

Rhythm and reliability key in birthplace of blues great.

There were two factors in Sharkey Issaquena Community Hospital's choosing ChartSmart emr® electronic medical records. One was the enthusiasm of the hospital nursing staff.

"Our nursing administrators were very positive about ChartSmart," says Kim Loreto, IT director for the Rolling Fork, Mississippi facility which serves Sharkey and Issaquena counties in the southwestern edge of the Mississippi Delta. "The nurses really liked the ease of ChartSmart, the intuitive design."

That doesn't surprise Susan Morabito, a registered nurse and Business Development Manager for the Custom Software branch location in Mobile, AL. "ChartSmart was designed to 'think' like a clinician, with a workflow that feels natural. You could say it fits the rhythm of the nurse's hectic demands."

That rhythm would be important in the birthplace of blues great Muddy Waters is no surprise, but when it came to testing the waters of a new technology, the hospital wanted the crystal clear reliability of a trusted partnership. The 29-bed facility has been using Custom Software's core financial solutions and StarDoc document management for well over a decade, and the quality of those products, as well as the working relationship with Custom

Software were also a key factor in the hospital's choice of emr.

"As facilities race toward adoption of electronic medical records in the wake of ARRA, we all face unknowns," Administrator Jerry Keever points out. "It made sense for us to reduce those unknowns as much as possible. Our time-tested partnership with Custom Software offers us the confidence that no other company could provide."

Loreto agrees that CSS reliability made it the obviously superior choice. "Going with CSS is really a no-brainer," she said. "When something needs to get done, we know it's going to get done."

The ease of the working relationship has also helped launch an expeditious implementation, with ChartSmart installation begun in the hospital's acute care unit in January 2011 and with installation in the senior care unit to follow.

Needless to say, for all of us at Custom Software, this vote of confidence by a respected client is quite a high note.