3/16/23

Exym®

POWERED BY k·care

Q1 User Group

Spring into Success

Info you should know for 2023

Housekeeping

Mute

All participants are muted upon entry

Recording

Today's webinar is being recorded

QR Codes

Scan the QR codes in our Product section for more information!

Survey

Please complete the survey at the end of today's webinar.

Q & A

Zoom feature

Use the Q & A feature to post your questions to the Exym team.

Question content

Questions should be general (not specific to your organization or an open ticket)

Answers

We'll do our best to answer as many questions as we can today. If we don't get to yours, we'll follow up post-user group with an answer

TODAY'S AGENDA

- Welcome & opening remarks
- KCare staffing updates
- 2023 training opportunities
- Help Center updates
- Product spotlight
- CalAIM town hall
- Customer success

Welcome

CEO, Katie Cortes

k·care

Staffing Updates

2023

Staff Updates

SALIM MOHAMMED

VP, PRODUCT

JASMINE HASLER

ACCOUNT EXECUTIVE

AL ORLANDO

ACCOUNT EXECUTIVE

DANINE LIVINGOOD

TECHNICAL SERVICES MANAGER

TAWANNA CHAPMAN

IMPLEMENTATION SPECIALIST

KRISTEN TAYLOR

CONTENT & TRAINING SPECIALIST

Coming Soon

CUSTOMER SUCCESS MANAGER

(AKA ANOTHER JOSE VALLE!)

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Training & Events Plan

TRAINING OPPORTUNITIES

2023

Monthly Webinar	Monthly webinar. Varying topics presented by our Exym team members.
Quarterly User Group	Quarterly virtual webinars. Panel comprised of KCare team members to provide updates and keep Exym SAs in the know.
Regionals ($)	Bi-annual in-person events hosted by our Content & Training and Customer Success teams.
KCare Academy	On demand, self-guided basic & SA trainings. Additional course content planned!

HIGHLIGHTS

MAY

Monthly Training

First monthly virtual training opportunity!

AUGUST

Regional ($)

First Exym Regional in LA!

2024

Conference ($)

First KCare national conference with product specific tracks!

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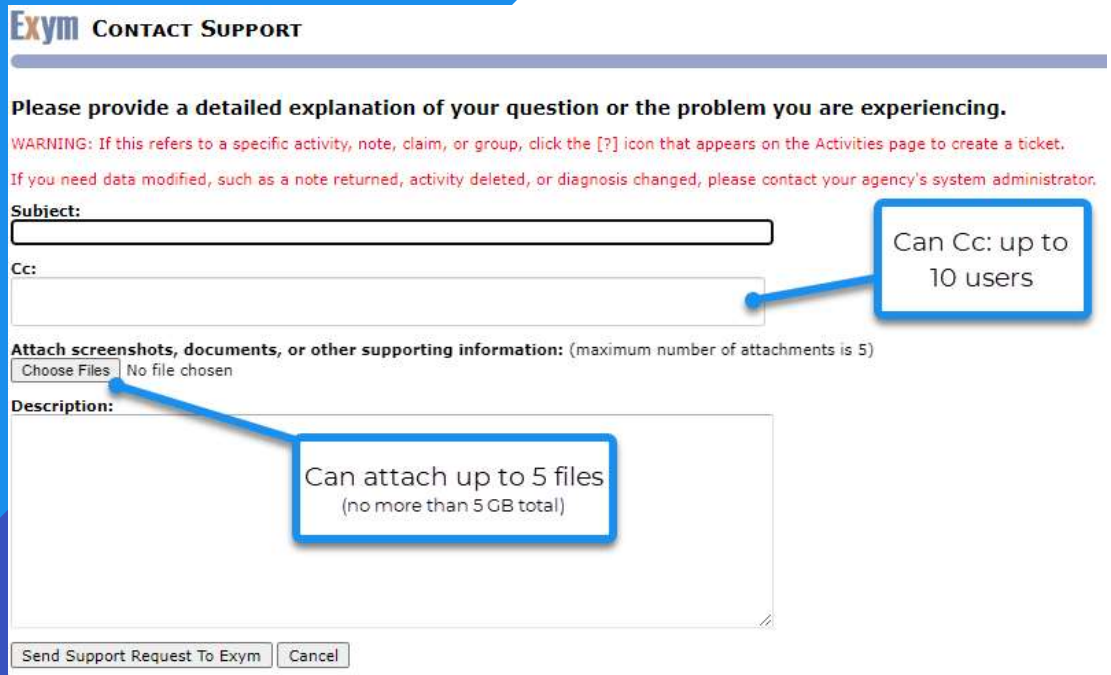
Help Center Updates



Support Ticket Form: New Features

- CC people within the organization
- Attach supporting files

Help Desk Knowledge Base Redesign

- Better organized content
- More self-help solutions

kcare

Product Spotlight

PRODUCT OVERVIEW

Building iteratively

- New VP of Product intro

- Feature releases → **What** we are going to deliver
  → We have made some mistakes been trying to do too much

- Predicting timelines → **When** things are coming
  → We haven't been great at predicting but we will get better

- Building iteratively → Focus on **smaller and faster** releases
  → Focus on getting things in your hands and getting feedback

SSO (SINGLE SIGN-ON)

SSO is live! Start using SSO today

- We have introduced SSO (Single Sign-On)
  - Simplifies the login process
  - Improves security
  - Will be required for future product enhancements

- We are encouraging all agencies to use it
  - Currently support Microsoft, Google, and Email
  - Looking to have all agencies on SSO by end of Q2

FORMS

KCare Forms is the new form-builder experience we are building

Admins

- Build true to source forms by uploading an existing PDF form
- Create custom, ad-hoc web forms

Clinicians

- Complete documentation that looks more familiar to them
- Have built-in guidance that removes the guesswork

Supervisors

- Improved workflow for commenting and returning forms

FORMS

Currently in Beta

- Approval workflows
- Commenting between Clinicians and Supervisors
- Automatic population of Clinician/Supervisor signature once form is approved
- Early access to some core forms (built by Exym)

Currently Being Worked On

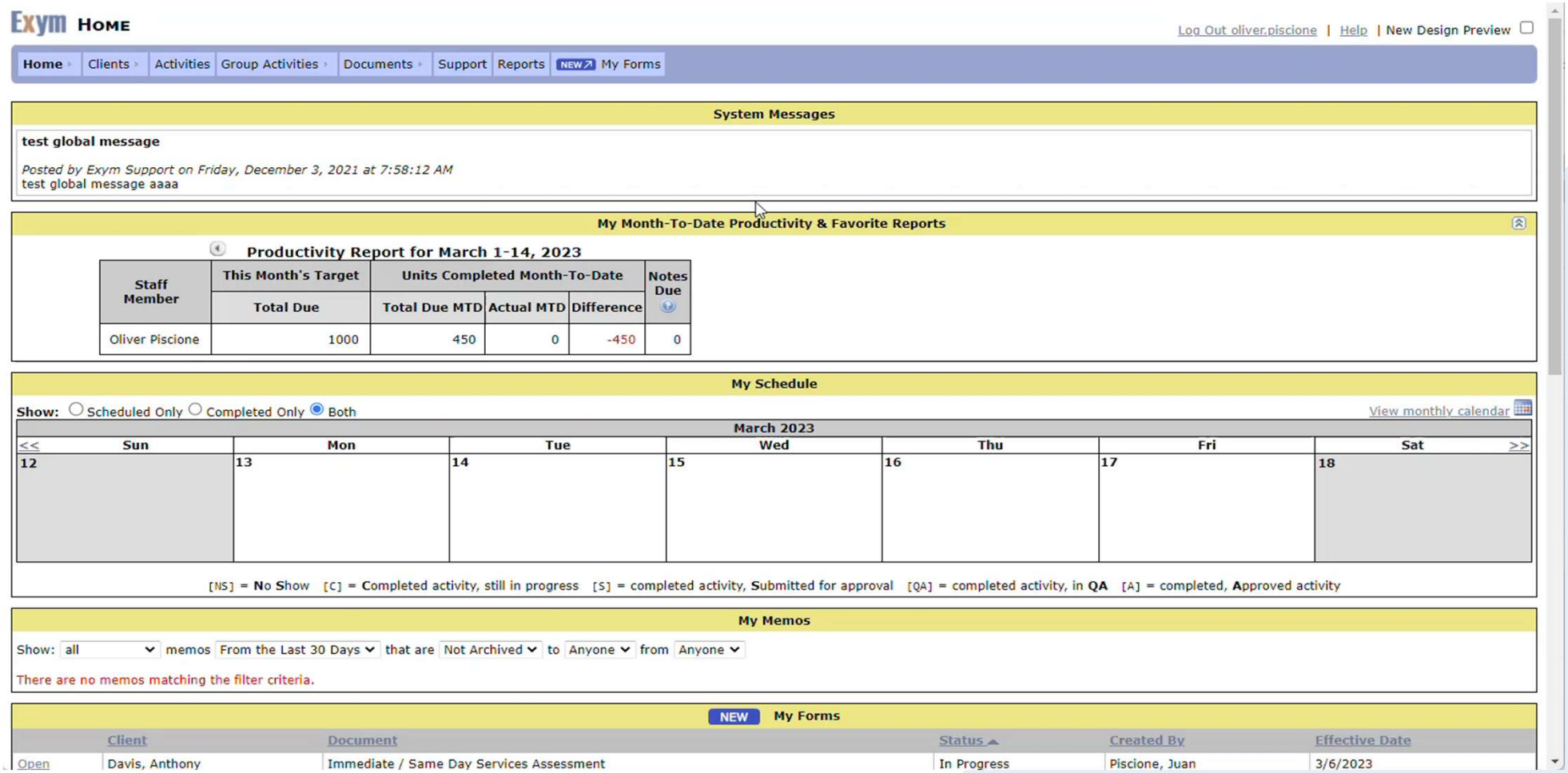
- Data integration (pre-populate data from Exym into the form)
- Form approval based on individual roles
- Integrating the new form builder with a better user experience

Coming Later

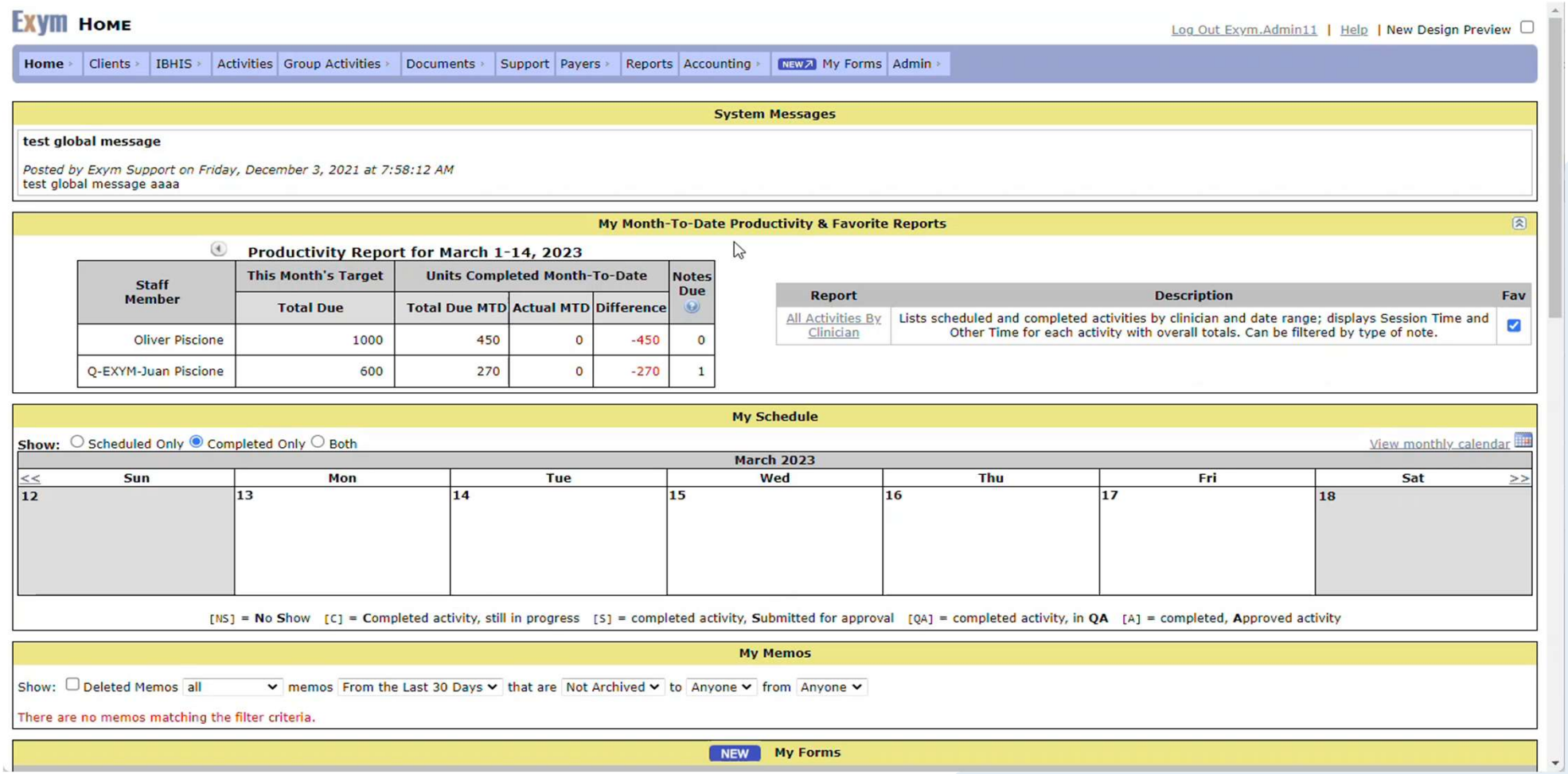
- Reporting
- Electronic Signatures

Use this QR code to join our Forms beta program:

DEMO: CLINICIAN WORKFLOW



DEMO: SUPERVISOR WORKFLOW



Los Angeles Network for Enhanced Services

- **Prioritizing whole person care** via Health Information Exchange (HIE) Health Information Organization (HIO)
  - With Hospitals, Clinics, Medical Groups, Behavioral Health Providers, Health Plans, Primary Care Specialists, and more
- California's Health and Human Services' Data Exchange Framework (DxF or AB133) is the state's first state-wide data sharing agreement
  - Policies to abide by are in the Data Sharing Agreement (DSA)
  - Jan 2024 is the implementation date
- Admit Discharge Transfer (ADTs)
  - Ready during Q2
  - Continuum of Care Document (CCDs) will follow next

Use this QR code to learn more about LANES

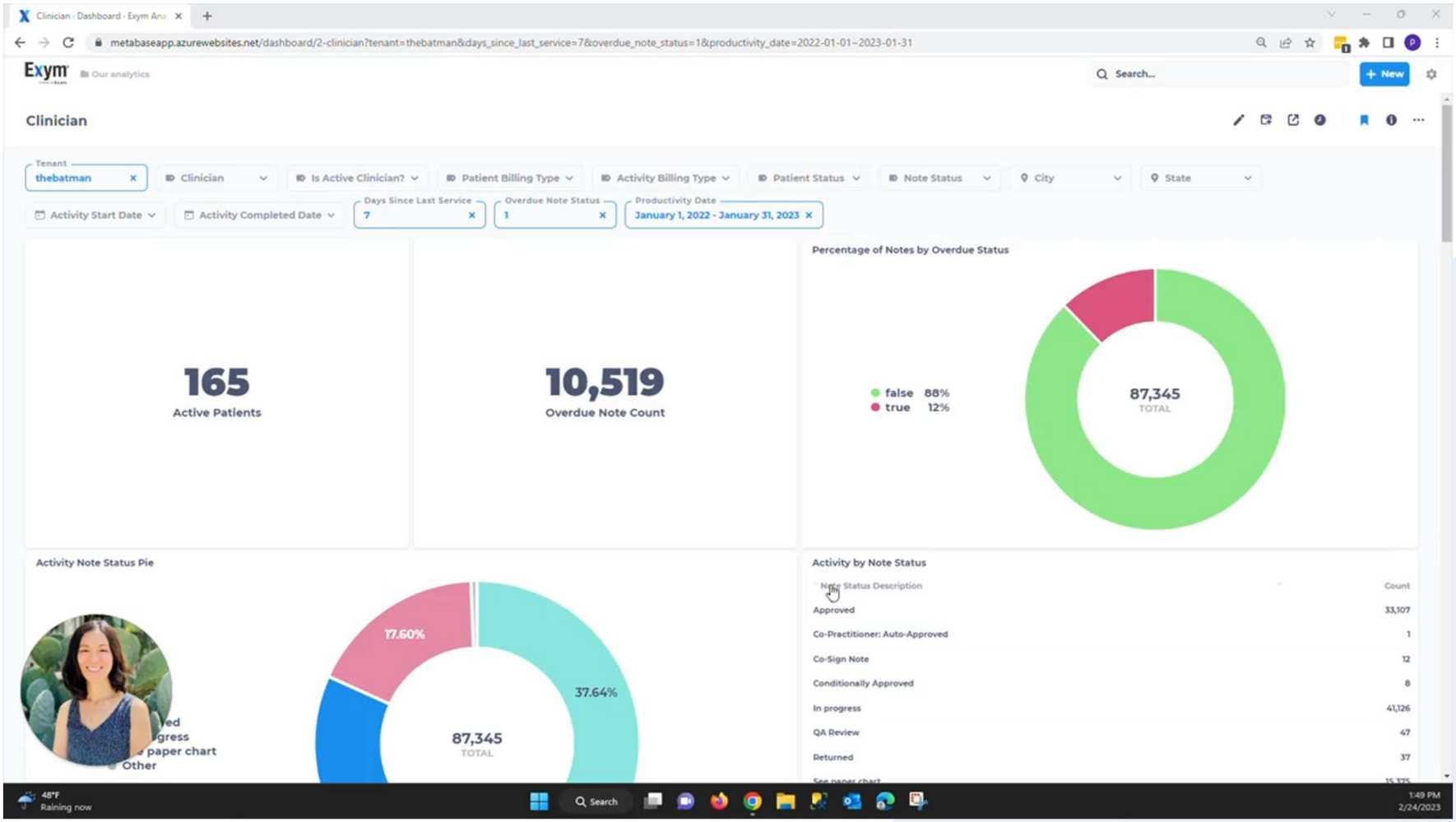
ANALYTICS & REPORTING

Next generation Exym Analytics is being built

- Upgraded module with built-in drag and drop dashboard capabilities (current version is known as Analytics/Periscope)
- We are working on a beta release now
  - Clinician Dashboard will be the first available
  - Supervisor, Admin, Accounting, QA and CANS/PSC dashboards will follow

Use this QR code to join the Analytics beta program

DEMO: CLINICIAN DASHBOARD



PRODUCT COUNCIL

We’re Building a Product Council

What is a Product Council?

- We want to create a group of users that will give us direction and feedback on our product and roadmap

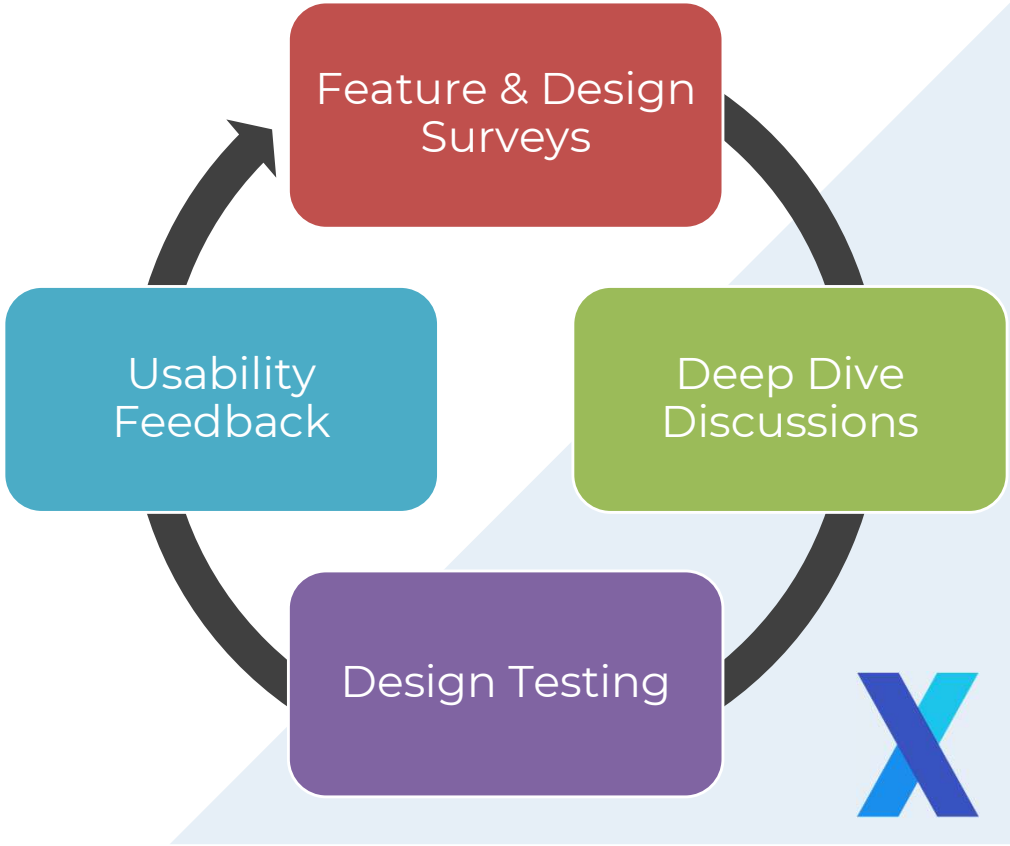
Who are we looking for?

- A mix of different users (clinicians, supervisors, admins) from different types and sizes of organizations

PRODUCT COUNCIL

Your Input Matters

- Help guide product strategy
- Be the first to provide feedback
- Participate in beta group releases for new capabilities
- Provide initial feedback



PRODUCT COUNCIL

Based on Your Capacity

- Open-ended feedback: Ideas to understand what you are looking for
- Directional feedback: Identify specific pain points on upcoming priorities
- Validation: Usability testing and prioritization of functionality

PRODUCT COUNCIL

Join the Exym Product Council!

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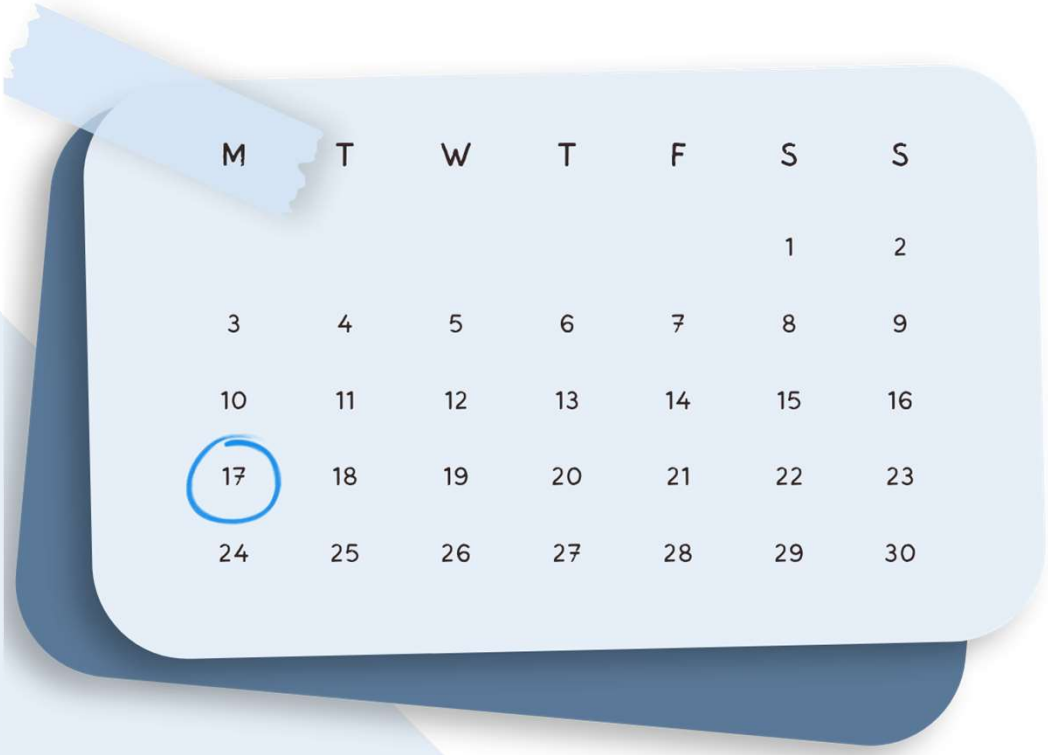
CalAIM Town Hall

Save the Date



Apr 17:

11:00 AM
CalAIM Town Hall

Registration Link with Survey

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Customer Success

Customer Success

- **MAXIMIZE EFFICIENCY**
- **IMPROVE USER EXPERIENCE**
- **DEDICATED CONTACT & ADVOCATE**
- **JOSE VALLE**
  CUSTOMER SUCCESS MANAGER
  Jvalle@k-care.com
  737-285-3909

Thank you!