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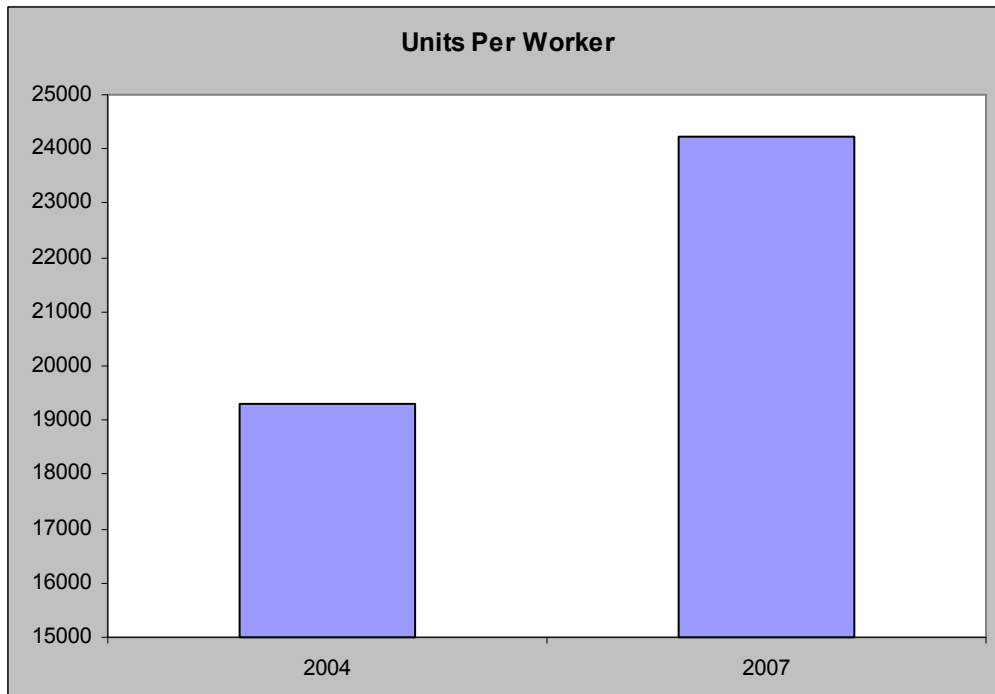
CHLA Gains Significant Productivity Improvements

PROBLEM: Each year, Childrens Hospital Los Angeles (CHLA) recruits APA-accredited interns and fellows for its mental health department. The interns are responsible for providing clinical services and must be supervised by a senior clinician. One of the challenges of working with interns is constantly introducing new users to its clinical management software. Because of the learning curve, it is expected that workers will lose productivity.

SOLUTION: CHLA implemented Exym’s Activity Tracking System (ATS)[™] to simplify the process of completing documentation, automating billing and measuring productivity. They came up with a consistent training model based on Exym’s clinical management software that enables them to get new hires and interns up-to-speed very quickly.

DETAILS: The benefits to CHLA of using Exym were two-fold: First, They increased productivity by reducing the amount of administrative time necessary to document services. Second, they provided more immediate oversight via the use of a variety of supervision reports generated by Exym. The supervisors at CHLA are able to view the status of progress notes across a clinician’s entire workload including statistics on how many days from date of service to date of documentation, and how many revisions were required before final approval. This oversight made it easy to spot less productive workers early on and work with them to improve their performance.

“CHLA Program Area Leaders have seen dramatic improvements in clinician productivity as a result of clear, up-to-the-minute data on client service delivery. This data has made it possible to design and implement performance incentives for productive clinicians, and to provide objective data for counseling those clinicians who are less-than-productive.” says Dr. Brad Hudson, Clinical Director of the Mental Health program at CHLA.



RESULTS: CHLA increased productivity by over 25% in a three year period through better oversight of worker productivity and simplified processes that help clinicians complete progress notes faster.

ABOUT EXYM, INC.: Exym simplifies the process of billing, documenting and managing mental health services with intuitive and easy-to-use web-based software. Exym is a highly customizable and flexible clinical management solution used by more DMH agencies for EDI than any other vendor.