AXiOMEHR

How SAM Took Control of Its Data—and Advanced Toward Value-Based Care with **AxiomEHR**

Service Access & Management, Inc. (SAM) serves tens of thousands of clients across Pennsylvania and New Jersey, including individuals with mental health needs, intellectual disabilities, and elderly populations. The organization is committed to helping vulnerable individuals live more independent, fulfilling lives.

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>
> We had trouble documenting outcomes. We couldn't determine who we were serving well, who needed a new approach, or when to discharge someone.

Jill Beveridge
SAM's Director of Mental Health.

Challenges

SAM struggled with outdated technology that couldn't support its growing data needs. Case managers often relied on paper records and scanned documents, making it nearly impossible to extract usable data or demonstrate outcomes. Without structured data, SAM had no clear way to track client progress, identify trends, or assess the effectiveness of services. Documentation challenges also led to billing delays and increased workloads for supervisors and staff.

The lack of structured data also placed a heavy burden on supervisors, who had to manually audit clinical notes—slowing down workflows and creating billing delays.

Solution

In search of a scalable, data-driven solution, SAM turned to **AxiomEHR** to modernize its operations and empower staff with better tools. AxiomEHR offered:

- ✅ Dynamic, role-specific forms

- ✅ Configurable fields for structured data input

- ✅ Automated workflows for compliance and billing

- ✅ Real-time tracking of client progress and outcomes
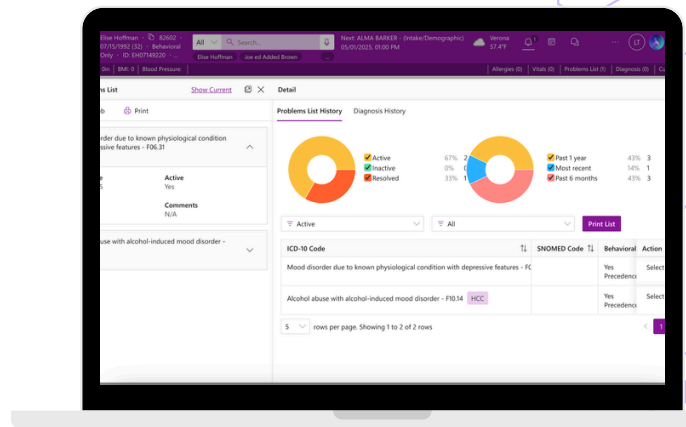
Instead of writing lengthy narratives, staff could now use dropdowns, checkboxes, and structured fields to record service types, outcomes, social determinants of health, and support analytics around DLA-20 and the Environmental Matrix. This shift not only streamlined documentation but also ensured consistency and accuracy.

Results

With AxiomEHR in place, SAM is now able to:

- ✅ Collect real-time, structured data across all services and populations

- ✅ Eliminate time-consuming manual audits and improve billing accuracy

- ✅ Easily capture and report on outcomes for individuals and populations

- ✅ Build a foundation for value-based care initiatives

- ✅ Digitally manage patient consent and support telehealth when needed

With AxiomEHR, SAM has turned data into a strategic asset—enhancing care delivery, improving operational performance, and preparing for the future of value-based care.

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> We're in a good place with our data collection,We're finally able to quantify progress and move toward value-based care because we can document our value.
>
> **Jill Beveridge**
> SAM's Director of Mental Health.

Curious how Axiom could drive results at your organization, too?

visit www.axiomehr.com

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