



A Center for the Treatment of  
Alcoholism and other Drug Addictions

PAVILLON  
FINDS FLEXIBILITY  
WITH TIER<sup>®</sup>



© 2009 Sequest Technologies, Inc.  
2300 Cabot Drive, Suite 425  
Lisle, IL 60532  
877-630-TIER  
solutions@sequest.net  
www.sequest.net

## Background

Pavillon, a non-profit, 50 bed adult residential treatment center for alcoholism and drug addictions is located in the scenic foothills of western North Carolina. They offer a full continuum of detoxification, residential and outpatient services. They offer inpatient and outpatient treatment, including Therapeutic Treatment, Relapse Prevention, Family Group and an Extended Stay program after residential treatment.



## The Journey

Several years ago, Pavillon hit a communications roadblock. Basically, their different treatment programs couldn't talk to each other. "We had a non-integrated delivery of services," said Anne Vance, Pavillon's CEO. Clinicians couldn't get access to the records they needed making it difficult to document the patient's status. The charts were also not easily available when they were needed. They needed a solution fast.

Steve Millette, Executive Director of Treatment Services, began a search for an EMR partner. There were 3 to 4 software vendors including Sequest in the running. Not only was it important to have cost effective software but also to have a flexible and easy-to-customize product. Most software they reviewed was sold "as is" and requests for additional features were not an option. Pavillon's business practices would have had to be redesigned to fit the vendor's picture of workflow and not the other way around. Of all EMR vendors considered, only one seemed to understand the importance of adapting to the business needs of Pavillon. The TIER<sup>®</sup> Solutions Platform by Sequest was the winning choice.

## The Implementation

The initial implementation of TIER<sup>®</sup> ran very smoothly. A two-day on-site visit was made by the Sequest staff to review the system and provide a gap analysis, which identified parts of the workflow system that did not meet Pavillon's specific needs. Sequest was then able to customize TIER<sup>®</sup> specifically for Pavillon. Mission accomplished.

There were a few minor challenges Pavillon faced throughout the implementation process. Since they are a small organization they had limited resources to do testing prior to their implementation. Some of the specifications were not fully identified in the gap analysis but only through more user feedback after implementing the system. Pavillon went live in February 2006. They began using TIER<sup>®</sup> to focus on clinical records and processes and their goal is to implement TIER<sup>®</sup> into all other aspects of their organization's processes.



Jamie Clough, Pavillon's IT Manager and TIER® Database Administrator since 2007, expressed her gratitude towards Sequest's Technical Support team. She really enjoys working with them and appreciates their readiness to help get issues resolved.

**“TIER offers agencies and organizations the flexibility to structure its flow and forms to fit their processes while still offering a solid base.”**

Jamie Clough, Pavillon IT Manager

### TIER user's conference

As part of Pavillon and all clients' annual support contract, they are invited to come to Sequest's annual TIER® User's Conference. This 3 day conference provides TIER® User's extensive training on current and new product development. Jamie Clough, Pavillon's IT Manager and TIER® Database Administrator since 2007, has attended the past two TIER® User's Conferences (2007 & 2008). She expressed great joy because this past year she was able to attend the Advanced Form Design training class. It was very beneficial and helpful and hopes Sequest offers that class at their 2009 conference. Jamie would like to expand her form design knowledge and hopes the class offers additional items to go over.

