VYNE MEDICAL

How Hurley Medical Center **Expanded Services to Increase Access to Care**

20,000 PATIENTS ADMITTED TO INPATIENT BEDS EACH YEAR

11,000 SURGERIES PERFORMED ANNUALLY

98,000 EMERGENCY DEPARTMENT VISITS EVERY YEAR

SITUATION

As health systems enhance access to care by extending services into the community, maintaining consistent communications and operations across locations is essential for delivering high-quality patient care. However, when new technologies are adopted to meet this need, smaller ambulatory clinics often face more manual, time-consuming tasks and processes. These challenges can turn intended improvements into added burdens, ultimately delaying patient care instead of facilitating it.

APPROACH

After expanding its EMR system through Epic's Community Connect, Michigan's Hurley Medical Center began receiving reports that its clinics were overwhelmed. Employees faced confusion and inefficiencies as they struggled to manage the large volumes of incoming faxes that needed to be received, scanned, and imported.

"This feels right–it feels like EMRs should feel. Faxes automatically being handled and put into the best spot for clinicians to best view them. This simply makes care more efficient."

- Dr. Michael Roebuck, MD, CMIO Hurley Medical Center

SOLUTION

The Level 1 Trauma Center partnered with Extract Systems powered by Vyne Medical to implement an enterprise-wide solution designed to automate the classification and indexing of faxed documents across multiple clinics. By adopting the HealthyData®solution from the Extract platform, Hurley aimed to streamline fax handling for all departments and clinics, establishing an easier and more consistent process for identifying document types to enhance the efficiency of indexing data to the patient record.

Hurley's affiliate and internal clinics selected HealthyData to reduce printing and paper use, improve patient and document identification, and facilitate efficient import into Epic. With hundreds of document types to manage and a workflow that involved printing and scanning nearly all incoming faxes, Hurley needed to quickly and accurately classify documents.

The HealthyData solution reduced delays in uploading scanned faxes and documents into the EMR system. With a backlog and no dedicated data entry staff, Hurley faced processing times of 48+ hours, delaying important test results and diagnoses. By integrating with Epic's Community Connect, Extract Systems helped streamline workflows and automate document classification and indexing.

Reducing confusion regarding the filing of outside records, HealthyData lowered reliance on the overused "other" category, where documents would rarely see the light of day. Now armed with intelligent algorithms for automatic document recognition and classification, physicians and nurses spend less time searching for information. Previously misfiled multi-patient documents are now processed accurately, and if a proposed document type is incorrect, verifiers can select the correct option from a drop-down list for quick EMR entry.

PRODUCTS USED:

HEALTHYDATA FROM THE EXTRACT SYSTEMS PLATFORM

RESULTS

Hurley Medical Center experienced streamlined workflows, improved documentation accuracy, and accelerated time to the EMR for faxed documents.

96% decrease in the time required to populate data from incoming documents into the EMR system

57% reduction in printing led to a significant decline in paper usage

60% decrease in the use of "other" as a category for document type

62% reduction in available document types available for selection

133% increase in documents processed per hour[1]

[1]Data and statistical results aforementioned in this piece are derived from a case study conducted in 2017 with Hurley Medical Center using certain features present in Extract Systems' HealthyData solution.

More Resources Can Be Found Here

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