

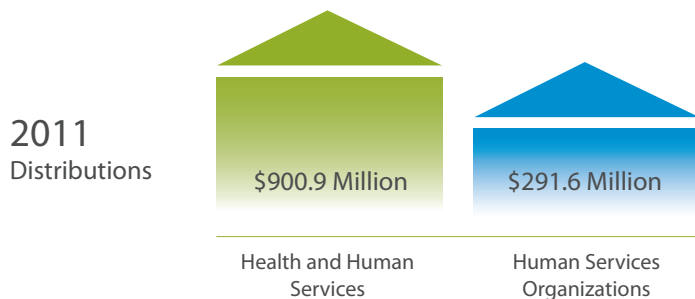


## QuickStart and Cloud:

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Removing the Burden from EHR  
Implementation and Hosting

Electronic Health Records. EHR. Meaningful Use. No matter what you call it, the bottom line is that any organization which provides health services to the public is under a mandate to incorporate the technology by 2014. Failure to do so can result in costly penalties, reduction in federal Medicare/Medicaid reimbursements and loss of eligibility for additional federal incentives. For a non-profit, additional funding can be a critical component of success. In fact, many organizations often count on this type of funding as a significant portion of their operating budget.



According to the 2011 federal budget, total Health and Human Services distributions are estimated to equal nearly \$900.9 million, almost 25% of all federal distributions. Broken down even further, human services organizations are expected to receive about \$291.6 million. Implementation of EHR technology will place non-profit human services organizations in the best position possible to maximize their eligibility for these funds, however, implementation of EHR technology can be a daunting and expensive task for which many human services organizations do not have the budget to support.

In 2009, the Centerstone Research Institute conducted a national survey of more than 400 behavioral health and human services organizations and discovered that total IT spending, including investment in EHR technology, comprised, on average, 1.8% of total operating costs. Additionally, the median three-year cost for EHR implementation was \$565,000. Add in annual support costs and maintenance fees, an organization could end up spending hundreds of thousands of dollars extra over the lifetime of their EHR system.

## EHR Benefits:

- Helps organizations achieve Meaningful Use and qualify for ARRA funding of up to \$60K per eligible employee
- Improves agency efficiency through more streamlined and automated processes
- Improves patient outcomes through electronic records that follow patients through the entire continuum of care, enabling a more accurate picture of treatment, resulting in more optimal outcomes

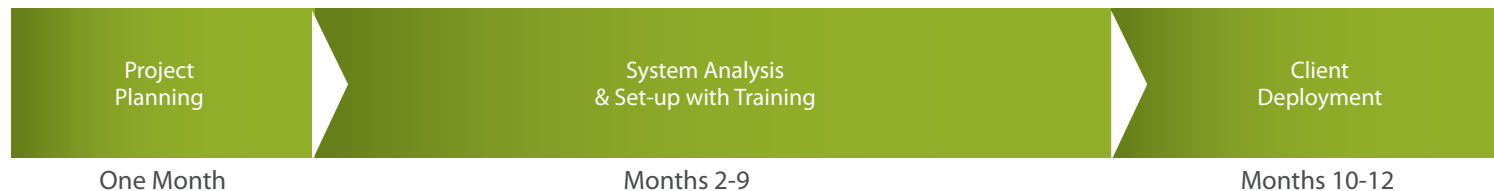
## A Faster, More Affordable Option

In many cases the total expense is too significant to justify. Particularly for many agencies that don't require a full EHR solution the thought of taking on a full implementation is burdensome. As a result, they operate without an EHR solution, never fully realizing the improved efficiencies and cost savings that come with the technology. Ironically, it is these organizations that will benefit the most from improved efficiencies and increased ROI.

Defran Systems, a leading developer of case, clinical and financial management (EMR/EHR) software for the Human and Social Services Industries has developed a solution to this problem. For 95% of agencies, full implementation of an EHR solution is not always necessary. A standardized, out of the box deployment will do the trick at a significantly lower cost than traditional deployment processes. Their rapid implementation solution Defran QuickStart enables non-profit agencies to overcome the burdens associated with traditional implementation processes.

Through this rapid implementation system, organizations can be up and running in as little as 12 weeks. Defran QuickStart is a low-cost option that requires very few resources and very little time, making it a great solution for agencies with limited budgets and needing only the basic EHR components.

### Standard Implementation: 12 MONTHS



### Defran QuickStart: 12 WEEKS



\*Based on an immediate project start and a 4 week calendar month.

Further enhancing the process, Defran offers a Cloud hosting option that relieves most of the responsibility associated with internal hosting such as upgrades and updates, IT infrastructure changes and third party licenses. Together these two components offer a majority of human services agencies the most efficient way to begin realizing all of the rewards and benefits from EHR technology.

## One Size Does Not Fit All

Traditional EHR implementation models are long and meticulous processes that involve many stakeholders and key decision makers. Most traditional models require a sizeable investment up front in addition to costs associated with third party licenses, equipment and supplemental IT staff. Hosting your own solution also requires adjustments to IT infrastructure. In the end, the total cost of EHR implementation can be in the hundreds of thousands of dollars, considerably out of reach for most non-profit agencies.

The process also often involves months of discussion and planning to ensure that everything is perfect and that the solution implementation is done in a way that best fits the needs of the organization. For maximum efficiency, a steering committee is formed to oversee the process of implementation. On that committee will be several employees such as the Clinical Director, CFO and the IT director. Add in the project team which also includes clinical and financial experts in addition to an EHR project manager and/or a system administrator to do the heavy lifting of deployment, and you have a large group of employees that are putting in, on average, more than 3,000 hours getting the solution up and running.

Often months are spent on evaluating needs and configuring software. Add in time to test and train and before you know it, nine months have passed, the technology has yet to be put into practice, hundreds of thousands of dollars have been spent, and more importantly, ROI has yet to be realized.

Using conservative estimates to calculate the salary and hours for all resources on the EHR implementation steering committee and project team, the internal soft cost of traditional implementation can be as much as \$108,000, not including the cost of the software or vendor support.

Getting EHR right is critical and worth the time spent getting there, however, for non-profits with limited human and capital resources, traditional implementation models don't always work. In addition, full EHR implementation may not be necessary. Until now, there were very few options available for these agencies.

**“ EHR system implementation commonly takes 18-24 months from contract signing to go-live. It's rare to see the process completed faster than that, in fact, I have seen a number of implementations actually exceed that timeframe. ”**

Joe Naughton-Travers, EdM, Senior Associate, OPEN MINDS.

## Defran QuickStart

Bucking traditional models, Defran's QuickStart can get agencies up and running with EHR software in as little as 12 weeks and showing ROI shortly thereafter. Unique to the industry, Defran has taken the lead on developing an EHR solution designed specifically for the needs and limitations of non-profit human services organizations with limited budgets and resources. In addition, Defran QuickStart is an optimal solution for agencies looking to get their feet wet with EHR technology, allowing them to better evaluate their needs before making a commitment to full deployment.

The team of experts at Defran Systems have years of experience developing case, clinical and financial management solutions. In addition they have decades of working directly with human services agencies. Tapping into their experience, they have turned best practices into an out-of-the-box system that meets the needs of 95% of agencies in this group with little to no configuration, significant capital investments or additional IT resources on behalf of the agency.

Take for example the same steering committee and project team using the same conservative salary estimates. By cutting down on the amount of hours necessary to roll out the EHR solution by more than one-third, agencies can reduce the cost of implementation by more than 25%. The hours no longer needed to oversee and manage the implementation project can be placed back into other high priority tasks and projects that keep agency operations running smoothly.

## Defran QuickStart Features:

- Three month implementation process
- No need for large implementation teams reduces risk of common "project stalls"
- Fulfills all billing and EHR needs for 95% of agencies
- Reduced training time
- Complete insight into more efficient and effective processes as learned from similar organizations
- Deployment menus that allow providers to access the solution regardless of budget or time constraints
- Ability to reconfigure options if agency needs change

### Total Man Hours\*



\*Estimated hours and salary costs for Clinical, Finance, IT and EHR Project manager/System Administrator.

## EHR in the Cloud

Traditional license models also require a significant investment in hardware upgrades and yearly license renewals for third party software, which over the lifetime of a solution can be substantial. With Defran's Cloud option for hosting, the costly components needed in more traditional models are eliminated. For example, with Cloud there is no upfront need to secure hardware or purchase additional third party licenses such as SQL. In addition, no drastic changes need to be made to the IT infrastructure and all upgrades and updates are managed remotely by the vendor, eliminating the need for supplemental IT staff. Security, backups and downtime are also managed remotely, through Defran, and guaranteed by the Service Level Agreement (SLA).

### Cloud vs. On-Premise Hosting:

#### On-Premise:

- Requires database administrator and server administrator, and for smaller agencies there may not be enough work to justify a full time employee
- Requires dedicated servers, hardware upgrades and back up servers
- Additional risk associated with managing support and data security

#### Cloud:

- All database hosting and administration is managed off-premise by Defran and no additional human resources on the part of the client are necessary
- 24/7 state of the art support and security included in monthly cost of SaaS services
- Relieves the burden of maintaining servers, upgrading systems and ensuring security

## Defran QuickStart and Cloud— a Powerful Combination Leading to Rapid ROI

ROI is music to a non-profit human service agency's ears. Operating under limited budgets and with limited human resources, lack of capital can be a significant barrier to implementing EHR technology. The irony is agencies that can prove Meaningful Use, most often with the help of EHR technology, will be well poised to receive federal ARRA incentive funding that can equal as much as \$60,000 per qualified employee.

// The EHR implementation process was seamless and exceptionally fast. Thanks to Defran's expertise and professional staff, we are already seeing the benefits of our new EHR technology. //

Becky Jensen, Vice President of Program Evaluation,  
Beacon Light Behavioral Health Systems.

Getting there faster, with as little investment as possible then becomes the goal. With more than 7% of the total federal budget earmarked for distribution among human services organizations in 2011, it is no surprise that implementing EHR technology has risen to the top of the priority list for many providers. With the combination of Defran QuickStart and Cloud, human services agencies can be on their way to not only realizing a return but qualifying for additional ARRA funds in no time, and with no long term infrastructure expenses that can negate or reduce ROI.

With Defran QuickStart and Cloud, there are no upfront licensing fees and maintenance costs are included in the price. Because the hosting and maintenance of the solution is done off-premise using vendor resources, agencies are in the best position possible to realize the benefits of EHR technology faster and longer than with traditional, on-site hosted solutions.

Defran QuickStart/Cloud is billed per-user, on a monthly pay-as-you-go program and includes upgrades, hardware, software, backup and recovery, system monitoring and performance optimization, and security encryption.

## Conclusion

Taking on EHR implementation is a big decision and every organization, large or small, should give ample consideration to what kind of solution will work best. Today, many human services organizations operate without EHR technology, but legislated mandates are making it harder to continue on that path. Moving to electronic records may be a daunting and intimidating challenge but with the help of solutions such as Defran QuickStart, the process can be simple and quick and the rewards can be endless.



Defran Systems, Inc.  
5 East 16th Street, 6th Floor  
New York, NY 10003  
212.727.8342  
info@defran.com  
www.defran.com