

Case Study

The Value of Partnership

Sunwave Health and NorthSight Recovery



Table of Contents

About NorthSight Recovery	1
<i>The Facility</i>	1
<i>Levels of Care</i>	1
<i>About Jeremy Bloom</i>	1
The Problem	2
Saving Time and Resources while Driving Care	3
The Value of Partnership	4

About NorthSight Recovery

The Facility

NorthSight Recovery (NorthSight) is a nationally accredited integrated behavioral health agency in Tempe, Arizona. While their clinics are under an integrated outpatient license, they also provide transitional housing enhanced by a community approach to addressing social determinants of health.

Levels of Care

NorthSight focuses on providing inclusive and multidisciplinary care to individuals 18 years and older from various ethnic, religious, and cultural backgrounds. NorthSight specializes in treating complex mental health diagnoses, co-occurring problematic substance use, and lacking social determinants of health. NorthSight serves individuals with various mental health and psychiatric conditions, including but not limited to mood and anxiety disorders, personality disorders, trauma, stressor-related disorders, Schizophrenia spectrum and psychotic disorders, and substance-related and addictive disorders.

Levels of care include:

- Ambulatory detox
- Intensive outpatient program
- Partial hospitalization program
- Outpatient program
- Transitional homes

About Jeremy Bloom

Jeremy Bloom, CEO of NorthSight, has worked in healthcare for over 10 years. After graduating with a major in healthcare administration and a minor in finance, his goal was to make a difference in addiction treatment. He brought a passion for connecting training and education with patient outcomes to NorthSight, and his work highlights the importance of using data to drive meaningful change.



The Problem

NorthSight was one of many behavioral health practices that lagged behind other healthcare providers in adopting technology and utilizing data analytics. The absence of behavioral health incentives in the Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 contributed to this disparity, placing facilities like NorthSight at a significant handicap.

Before implementing Sunwave Health's (Sunwave's) addiction treatment platform, NorthSight relied upon paper records but found that they were inefficient at best and unreadable at worst. Without a way to quantify data, they could not objectively look at patient outcomes and connect them with clinical practices.

For example, Social Determinants of Health (SDoH) drive up to 50 percent of the county-level variation in health outcomes. Housing and transportation are significant in SUD treatment. Studies indicate housing and case management lower overall SUD treatment duration by 7.5 days, representing significant cost savings and improvement in care experience. But to ensure a complete view of treatment effectiveness, NorthSight needed to track these critical SDOH factors and link them to outcomes. Paper records are inefficient and couldn't quantify or objectively examine the data.

Partnering with Sunwave Health

NorthSight went through several electronic medical record (EMR) transitions before finding the right partner in Sunwave. They needed a user-friendly, cloud-based platform that wouldn't require a business development or software team, as this would be a financial roadblock they couldn't absorb. The Sunwave team rose to the challenge, working with NorthSight to document processes, ensure the right configuration, and deliver training across stakeholders.

In addition to supporting treatment facility clinical, financial, and operational functions, Sunwave includes an advanced data approach that absorbs, connects, and cleans data from multiple sources. When data is missing or of lower quality, the solution can leverage advanced data science algorithms to help identify anomalies.

As a result, NorthSight now has its own enriched data warehouse using data pulled from Sunwave. They have improved communications with primary care providers and other stakeholders, ensuring better continuity of care across the continuum. The



partnership with Sunwave has also allowed them to easily flag potential compliance issues, especially regarding Medicaid and Medicare coverage.

This increased access to comprehensive data allows treatment providers to create more personalized treatment plans and adjust them as needed, resulting in better patient outcomes. The software platform manages the entire process, from lead capture to admissions to ongoing patient engagement. With multiple modules that can work together or stand alone, all of the data is in one place with the same data source and ease of use. This one-source implementation has helped NorthSight achieve dynamic reporting and insights across the entire treatment journey.

"I attribute a lot of where we're at today, which has been pretty fast-paced, methodical growth, to having an EMR that was rather simple to implement and use as well as the customer support team making changes on the fly."

- Jeremy Bloom, CEO

Saving Time and Resources while Driving Care

NorthSight has experienced significant cost and time savings financially and operationally since implementing Sunwave. More importantly, as a facility with evidence-based treatment models, they have been able to leverage data and technology to track outcomes more effectively, ensuring that their clinical services and interventions drive long-term success

Leveraging Sunwave, NorthSight has built their own data warehouse and harnessed the data from the solution to provide each department with their own dashboard featuring thresholds for data points and KPIs. They can also connect seamlessly with the local Health Information Exchange (HIE), driving care coordination and transparency across healthcare stakeholders to meet patients where they are in their treatment journey. This means that if a patient is referred from primary care, NorthSight can ensure that the referral and payer information is captured and complete within the patient record. The solution also lets them confirm that the



referral, financial, and patient background information is correct, giving them a complete view of a patient's history.

Outcomes and accountability are more critical than ever, and regulatory shifts incentivize practices to expand access and adopt a "data-informed" approach to program management and evaluation. By implementing Sunwave as part of an advanced data approach, NorthSight is successfully working towards whole-person health and increasingly accountable care models.

The Value of Partnership

NorthSight's partnership with Sunwave has enabled them to transition from inefficient paper records to a data-centered treatment platform. With the help of Sunwave's innovative and purpose-built solution, NorthSight has been able to track patient outcomes more effectively and adjust treatment plans as needed, resulting in improved patient outcomes.

By embracing a data-driven and data-informed culture in addiction treatment and behavioral healthcare, providers can improve all measurable metrics and impacts. This requires rethinking current practices, finding efficiencies, and digitally transforming to do more with less. Cloud-based EHR solutions like Sunwave are a great example of innovative and future-forward technologies that can help minimize waste and maximize capability when resources are tight.

Overall, NorthSight's commitment to individualized, person-centered care and their partnership with Sunwave has positioned them as a leader in addiction treatment and behavioral healthcare. Their focus on leveraging data to drive meaningful change highlights the importance of incorporating technology and innovation to achieve better patient outcomes.



About Sunwave Health

Sunwave Health drives healthy results for behavioral health providers. We enable care quality, realize value, and improve resource optimization across the treatment journey. Every patient encounter encompasses multiple variables that can be hard to measure and manage without a holistic, end-to-end solution. Sunwave Health ensures visibility and transparency into admissions, drives predictability and insight into the patient census, accelerates payment, reduces reimbursement variability, and improves the clinician and patient experience across every treatment journey step. As a result, providers can better manage increased demand, improve clinical and non-clinical resource utilization, increase patient retention, and optimize reimbursement.



www.sunwavehealth.com