

CUSTOMER SPOTLIGHT

CLIENT
White Oak Management

LOCATION
Spartanburg, SC

A shared goal, an opportunity to contribute to future AHT solutions, and a true partnership.

According to Joey Haney, Vice President of Finance at White Oak Management, the best part of their partnership with American HealthTech is the partnership itself. “Our relationship isn’t a vendor one, but rather, a real partnership. We work together, driven by a common goal of creating better outcomes for patients and staff.”

With his more than 30-year tenure in the post-acute industry, Haney knows this isn’t the norm, and recognizes that this partnership has enhanced their organization and improved their patient outcomes.



Better patient
outcomes



Fewer clicks for
gained efficiency



More time with
patients

“We work together, driven by a common goal of creating better outcomes for patients and staff. Clearly AHT is here for us today, as well as years to come.”

-- Joey Haney, Vice President of Finance, White Oak Management

> THE SITUATION

White Oak Management participates in the AHT Development Partner Program, which gives participating customers the opportunity to be early adopters of the newest AHT products in real-world environments while providing feedback crucial to our development process.

“Our experience in the Development Partner Program has been very positive,” said Haney. “We’ve appreciated the collaborative effort and ability to be heard regarding the needs of staff in providing care. We’ve experienced the team approach with AHT and we feel that allows us to address programming enhancements as well as workflow. We plan to continue to work closely with our AHT partners to further develop product that is the best software in the industry.”

> THE SPECIFICS



American HealthTech listens.

“I enjoy working with AHT because they are always willing to listen to our suggestions, and they provide ways to improve our current workflows while still maintaining the highest quality of care,” said Pamela Davis, Clinical Implementation Coordinator at White Oak.



Improvements for all.

One of the products White Oak helped test is Clinical Decision Support, an enhanced assessment package that provides solutions to the issues brought forward by the assessments. White Oak noticed exciting improvements with their patients and staff, and impact was immediate, according to Haney. “I know the new addition of enhanced assessments allowed us to replace a competitor’s costly assessment package, and it helped our staff evaluate the challenges we face in identifying the needs and possible related issues of our residents.” Haney further noted, “I also think the emphasis on navigation and ‘fewer clicks’ is allowing our staff to be more efficient in completing their work, thus having more time with patients.”



In for the long haul.

The excitement continues as AHT incorporates products specifically created for the post-acute industry, whether they address PDPM or the next big regulatory change. “We are also excited about the PDPM workflows and enhanced assessments. In addition to regulatory enhancements, we are working with the AHT team on better reporting of outcomes like rehospitalization by payer types. These all assist us in understanding what is happening with our residents and identifying ways to do a better job resulting in better patient outcomes,” stated Haney. “Clearly AHT is here for us today, as well as years to come.”



Greater impact with solutions tailored to your needs.

Post-program, White Oak has been using a combination of the AHT solutions tailored to the specific needs of their organization. They are able experience the integration of a solution that spans both their clinical and financial needs for years to come.

Are you interested in partnering with American HealthTech to get similar results for your facility? Contact us today.

AHT Integrated Solutions

AHT is a leading provider of comprehensive and integrated care management, financial and revenue cycle management software and services to skilled nursing and senior living facilities across America. We offer more than a typical software vendor including training, regulatory guidance, and much more. Contact us for help increasing the amount of time spent with your patients and decreasing the amount of time spent documenting care.

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