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Stairways Behavioral Health Selects TOTAL: Record and TOTAL: Quality Solutions from Esteam

Leading human services software solution provides critical support for productivity, financial management, and continuous improvement efforts

PITTSBURGH, December 15, 2006 - Esteam, LLC, a leading provider of comprehensive software solutions for human services agencies, today announced that Stairways Behavioral Health, a Pennsylvania organization that assists persons with mental health care needs, selected Esteam software and services for improving clinical and administrative processes and supporting continuous improvement efforts.

Stairways licensed TOTAL: Record™, a software application that helps human services providers dramatically improve clinical and reimbursement processes, and TOTAL: Quality™, a Web-based assessment management tool that simplifies data collection and analysis to create and support a quality-driven organization.

Scott Morgan, manager of information systems at Stairways, said the Esteam solutions were chosen to provide a number of critical capabilities that were missing from the organization's existing systems. "One of the biggest problems with our previous clinical system was the lack of comprehensive, user-friendly reporting features," he said. "Generating reports was a cumbersome process, as was the way the software handled billing issues like co-payments. And when issues did arise—for example when we piloted the vendor's electronic clinical record software—the problems took a great deal of time to resolve.

"The old system required far too many workarounds to achieve the functionality we wanted, and some critical functions such as outpatient scheduling at our clinics were

essentially manual processes because the software just would not do what we needed it to do,” Morgan added. “As the time and money devoted to solving problems becomes more critical, you just cannot spend the resources on workarounds.”

Stairways is implementing TOTAL: Record, which provides a single repository for clinical and financial information that eliminates repetitive data entry, along with the potential for human error for Esteam customers. The result is more accurate and efficient electronic patient recordkeeping, and a streamlined billing process that helps to improve the reimbursement process dramatically.

“We brought in Esteam and they showed us that TOTAL: Record is clearly a superior solution for handling patient record-keeping and billing,” Morgan said. “For example, our old software required a completely separate process to connect authorizations into billing. TOTAL: Record, operates in real time, so you can see the remaining balance as you use each authorization. And when you generate an invoice there’s no separate process to attach the authorization to the bill. As soon as we began to implement TOTAL: Record, a great many of the workarounds simply went away.”

Another key factor in the decision, Morgan noted, was Esteam’s willingness to work with Stairways to address specific capabilities that support the organization’s outpatient clinical operations. “Having a reliable front desk scheduling program will do wonders for staff productivity,” Morgan said. “As we roll it out, TOTAL: Record also will enable authorized staff at any of our 12 locations to log in to the system and view all of the programs that an individual client is enrolled in, even when those services are provided at different locations.”

Stairways also purchased TOTAL: Quality, which helps organizations track, collect and analyze information that helps quantify organizational quality and support continuous improvement planning and reporting efforts. “The ability to collect and analyze data for quality indicators and integrate with TOTAL: Record ties it all together,” Morgan said. “Consumers are demanding proof of service quality, and TOTAL: Quality lets us use that information for competitive advantage.”

Morgan noted that a Stairways committee representing all areas of the organization evaluated several options and vendors before unanimously selecting Esteam. “A broad cross-section of our organization reviewed the solution and really liked what Esteam had to offer,” he said. “Our group included representatives from the clinical areas,

information systems, finance, and our CEO. Equally important in our analysis were the strong recommendations from other Esteam customers that we know well. As a result, we had confidence that TOTAL: Record and TOTAL: Quality can meet our current requirements and will continue to support us as those needs evolve.”

“Well-managed human services providers like Stairways recognize the value of effective information technology as a driver of service quality, operational efficiency and, ultimately, financial strength,” said George Pashel, president of Esteam. “We are pleased that Stairways selected Esteam as a partner to help meet their objectives of continuous quality improvement in the service provided to their clients and leadership in their market.”

About Stairways Behavioral Health

Stairways Behavioral Health is a private, non-profit organization that assists persons with mental health care needs at any stage of life by providing comprehensive rehabilitation, treatment and supports essential for living, working, learning and participating fully in the community. Stairways is a comprehensive network of 450 professionals helping people return to good health after episodes of behavioral or emotional illness. <http://www.stairwaysbh.org/>

About Esteam

Esteam is a leading provider of software, services, and expertise focused on improving the quality of human services. Esteam solutions address a significant shortcoming in the human services market. Organizations don't have the resources, time, or money to support the increasingly complex regulatory reporting and documentation requirements. Designed to be used throughout the organization, Esteam offers Total: Impact, the most comprehensive suite of software, strategic consulting services, and deployment expertise for significantly improving the performance of human services organizations. Esteam provides mission critical solutions for leading human services organizations such as Pressley Ridge, The Barbor Institute and Keystone Human Services. For more information please contact us at info@esteam.net or by telephone at (412) 322-0629 or www.esteam.net.

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