

Many Regulations, One Electronic Record

Case Study

“With AWARDS, we can meet our regulations across two different states, all in one database.”

Agency



Services

I/DD, Housing, Day and Vocational Services, Health Services, Clinical

Location

Pennsylvania and New Jersey

Founded

1964

Clients Served

Over 600 annually

Operating Budget

Over \$30m

Using AWARDS Since

2013

Situation: Two States, Different Needs

Keystone Community Resources has been serving the needs of those with I/DD and their families throughout Pennsylvania for over 50 years. The agency offers a wide range of services: including day and vocational programs, respite care, and over 50 group homes. Keystone also has a Supports Coordination Program in 8 northern New Jersey counties.

Like many agencies managing multiple programs in different geographic locations with support from various funders, Keystone faced **the challenge of operating efficiently, while maintaining unique reporting and regulatory standards for two distinct jurisdictions**. To tackle this challenge, Keystone turned to our electronic health record, AWARDS.

Solution: Unique Workflows

Before AWARDS, Keystone staff were documenting agency data on paper forms housed in an online shared drive. After transitioning from paper forms to AWARDS, reporting across the agency became easier and more efficient.

Next, Keystone needed a solution that could address the unique regulatory requirements of each state, while still supporting the overall operational reporting needs of the agency. Using the FormBuilder tool, **Keystone staff and Foothold partnered to create state-specific forms for data collection, reporting and analysis**. Through FormBuilder, Keystone created a unique workflow for staff in each state.

Result: One Database, Easy Reporting

Once the state-specific forms were launched in AWARDS, staff began documenting their work according to their specific program and location. Because each username corresponds to its appropriate program, nurses and clinicians are automatically directed to the appropriate forms. This has been especially beneficial when it comes to documenting psychiatric reviews, which carry different requirements for the two different states in which Keystone operates.

By integrating AWARDS into its agency operations, **Keystone was able to adapt its method of documentation to achieve greater efficiency for the entire agency**. Because regulatory requirements for two different sets of programs are captured in one centralized database, reporting is less of a burden and ensures both flexibility and compliance across multiple programs.

[Visit footholdtechnology.com to learn more.](https://footholdtechnology.com)