

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 core philosophy is the Therapeutic Alliance created by evidence-based treatment, compassion and support that saves lives through lasting recovery.

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 making people accountable.”

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 ‘catch as catch can.’

Each department did their own thing in MS Word. Because files resided on a shared drive it was difficult for employees to find what they needed.”



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 ‘mini-manuals’ whenever the CDC changed their guidelines.

During our accreditation process we appear more credible.

End users have really love 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.

A collage of four images: a woman pointing at a whiteboard in a meeting, a woman wearing a headset working, a man in a red safety vest and white hard hat, and a woman working on a laptop.

Everyone knows what to do.