



CADAS
IMPLEMENTS SUCCESS
WITH SEQUEST



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CADAS is a private 120-bed, Non-Profit organization for chemically dependent individuals located in Chattanooga, TN. With a staff of 115 they offer inpatient and outpatient care to adults and adolescents and have a variety of programs offered to the community such as prevention programs in elementary schools, drug free workplace training and DUI School. CADAS has four other locations in Chattanooga, TN.

Quest for the Right EMR

In 2004, CADAS's EMR vendor stopped supporting the application that held CADAS patient medical records. This surprise immediately launched CADAS on a search for a new EMR partner.

In 2005, Jon Apple, IT Director at CADAS and several other IT leaders within the addiction treatment field decided to organize a 2-day EMR software showcase. The National Association for Addiction Treatment Providers (NAATP) hosted this event that brought 14 of the leading EMR vendors within addiction treatment to San Antonio, Texas. This allowed multiple software vendors to come and display their product. Sequest was 1 out of 9 vendors to present their product. After leaving the conference, Jon had narrowed the vendor list down to four including Sequest.

CADAS had the four finalists come to Chattanooga to present their product demonstration to the CADAS software selection team. In April 2005, their long search ended as the TIER[®] Solutions Platform by Sequest emerged as the clear winner. TIER[®] was selected for its versatility to adapt to the organization's needs, plus it allowed Jon to do about 80% of the software customization, thus reducing cost of services.

The Right Decision

After the contract was signed, a member of Sequest's technical support team went onsite to CADAS and installed TIER. This gave CADAS time to get a feel for the system and document their expectations of the software. A few months after the install, Shelly Casale, Implementation Services Director and Dan Rizzo, Product Development Director, from Sequest came out to do their gap analysis. The Gap Analysis provides the Sequest Developers with the requirements needed to take the TIER[®] Workflow System from an industry standard electronic medical record system to an organization's individualized software solution. Jon Apple had made the decision to help be an onsite developer at CADAS. This gave him the learning power to better understand the product and also allowed him to create his own forms and modify the software's design, which helped save the organization money in the long run. "If you're on a tight budget and someone is willing to learn the developing process, it is a great way to save thousands of dollars." Jon said.

The most difficult part of the implementation process for CADAS was everyone still had to focus on their regular full time job duties aside from the work they had to do with TIER. With that came lots of office lunches provided by CADAS. They had a separate subcommittee that was in charge of promotions and keeping up the morale of the staff especially during the toughest times of implementation. Some of the promotions included making id lanyards with the TIER logo and putting posters up in the halls with TIER printed all over it. This was used to promote TIER and make it a positive effort for all the employees.

“The TIER Workflow System has allowed CADAS to have an efficient electronic medical record and billing system customized for the way we do business.”

Jon Apple, IT Director, CADAS

Success Going Live

CADAS went live July 1, 2007. The implementation process was a collaborative success. CADAS had a strong team that delivered this success and still does today. Since going live there has been less than four hours of downtime in which the Sequest team was there to support CADAS and make sure they were back up and running.

