

# Silver Hill Improves Care and Efficiency with OpenVista Behavioral Health EHR

## An Interoperability Challenge

*With lab, pharmacy, clinical documentation and billing systems in use, Silver Hill was 80 percent paperless before implementing OpenVista, says Silver Hill President and Medical Director Sigurd Ackerman, MD. When the hospital tried to add CPOE to the mix, however, they found these legacy proprietary systems were basically "unlinkable," hindering efforts to implement electronic order entry functionality. "We decided to junk most of it and start over," Ackerman explains.*

## The Solution

Silver Hill chose OpenVista for the EHR's unique combination of functionality and affordability, and for the OpenVista Ecosystem in which community members share best practices and system enhancements.

### Affordability

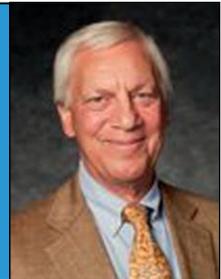
Even without Meaningful Use reimbursement as a financial incentive, Silver Hill was able to afford the enterprise OpenVista platform to improve patient care and establish a foundation for various clinical and operational improvements. "We are a small hospital and can't spend \$8 million on software," Ackerman says. "This cost us less than half of what competing commercial systems might have cost."

### Adoptability

Silver Hill implemented all pertinent OpenVista components, including lab and pharmacy, simultaneously. "We chose a 'big bang' go-live so our clinicians could enjoy easy, secure access to real-time patient information from day one," says Ackerman.

Many of our physicians know VistA from their VA training rotations, making OpenVista, essentially a derivative of the VA system, pretty popular. All they wanted to know was 'how soon can we make this happen?'

- Sigurd Ackerman, MD, Silver Hill President and Medical Director



### Community

Silver Hill and Medsphere have developed both Multi-disciplinary Treatment Plan (MDTP) and Discharge Summary (DSum) applications that are subsequently available to other behavioral health facilities in the OpenVista community. "Most systems don't have that or any way to create it. We worked with Medsphere to develop it," Ackerman says. "Perhaps some other hospital can take advantage of what we created."

### Clinical Efficacy

OpenVista also features clinical documentation tools that promote efficiency and ensure clinical notes are properly recorded. "Our therapists are excited about the group notes feature," notes Ackerman. "They can now record group therapy notes in one place, and OpenVista automatically saves these notes in each patient's record, eliminating redundant recordkeeping and ensuring consistency."

# OpenVista EHR

760-692-3700 / [www.medsphere.com](http://www.medsphere.com)

## Interoperability

And what of that problem Silver Hill had previously with “unlinkable” solutions? The complete OpenVista system incorporates a suite of pre-built interfaces, as well as the Mirth and Data Innovations interface engines, to ensure that patient information from all applications and devices is communicated to and retained in the core patient record.

## The Results

**New OpenVista Functionality:** Medsphere and Silver Hill created MDTP and Discharge Summary (DSum) modules specifically for clinicians working with behavioral health patients.

**Shared BH Treatment Tools:** Silver Hill contributed clinical tools to the OpenVista hospital community, including psychosocial assessments, a suicide assessment scale and diagnosis-specific treatment plans.

**Expanded Services:** OpenVista enabled Silver Hill to grow and expand patient services via streamlined workflows and enterprise-wide support.

**Integrated Clinical Treatment:** An enterprise healthcare platform applicable to behavioral health, OpenVista enables Silver Hill to integrate comorbidities and chronic diseases into overall care.

### Silver Hill Data Points

- **Elimination of Transcription Errors:** 40 percent reduction in med order errors
- **High Clinician Adoption Rates:** 98 percent of all orders entered electronically
- **Efficient, Timely Discharge:** Near complete elimination of late record transfer

## Silver Hill Hospital



Founded in 1931, Silver Hill Hospital is a nationally recognized, 129-bed, psychiatric hospital. Located in New Canaan, Connecticut—a suburb of New York City—the independent not-for-profit facility provides inpatient and residential Transitional Living Programs for adolescents and adults on a pastoral 45-acre campus.

Silver Hill treats patients for mood disorders, including depression and bipolar disorders; schizophrenia and other psychoses; and eating, personality and substance use disorders. The hospital has particular expertise in treating patients with dual psychiatric and substance use disorder diagnoses. A high staff-to-patient ratio, dignified home-like setting, and emphasis on family involvement help patients achieve rapid stabilization.

Silver Hill Hospital is affiliated with the Yale University School of Medicine, Department of Psychiatry.

## Medsphere and OpenVista

OpenVista is one part of the Medsphere family of dynamic, preferred and affordable health technology products and services meeting the needs of thousands of users through more than 400 implementations. Medsphere is experienced with large-scale healthcare systems and is a leading provider of interoperable, open-platform solutions that enable maximum client flexibility.

# OpenVista EHR

760-692-3700 / [www.medsphere.com](http://www.medsphere.com)