

Case Study

DISCOVERY
Behavioral Health

Zavanta Software Helps Discovery Behavioral Health Standardize Quality and Accountability



EVERYONE DESERVES
TO LIVE HAPPY,
REWARDING LIVES.



DISCOVERY Behavioral Health

Discovery Behavioral Health is an expanding network of the finest Mental Health, Substance Abuse and Eating Disorder treatment centers, whose mission is “To save lives with compassionate treatment, evidenced-based care, and an unwavering alliance among staff, patients, families, and communities.”

In this vital arena of service, people matter. Not only those who come to our facilities for life-saving treatment, but also our experienced professional administrators and staff whose unflinching goal is to help every client attain lasting health and full recovery.

For more information visit: <https://discoverybehavioralhealth.com/>

Business Challenge:

Maintaining quality care during a major expansion.

(and during a pandemic)

Discovery Behavioral Health is going through a huge growth spurt. Maintaining a high level of quality care is critical because human lives are at stake. Accomplishing this during a pandemic makes things even more challenging.

How are they managing it all? According to Karen McDonald, Director of Quality Management, "It's all about efficiency and providing a framework for accountability."

Karen monitors the organization's policies and procedures. "Policies and Standard Operating Procedures have a major impact on Discovery Behavioral Health's business and 1700 employees. These are our standards and are key to ensuring that everyone is accountable.

Before Zavanta, our policies and SOPs were MS Word based and maintained by each division.

Each department created and maintained their own policy sets in MS Word. This proved to be inefficient as we grew as a company. Having a web-based system is not only more efficient and effective, it ensures that every employee is viewing the current version of any policy."



Post Zavanta:

Accountability is now front and center

“The standardization that Zavanta provided was a big gain for us. Zavanta has helped everyone be more accountable.

Zavanta also helped us stay on top of our COVID response as the CDC made changes. When COVID-19 hit, we were able to quickly update our policies and procedures and create process flows and response protocols whenever the CDC changed their guidelines.

During our accreditation process, we are more organized and present requested policies in a much more effective manner.

End users have really loved the web-based Portal that Zavanta auto-generates. Its the first time they have had everything in one place. Managers and employees at our various locations have been very receptive.”

“COMPROSE staff is wonderful. Everyone is very responsive.

Everything about Zavanta is user-friendly.”

KAREN McDONALD

Director of Quality Management,
Clinical Services & Quality
Management



Zavanta Feature Highlights

Analytics

“I love that we can see analytics like the top three search terms. Having this data gives us insights into how we can improve our communications and pinpoint areas where people need help.”

Read Verify & Testing

“We use Zavanta’s Read Verify [attestation] everyday. We also use Zavanta’s testing and quiz feature. To date we are reporting a 100% score in our staff competency testing.”

Filters & reporting

“With Zavanta’s filter feature we can easily pull out information using different criteria such as state-specific policies. The organization Zavanta provides has increased our efficiency.”



When you communicate your Operating Policies and Procedures in a way that is clear and engaging, employees are empowered; they work smarter. Management has a way to standardize operations and reduce compliance risk.

Zavanta cloud-based software helps you build a system of Policies, SOPs, and Best Practices *intentionally* designed to drive the outcomes you want.



Everyone knows what to do.