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## PRESS RELEASE

# Core Innovates EHR User Relationships with New Director of Customer Experience

**January 31, 2019 – King of Prussia, PA – [Core Solutions, Inc.](#)** (Core), a trusted electronic health records vendor for the behavioral health and human services industry, today announced that Angela Sanders, PhD, has been promoted to Director of Customer Experience. Appointing Dr. Sanders to a role that spearheads customer experience and aims to generate company-wide change based on user insights positions Core for accelerated growth in the EHR space.

In this role, Sanders will facilitate corporate strategy and development, assist sales, engage with internal and external customer knowledge bases and lead Core's customer success response team. Her innovative ideas and leadership will point Core in a direction that few others in the industry are prepared to accomplish—one that approaches today's EHR challenges and solutions directly.

"As Director of Customer Experience, Dr. Sanders complements Core's mission of using technology and data to help provider organizations improve whole person care, and highlights our commitment to remaining customer-focused in a time of rapid growth," said Ravi Ganesan, President and CEO of Core.

Sanders begins this position after serving as Senior Clinical Product Specialist at Core, where she led software demonstrations, solved complex customer challenges and offered implementation consultation and training. Her prior experience at Core, and as a Clinical Psychologist and training and implementation lead, have shaped her expertise in behavioral healthcare administration, performance and process improvement, EHR implementation, workflow management, clinical supervision and design.

"Dr. Sanders' clinical, customer engagement and leadership skills position her to lead the delivery of an optimal customer experience while we continue to shape our organization around the dynamic communities we serve," said Ganesan.

Sanders' promotion places Core on a fast track to the modern, customer-centric EHR experience that the industry has historically struggled to provide. By delving deep into customer needs, Core will better address priorities of users and partners and deliver innovative onboarding experiences, greater product capabilities, enhanced security, seamless account management, compliance and actionable reporting.



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Sanders states, "Working with customers directly to create satisfying experiences with our EHR solutions has helped me see exactly what today's users need to address the changing environments of behavioral health, substance abuse and developmental disabilities. In this new role, I aim to make the voice of the user louder and clearer to prepare our products for the significant changes taking place in our industry."

#### **About Core**

Core Solutions, Inc. (Core) is a trusted electronic health records vendor that uses technology and data to help provider organizations improve whole person care and quality of life for all people touched by the extraordinary challenges of behavioral health and human conditions. We design our EHR solutions based on a combination of real-world challenges and big picture considerations, leveraging the input of statewide implementations and care providers and operating as a partner first and vendor second to our customers. Ultimately, Core's mission is to provide complex care communities the technology solutions they need to meet the demands of today's clinical and regulatory environments. To learn more, visit [coresolutionsinc.com](http://coresolutionsinc.com).