

# Spark Dental Management partners with Pivot Point Consulting to select new ASC EHR to fuel growth and efficiency

**Client**  
Spark Dental Management

**Services**  
System Selection and Advisory

**Industry**  
Healthcare/Ambulatory Surgery Center

## Challenge

Spark Dental Management (Spark) is a dental support organization (DSO) with over 60 pediatric dental and orthodontic practices across six states. Spark also operates Children's Dental Surgery - five accredited ambulatory surgery centers (ASCs) that provide pediatric dentistry under general anesthesia.

In the spring of 2022, Spark recognized the need to implement a new ASC EHR system to gain the benefits of updated features, reduce manual data entry in charting, improve reporting functionality and accuracy and support enterprise growth. Spark needed a partner who could bring industry acumen and a framework to guide the ASC EHR selection process.

## Our Solution

Capitalizing on proven EHR selection methodology and tools, as well as expertise in ASC operations, Pivot Point Consulting partnered with Spark stakeholders to conduct due diligence on EHRs for pediatric dentistry in the ASC environment. To drive decision-making and foster broad engagement, Pivot Point helped Spark establish a project steering committee for the organization consisting of clinical, business and IT stakeholders. The Pivot Point System Selection methodology allowed Spark to efficiently and robustly evaluate EHR options, through defined functional and technical requirements, on-site assessment of workflows and policies, product demos and reference calls, cost modeling, and change management.

**Jim DeFrusco**  
Executive Vice President &  
Chief Information Officer

"For a decision with such importance to the future operations of our facilities, we knew that we needed the guidance of an outside advisor with legitimate industry knowledge and insight. Pivot Point Consulting brought exactly what we needed to the project to allow us to feel confident when it came to selecting our new EHR system. **Pivot Point was able to give us the assurance we needed, in a sea of possibilities, to make an informed decision.**"

## The Impact

As a result of the robust selection process, Spark selected an EHR with proven benefits, including reduced EHR cost per case, charting and staffing efficiencies, improved reporting, enhanced patient communication tools, and improved supply tracking. The EHR selection due diligence reflected the "voice of the customer", the demos and site visits provided insight into end user experience, and the cost modeling helped Spark plan for the long-term financial commitment. Building from the partnership established during the EHR selection, Pivot Point will support Spark in the implementation of the new EHR in all five ASCs, providing a roadmap, project plan, side-by-side workflow design, and go-live support.

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