Community hospitals serve as the key access point of care and a cornerstone of economic vitality for the communities they serve. But despite the value they add to communities across the country, the majority of these hospitals operate on razor-thin margins. With staffing challenges, shortage of physicians, lack of connectivity and financial strain, they often struggle to maintain profitability and risk closure. That risk is even higher due to routine care services being significantly reduced if not halted completely during the height of the COVID-19 pandemic.

To empower, support and advance the future of healthcare delivery, CPSI, through its family of companies - focuses on all aspects of healthcare across the care continuum to provide their clients the products and services needed to advance healthcare delivery and remain financially viable for acute and post-acute care.

In 1979, CPSI was born out of a simple philosophy – the need to fill a void in technology solutions tailored to hospitals in rural communities. "Since that time, our focused efforts on delivering innovative solutions to address both the clinical and financial side of healthcare delivery for organizations of all sizes has made us a market leader," says Boyd Douglas, President and Chief Executive Officer of CPSI.

Helping Customers Achieve Business and Financial Stability

CPSI recognizes that advancing healthcare delivery goes beyond an EHR system. In the ever-changing world of healthcare delivery, business and financial health is critical to long-term success. Therefore, offering products and services designed to improve business and financial outcomes is key to the viability and lasting success of the clients they serve. This includes an end-to-end Revenue Cycle Management solution. One in five acute care hospitals trust the company every day to help...
them achieve better financial outcomes. Whether it’s people services, HFMA Peer Reviewed RCM product or process optimization services, the goal is to help healthcare organizations of all sizes get paid faster and get paid more, while also increasing workforce productivity and efficiency.

One of the most important assets of all healthcare organizations is its employees. In many communities, recruiting and retaining the right talent can be a significant challenge. Coupled with physician shortages, successful business operations can be compromised. By offering a complete recruitment, retirement and retention solution, CPSI clients are well positioned to find and keep the workforce they need to ensure the quality of care and breadth of services their communities deserve.

**Ensuring Quality Care through a Comprehensive and Integrated Electronic Health Record (EHR) Across Care Settings**

CPSI acute and post-acute customers alike benefit from an EHR designed through the eyes of the user. Current and future development and product delivery efforts focus on streamlining clinical workflows giving providers and other clinicians the technology tools they need to gain much needed efficiencies so they can focus on what’s important – quality care in every setting and patient interaction. CPSI solutions tie together a patient’s health history into one single patient record - one source of the truth, which results in faster more accurate decision making directly at the point of care with improved patient outcomes. Purpose-build EHR’s offered through the CPSI family of companies eliminate barriers and inefficiencies with clinical documentation allowing providers to spend less time interacting with the software and more time with their patients.

**Placing Patients at the Center of Care**

With rising costs of healthcare and reimbursement models shifting from fee for service to value based care, there is a growing need and interest for solutions that improve the patient experience and care outcomes. This is achieved by putting patients at the center of their own care to proactively improve the health and wellness of communities outside the four walls of a hospital or clinic.

Comprehensive patient engagement tools offered through the CPSI family of companies create a means to combine and manage both financial and clinical information into one easy to use patient portal. Whether it’s information directly entered by the patient, data from an EHR, information from a tracking device or a telehealth visit, these tools empower the patient to review, track and engage in their healthcare, all from one area.

Proactively keeping healthy patients healthy and the sick from getting sicker is the foundation of healthcare. Helping eligible Medicare patients maintain and improve their health, while generating new revenue streams for hospitals is the core of a Care Management Program that provides annual wellness visits and chronic care management services. Improving patient engagement, while improving patient health is a foundational principle of the program.

Boyd Douglas states, “As healthcare providers strive to increase patient loyalty, engagement and outcomes, while improving their bottom line, there is a need to think beyond the traditional clinical EHR.”

**The CPSI Secret to Success**

Boyd Douglas often says, “If we take care of our current customers, everything else will take care of itself.” This sums up the philosophy that will guide the on-going success of CPSI. Keeping this customer-centric value as its foundation, the company will continue to advance community healthcare through solution vision, innovation and customer and industry collaboration.