SANDSTONE CARE

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Sandstone Care is a family-focused, systemic treatment program that is committed to clinical excellence and unparalleled care. They believe that family involvement is integral and necessary for the successful recovery of their clients. A person exists within a family and should be treated within the context of the family. See how the family is involved in treatment at Sandstone Care.

EXECUTIVE SUMMARY

Sandstone Care helps teens, young adults, and their families overcome challenges with substance use, addiction, and mental health conditions. The organization's goal is to provide wraparound support that includes the family and community. Their offerings include outpatient services and residential inpatient care at their five treatment centers.

Sandstone sought Alleva's help because they needed an intuitive, real-time EMR that would help them further their goals.

CHALLENGES

Before Sandstone found Alleva, the company relied on another EMR system that unfortunately didn't work very well for them. Its processes were not streamlined, and the user interface was not intuitive, so training new hires took a lot of time and resources. Additionally,

- The system was stable but stagnant—it was never updated.

- It had limited functionality when it came to medications and reporting. For example, it didn't allow users to organize results by location. That was a significant issue for Sandstone, a growing organization that needed a platform that could grow with it.

- It required staff to manually add forms, which took up valuable time that could have been better spent assisting their clients.

Reduced intake time by
50%

Reports organized by **clinician or location**

$20K
of staff time saved per year

Electronic housing process

$1,800
of staff time saved per month

The friendliest EMR in Behavioral Health.

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CHALLENGES

Sandstone was drawn to the Alleva EMR system for its easy-to-use interface and regular update schedule. The platform also streamlined crucial processes that had been a struggle with the old EMR system, including documents, medication management, and reporting. With these processes automated, employees would be spurred to follow best practices, which would be an important support for liability.

THE RESULTS

Instant Savings with
Automated Medication Administration Records
Before Alleva, Sandstone staff had to rewrite all of the medication administration records monthly. This process was time- and resource-consuming. With Alleva, the process is automated, providing instant savings.

Stronger, Easier Compliance
Because the Alleva EHR system complied with HIPAA video standards, Sandstone was able to offer telemedicine services during the pandemic. If they had been using the previous EHR system, which did not offer HIPAA-compliant video, the company would have lost 50% of their revenue. Alleva's telemedicine features are easy for staff to navigate, so it was a smooth transition.

Significant ROI through Reporting Features
With the old system, tracking daily census and other KPIs was difficult, as staff had to export data to excel and create these reports by hand. Alleva's system, on the other hand, automatically creates these KPIs and proactively sends them to the team.

"Alleva has—especially for the clinical staff—allowed us to focus on serving individuals through one of the most stressful times in their lives. Instead of worrying about documenting, we can focus on the interaction with the individuals."

Rick McKenzie,
Executive Director

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