

SMART WORKS

smart
software that works

SMART Management Newsletter

Summer 2007

Habit OPCO Put SMART on Wheels

Habit OPCO (formerly Habit Management) is one of the largest accredited healthcare organizations in New England providing multi-disciplinary treatment services on an outpatient basis. Established in Boston in 1986, today Habit provides treatment services to more than 5,000 patients at 16 different sites throughout Massachusetts, New Hampshire and Vermont.

Recently, Habit and SMART celebrated their two-year anniversary together. Before selecting SMART, MIS Director Jane Mandly did extensive due diligence. "I liked the way the SMART

combined the clinical and the medical package so I went to the next step of contacting other SMART users to get their feedback. I and the corporate staff were also impressed by the fact that SMART uses their own software in the Discovery House clinics under their management, which says a lot about their confidence in the software and their commitment to making it the best."

One of the programs that makes Habit OPCO unique is their mobile units. Each day the Habit mobile units go to their patients in the Massachusetts cities of Brockton, Taunton, Quincy and Weymouth. Prior to SMART, the three vehicles

had independent data bases. Now, they all have SMART, and all use the same data base. At the end of the day, the vans return to the garage, where the computers on the vans are connected to a data port which then syncs everything into the main data base.

Edgar (Ed) Demarquez is Director of SE Operations and Program Director for the Mobile Treatment Program. "I believe we may be the only substance abuse treatment in New England with the mobile program," he stated. "We started with one van for Brockton, and it worked so well that we now have three vans for dispensing. Patients receive the standard intake

assessments, are assigned a location and sign residency agreements. Counseling services are provided at office sites in the area."

According to Michael Carruthers, Assistant

Director of the SMART Software Division, "Habit OPCO provides the pattern for excellence in the substance abuse treatment

field. Their programs were among the first in the country to receive the CARF accreditation. Their commitment to excellence in treatment and operations makes them the ideal customer for SMART, whose own goal is to be the very best at what we do."



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THE PRESIDENT'S MESSAGE



David L. Piccoli, II
President/CEO

There is growing excitement every day at SMART. Our Leadership University (LU) is becoming a hotbed of discussion and new ideas as we press forward on our Journey to Excellence. Our quest for the highest possible level of customer service

gets closer and closer with each session of LU.

Having progressed from the development of a strategic plan to how to translate the plan into action, we created a Strategic Matrix, a visual tool that displays the organization's Vital Few, Key Indicators, Benchmarks, Goals, Measurement, and Frequency.

Our final goal is that every customer is a "Delighted Customer." Accordingly, we have adopted two laws of customer service. First Law of Customer Service: *A satisfied customer is still looking*; Second Law of Customer Service: *Treat every customer like an honored guest in your home.*

We hope that our customers are

experiencing the positive results of our efforts as we travel together on the SMART Journey to Excellence.



Recently the SMART Community Awareness Team (CAT) sponsored a Bowl-A-Thon to benefit Prevent Child Abuse RI. The bowlers not only had great fun but presented a check for \$2,000 to the organization.

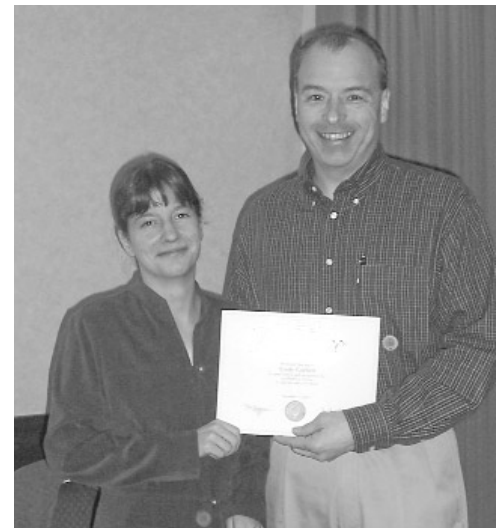
Emily Gets Her Just Reward

A surprise presentation was made to Emily Corbett at a recent SMART University. Emily accepts her recognition plaque from Paul LeBeau, VP Smart Software

The plaque reads, "You Make the Difference. Presented this day to Emily Corbett in appreciation and recognition for excellence in service to patients and co-workers," and it was recently presented to Emily Corbett, a systems analyst at SMART. The award, presented by Habit Opco,

is usually presented to one of their own employees. However, Emily's level of customer service is so outstanding that Habit Opco decided to recognize someone outside their organization. According to Jane Mandly, Habit Opco MIS Director, "She is a great asset to SMART and it's always a pleasure to deal with someone with such a positive attitude that always manages to come up with a solution."

Our congratulations to Emily and the entire team that work together for great customer service.



FROM THE SMART NEWS DESK



by
Paul R. LeBeau,
Vice President, Software

On SMART's Journey to Excellence, we depend heavily on our customers to help us identify where we need to make improvements in our products and services. In early 2006 Discovery House helped us to establish baseline measures with a remarkable 155 responses to our customer satisfaction survey.

We worked very hard on addressing areas of concern, in order of importance. Last year was dedicated to improving software performance and adding powerful features to our electronic billing system.

Our year-end survey indicates our efforts were successful. The most significant improvements are visible in the areas of software performance, training, and software-overall. We are also very proud that 95% of the

people responding to the survey at the end of 2006 would recommend Smart to others. The 2006 year-end surveys will be used as our baseline measurements for 2007 and to seek further improvements this year.

If you and your staff have already assisted us with our survey efforts, please accept our most sincere thanks for helping us along our journey. We hope to survey all our customers this year. If you have not yet been surveyed and would like to help us on our journey, please contact us by phone or email:

plebeau@smartmgmt.com

401-780-2300 x194

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401-780-2300 x115.

Acadia Earns National Prominence

MIKE'S MANEUVERS



Introducing SMART – Patient Check-In Kiosk Station

Patients can check in when arriving to the clinic by themselves.

With our Auto Check-In station, patients are issued a bar code label which can be attached to an ID card or business card. When they arrive to the clinic, they scan their card or type in their number at the self-check-in station. The patient will then receive one of the following messages:

1. *Go to Dosing.* This means the patient has no "Hold" Alerts and is cleared for medicating
2. *Drug Screen Required*
3. *See Administration.* This means the patient has a "Hold" Alert which needs to be addressed. The patient must check in with front desk staff to take care of business

Benefits:

- Ease the congestion in your lobby and empower your patients to easily navigate their way through their clinic responsibilities.
- Reports – now you can have a report of patient wait time in the dosing line
- Nurses see a list of the patients waiting in line to be dosed.

The SMART Patient Check-In Kiosk Station is easily installed and implemented. This feature is available to you at no charge other than the required hardware.

Please call the SMART Support Desk for more information.

HBO is well known for its documentaries, and recently a huge effort was put into an extensive series on Addiction. The featured treatment provider for opiate addiction was the Acadia Hospital in Bangor, ME and its treatment director Scott Farnum. A supplemental segment of the documentary was devoted to an extensive interview with Scott regarding opiate addiction treatment with methadone. We are proud that Acadia is a Smart customer, and the facility was featured in our Smartworks newsletter last year.

More recently, we partnered with Acadia, other medical centers and Bangor area media to implement the "Close to Home Campaign," a public

awareness campaign regarding the dangers of opiate abuse.

Maine is currently facing near epidemic rates of opiate-addicted individuals, especially among the ages of 18 to 25, and are working together to prevent the problem from getting worse. We believe education and access to help is crucial to the long-term health of Maine's citizens.

More information is available about the Close to Home Campaign at www.close-to-home-campaign.org. We offer our congratulations, great respect and support to Acadia and its staff for their recognition in the industry and for their commitment to the treatment of substance abuse.

Big Man. Big Talent. Big Heart.



Edmund "Ed" Silva

Edmund "Ed" Silva, Jr. is a big guy with a big talent and a big heart. He is our Quality Assurance Coordinator who develops and maintains the QA processes for the Software Division, including the development of test suites and procedures. Ed works with the Development team to design and implement work flow processes that identify opportunities for improvement in the design and flow process of the software development. He also assists SMART software customers with inquiries regarding the day-to-day functions of Smart2K.

Recently, Ed accepted the responsibility of the Community Awareness Team (CAT). His first

project was a Bowl-A-Thon to support the Prevent Child Abuse RI and raised \$2000 for the local charity, and he already has plans in the work for other projects to support troops in Iraq and another agency benefiting inner-city children at risk.

Ed has a big life away from SMART as well. He and his wife Sue, who reside in Fall River, MA, are avid Boston Celtics fans. In fact, he says that "if you cut one of us, we bleed Celtic green." When he's not cheering on the Celtics, Ed makes furniture, paints landscapes in oil, and is an amateur astronomer.

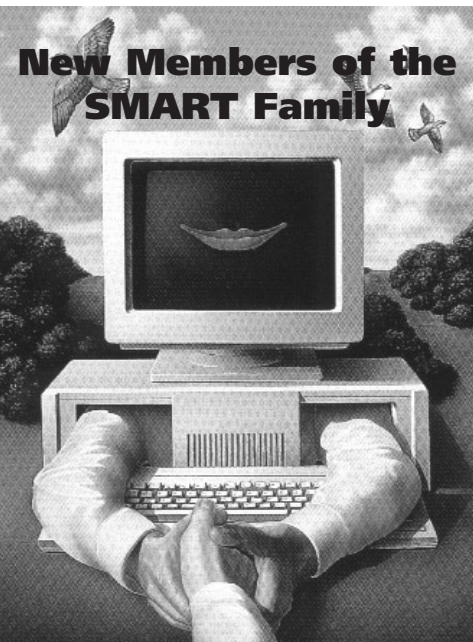
Ed particularly enjoys the teamwork of the software division associates and says, "People at SMART are always nice, genuinely nice. Even if they are having a bad day, they take the time to say, 'hi.' We always support and help each other. We are a team!"

"Ed came to SMART with 25 years of experience in Quality Assurance. He is playing an integral role in helping us establish processes that will improve the quality of our software and our customers' satisfaction with our product.," stated Paul LeBeau, VP Smart Software. "Ed is a good man, a good colleague, and as kind and sincere a person as you'll ever meet."

CALLING ALL COFFEE LOVERS

Here's some things you may not know about your java.

- Advertisements for coffee in London in 1657 claimed the beverage was a cure for scurvy, gout and other ills.
- Coffee was first known in Europe as Arabian Wine.
- Coffee, along with beer and peanut butter, is on the national list of the "ten most recognizable odors."
- Coffee, as a world commodity, is second only to oil.
- Dark roasted coffees actually have LESS caffeine than medium roasts. The longer a coffee is roasted, the more caffeine burns off during the process.
- Hard Bean means the coffee was grown at an altitude above 5000 feet.
- Coffee trees are evergreen and grow to heights above 15 ft., but are normally pruned to around 8 ft. in order to facilitate harvesting.
- In Italy, espresso is considered so essential to daily life that the price is regulated by the government.
- Jamaica Blue Mountain is often regarded as the best coffee in the world.
- Large doses of coffee can be lethal. Ten grams, or 100 cups over 4 hours, can kill the average human.
- Scandinavia has the world's highest per capital annual coffee consumption, 26.4 pounds. Italy has an annual consumption per capita of only 10 pounds.
- The average annual coffee consumption of the American adults is 26.7 gallons, or over 400 cups.



- Spectrum Health Systems of Worcester, MA
- Community Substance Abuse Centers of Portland, Maine
- Discovery House of Bangor, Maine
- Discovery House of Layton, Utah

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