Banyan
TREATMENT CENTERS

Banyan Treatment Centers streamlines patient chart workflow, forms and payment procedures to optimize clinician and patient experience as well as prevent revenue loss.

"Kipu has revolutionized our electronic medical records through its ease of use, high levels of customer service, customizable forms, and its passion for leaning into technology and innovation."

**Ryan Steinberg,
Executive Director**

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ORGANIZATIONAL CHALLENGES •

Revenue loss due to payment suspension by insurance providers resulted in:
- Interrupted patient care
- Lengthy appeals processes
- Poor patient experience and breakdown of trust
- Potential loss of patients

Limited access to, in-complete and paper-based patient data resulted in:
- Siloed interdepartmental communications
- Limited medication non-compliance awareness
- Untimely notification of patients requiring continuous and more frequent monitoring
- Full scale patient intervention vs. quick remedies
- Low confidence in patient data

No structured onboarding procedures:
- For new clinicians resulting in a lack of clarity in chart management and confidence in ability to fulfil their role
- For transition of clinical teams at acquired facilities from antiquated EMRs to Kipu

Immediate response to strict and unique insurance provider requirements including:
- Evidence-based practices to prevent payment suspensions and discontinuation of patient care
- Family session notes
- Confirmation of ASAM levels of care

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OUTCOMES ENABLED WITH KIPU.

- **Prevention of payment suspensions and loss of patients** has generated increased revenue security and continuity of patient care as a result of Banyan's ability to easily customize forms and respond promptly to insurance provider requests.

- **With access to all medical portions of the chart**, Banyan clinicians are now the Master of the chart empowering them to catch all data deficiencies.

- **Readily downloadable onboarding guides** are easily created using Kipu forms.

- **New structured process** eases and improves clinician onboarding experience.

- **Immediate security** of knowing how to complete forms and charts enabling Clinicians to feel confident in-patient data and their day-to-day decision making.

- **Early detection enables Banyan to think and act quickly:**
  - Medication non-compliance can be detected within 2 days vs. 20 days allowing Banyan to avoid full-scale interventions.
  - All high-risk patients are continuously monitored as a result of Kipu's tagging features and ability to notify all staff simultaneously.

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"Kipu has increased our value proposition by allowing us to be in alignment with our mission, vision and values, which is to be agents of change in this industry. We believe that in order to be the best, you must have the best, which includes having the best software and the best electronic medical records. That's how we win. And that's our best chance to make an impact in the behavioral healthcare sector.

Ryan Steinberg
Executive Director

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