2016**

## Why did Health Partners New England Choose Medsphere?

*In making a purchasing decision, Dr. Krupa and the HPNE team considered ten other solutions, ultimately selecting CareVue based on affordability and key functional and organizational qualities:*

- **Unique Flexibility:** TaraVista can use existing templates, notes, order menus and reports or build new ones in collaboration with Medsphere to meet specific organizational needs.
- **Integration:** CareVue and InsightCS integrate with Microsoft Dynamics to give TaraVista a thorough patient management database.
- **Ease of Use:** With CareVue, TaraVista has a healthcare IT solution in which “information is clearly organized and easily located. The training for CareVue is straightforward, easy to follow, and not time consuming.”
- **Patient Focus:** Especially for behavioral health, TaraVista appreciates that “CareVue, Bar Code Medication Administration, and Group Notes work seamlessly ... Group Notes has made documenting on a group of patients simple, efficient, and complete.”
- **Collaboration:** TaraVista has “a tremendous partnership with Medsphere” and appreciates that the company is “responsive to our questions, concerns, problems, and interests. They hear our needs and have been supportive with solution-oriented approaches.”