



SANFORD

Sanford Addiction Treatment Centers revolutionizes patient chart workflow to optimize clinician time and transform patient experience

“We’re very excited to have the full substance use disorder continuum of care and being able to work to really bring our clients to the forefront of everything we do. And I think that starts with Kipu and our collaboration.”

**Alec Green,
Managing Director**

BUSINESS CHALLENGES •

- **Inefficiencies in patient care** resulting from manual processes across Sanford's operation made it difficult to put vital patient data into the hands of clinical staff in real-time resulting in slower decision making and reducing patient satisfaction.
- **The administrative burden** of paper-based patient charts was labor intensive, created room for error, slowed down claim authorizations, increased operational costs, and limited time with its patients.
- **Limited visibility** into trends, customer survey results, provider contracts and payments as a result of manual records and efforts further increased Sanford's administrative burden, distracting staff from patient care and limiting visibility into growth potential.

BUSINESS OUTCOMES •

- **Continuum of care was prioritized** as the Kipu Suite enabled the seamless coordination of patient records, referrals, transfers, and patient handoffs resulting in the ability to look at outcomes and overall readmission rates.
- **Electronic patient charts** enabled Sanford to streamline the end-to-end patient experience, ensure full patient data integrity and improve productivity to give clinicians time back with patients.
- **Modernized their provider contracts and payments processes** enabled Sanford to gain full visibility into payer behavior, networks, and to see that contract requirements were being fulfilled, thus reducing Utilization Review time and supporting clinical recommendations more efficiently.
- **Realtime visibility** into patient feedback empowered Sanford to respond immediately to patient needs and adjust level of care while patients are still being treated.

“We moved from antiquated paper processes, where we were looking for notes, to a workflow- driven tool that lets us focus on making better clinical decisions.”

Alec Green
Managing Director
Sanford House

WWW.KIPUHEALTH.COM

Contact Us:

Phone: [561.349.5910](tel:561.349.5910)
sales@kipuhealth.com

Corporate Address:

55 Alhambra Plaza, 6th Floor
Miami, FL 33134

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