



Lutheran Social Services of Southern California FidelityEHR Success Story

Lutheran Social Services of Southern California (LSSSC) was founded in 1946 and began offering services in Rural San Bernardino County in the mid 1990's and serves a geographically expansive region. In staying true to the LSS mission, Ignited by faith, we live out God's love by embracing, equipping, and empowering vulnerable people in Southern California, the staff reaches over seven locations across the County. The clinical and administrative leadership recognized that with the right electronic health record (EHR), they could more effectively and efficiently provide high-quality mental health and behavioral health services. Eileen Hofer, Senior Director and Trish White, Area Director- Children Services, wanted to find a streamlined and user-friendly EHR that would improve billing process (interface and export), enhance clinical supervision, and easily create reports. With 18 months of utilization, Trish and Eileen are confident that the Fidelity system was the right choice, "The system is easy for staff to do their job (less-glitches), and has improved CANS and assessment data entry/reporting."

In 2017, the leadership, Eileen and Trish, chose FidelityEHR, an innovative EHR platform designed to support high fidelity care coordination models for mental health and behavioral health services and programs to vulnerable populations with complex needs. They really rolled up their sleeves and came together with the Fidelity team to successfully create customized configurations of the Fidelity platform that aligned to their clinical services, billing management, and clinical supervision needs. Working with the Fidelity Team to create the custom configurations and the on-going professional services have been excellent!

Achieving superior client outcomes, maintaining fidelity to evidence-based practices, and supporting providers are some of the mission-aligned successes that LSSSC has attained. They've identified some major areas that the Fidelity platform has proven to be an excellent choice and demonstrated a significant return on investment (ROI). Some of the highlights are:

- Reducing the county take-back audit amount from \$12,000.00 to less than \$2,000.00
- A savings of \$60,000.00 in the retention of highly credentialed Clinical Supervisors,
- Significant time-savings (25% to 30%) and greater efficiency across all operations
- Verified ROI associated with time savings, greater efficiency across all operations, and overall Utilization Management

Their choice of the Fidelity system has resulted in a huge success for LSSSC! With a conservative return on investment estimate of 25% to 30% on time-savings across all clinical and administrative operations, improved revenue cycle management and increased retention of behavioral Health providers, Eileen and Trish are more than pleased with the successes. They especially highlight that, "quick decisions can be made because the information is at our fingertips. It has saved so much time because charts and records are much more accurate and supervision is so much easier. Quality assurance is built into the platform, which makes our jobs easier!"