



Client highlight

How SUN Behavioral Health delivers more efficient, quality care with WellSky

About SUN Behavioral Health

SUN Behavioral Health is a comprehensive behavioral health provider with a mission to partner with communities to solve the unmet needs of those who suffer from mental illness and substance use disorders. With facilities located in Ohio, Delaware, Kentucky, and Texas, SUN provides essential psychiatric services to diverse populations.

Solutions and services in use:

- WellSky Specialty Care for Behavioral Health
- WellSky Communication Hub
- WellSky Data Access
- WellSky Managed Services

From paper to electronic

SUN Behavioral Health made the strategic decision to adopt WellSky solutions and services to enhance operational efficiency and ensure compliance with regulatory requirements. Before implementing WellSky, SUN utilized paper records to manage patient and financial documentation. Relying on paper records meant that only one person had access to them at a time, the records became outdated very quickly, and no real time alerts or checks were available to support clinicians in providing safe and efficient care. SUN initially adopted the WellSky Revenue Cycle Management (RCM) solution for behavioral health, and quickly recognized the additional need for an integrated electronic health record (EHR) and began implementing WellSky Specialty Care for Behavioral Health as their EHR.

Why WellSky?

SUN Behavioral Health selected WellSky because they wanted an RCM and an EHR solution that would streamline operations, enhance compliance, and be easy to use for clinicians on the floor. They needed a system that could seamlessly integrate with their system processes, support comprehensive reporting, and streamlined data access.

Watch **this video** to learn more about SUN's experience with WellSky.





Impact of WellSky

Operational efficiency and compliance

Enhanced reporting

The ability to generate detailed reports has been transformative for SUN, providing insights and documentation that support compliance and operational efficiency. “One of the biggest advantages of our partnership is that the WellSky team is able to really listen to what we need, from a behavioral health perspective and a regulatory perspective, and help us look at solutions on how we can incorporate that into our record. And I think that’s been a valuable part of our relationship,” said Tonya St. Clair, Senior VP, Clinical Services and Development at SUN.

Transition of care management

SUN values having smooth transitions of care for patients and for staff, and relies on easily accessible and up-to-date patient data in WellSky. “One of the things that WellSky helps us do is assess the social determinants of health and make sure that we’re following up with our patients and letting that information flow through, so it helps anticipate what the patient’s needs are at discharge,” said St. Clair.

Revenue cycle improvements

The integration of the WellSky RCM and EHR has allowed SUN to automate charge generation, reducing the need for manual tracking and improving financial accuracy and efficiency. Having WellSky as their RCM and EHR provider allows them to seamlessly share data between the two modules, running custom or pre-built reports on what they need to see, when they need to see it.

Clinical benefits

Medication reconciliation

SUN relies on the integration between WellSky Specialty Care and DrFirst to enable effective medication reconciliation, which reduces the risk of non-compliance — a significant factor in patient readmissions. By having visibility into prescriptions that patients aren’t picking up from the pharmacy, connecting patients’ care teams, and having access to an easy order entry process, SUN is able to help ensure patient safety.

Step-down documentation

Housing all patient information in a single system streamlines the process of transitioning patients from inpatient to outpatient care, saving time and improving continuity of care. Having a summary of clinical documentation that’s easy to access has made a big impact on saving clinicians time. “We just have to click on the patient summary page, and all of a patient’s information from a recent hospital stay, or partial stay, is there. Having to just make one click instead of having to go through all of the categories on a summary page has been a huge game changer for us,” said Kim Carrico, VP Information Systems and Services at SUN.

Maximizing investment

SUN Behavioral Health leverages WellSky managed services to expand their team’s proficiency with the EHR and resolve issues efficiently. The partnership with WellSky has been instrumental in optimizing the use of the EHR system. Carrico said, “Having calls with the managed services team to fill in the gaps when we need help has been beneficial. It’s been helpful for

our team to expand our knowledge base with WellSky when we have questions.” Carrico also relies on the WellSky support team and appreciates their prompt and helpful responses. “We work very closely with the WellSky support teams to solve any issues we run in to, and to understand any enhancements made to the solution. They’re professional and positive and do everything they can to assist us,” Carrico said.

“I really appreciate having a designated client success manager. I feel like we are truly heard and have a resource for someone to help me escalate issues or get more information when we need it.”

Kim Carrico, VP Information Systems and Services
at SUN Behavioral Health



A lasting partnership

SUN Behavioral Health’s partnership with WellSky has significantly improved their operational and clinical processes. The comprehensive EHR and RCM integration, enhanced reporting capabilities, and ease of use help them ensure streamlined operations, patient safety, and high-quality care. “I really appreciate having a designated client success manager. I feel like we are truly heard and have a resource for someone to help me escalate issues or get more information when we need it,” Carrico said.

About WellSky®

WellSky® Specialty Care for Behavioral Health

is a healthcare information technology platform that spans EHR, revenue cycle management, and business intelligence. The WellSky Specialty Care platform helps providers deliver better quality and safety of care while increasing efficiency and financial performance. Our easy-to-use solution promotes a culture of safety with specific features for behavioral health, including a built-in accountability record and alerts that power safe and effective care.



Learn more about how WellSky can support positive outcomes for your behavioral health organization.

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