



Sunshine Behavioral Health puts patients at the center of attention with streamlined assessments and authorizations.

“KIPU helps put our patients at the center of our clinician’s attention to focus on the best outcome for our patients regardless of where they are in their journey.”

**Stephen Van Hooser,
Director of Compliance**

BUSINESS CHALLENGES

- **20-30 patient assessment questions** were repeatedly asked across multiple assessments by different providers. This reduced the focus on patient care, increased patient dissatisfaction, and reduced facility and patient trust.
- **Difficulty locating patient chart information** hindered comprehensiveness of care and increased time spent by providers to locate this information.
- **Difficulty obtaining authorizations**, due to lack of communication and information, resulted in decreased payor authorizations. Information was not readily available to request adequate number of days patients needed in care.

BUSINESS OUTCOMES

- **Huge time savings and increased ability to focus on what is important to patients** with Kipu's ability to auto-populate assessment questions across multiple forms and processes.
- **Readily available patient history** eased clinical workflow, allowing clinicians to focus more on patients, and decreased time spent on locating previous notes done by other providers.
- **Seamless integration of patient assessments** into clinical workflow mitigated repetition and redundancy and yielded higher patient satisfaction and trust.
- **Time spent on authorizations decreased from 3 days to 24 hours** due to Kipu's chart check and timing features. Utilization Review teams now know which face-to-face assessments and intake forms need to be done within 6-12 hours of a patient's admission and insurance companies have the robust evidence they need on work completed.
- **Net reduction in medication errors** through more robust medication inventory tools results in better patient safety and care overall.
- **Immediate access to patient medication information** has reduced medication risks, eliminated redundancies, and gave clinicians time back with patients.
- **Discharge paperwork, outcome assessments, and patient contact information** being readily available helps support Alumni events and Alumni relationships and strengthens ability to follow-up post-discharge.

“The flow that Kipu has is valuable. If I were to put on a clinician hat and speak from that experience, if I sit down with a client who's done their BPS and has gone through the medical assessments, I have all of that at my fingertips and I know exactly where to get it”

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