




Promoting wellness and recovery

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MEMORANDUM

TO: CEOs and CCOs
Avatar Steering Committee

FROM: Director Mark Hurst, M.D. 

DATE: October 22, 2018

Over the last two months, the department has reviewed our progress to implement the MyAvatar electronic health record in our hospital system. It has always been our goal to implement an EHR that is comprehensive, reliable, and safe and is acceptable to the clinicians in our system. After a careful consideration of the experience at Twin Valley and Appalachian Behavioral Healthcare, we do not have confidence that Netsmart can help our system achieve that goal in a timely and effective manner and have made the decision to stop further implementation. As an interim measure, we will resume the use of PCS and the legacy Avatar product across all hospitals while we collaborate intensively with RPH staff in evaluating options for other electronic health records. In the near term, the department will work with Netsmart to transition ABH and TVBH from MyAvatar to PCS and the legacy Avatar product still in use at the other RPHs. Existing historical data from MyAvatar will be extracted and stored in a data warehouse for safekeeping and future reporting needs.

The efforts of all hospitals in preparing for the implementation of MyAvatar, and especially the work, patience, and professional commitment demonstrated by the staff of ABH and TVBH is greatly appreciated. We have all learned much in this process and will rely on this experience as we focus on implementing a comprehensive electronic health record that meets our need to provide modern, effective and safe care to the patients we are committed to serve.

Again, thank-you for all of your efforts.