HEALTHYDATA by extract

Overcoming HIM Challenges Through Automation

About The Health System

Midwest health center with locations across the northern portion of the country, including 75 clinics, 15 hospitals, 7 long-term care facilities, 6 assisted and independent living facilities, and 1 research & education institute and averages over 1.6 million clinic encounters annually.
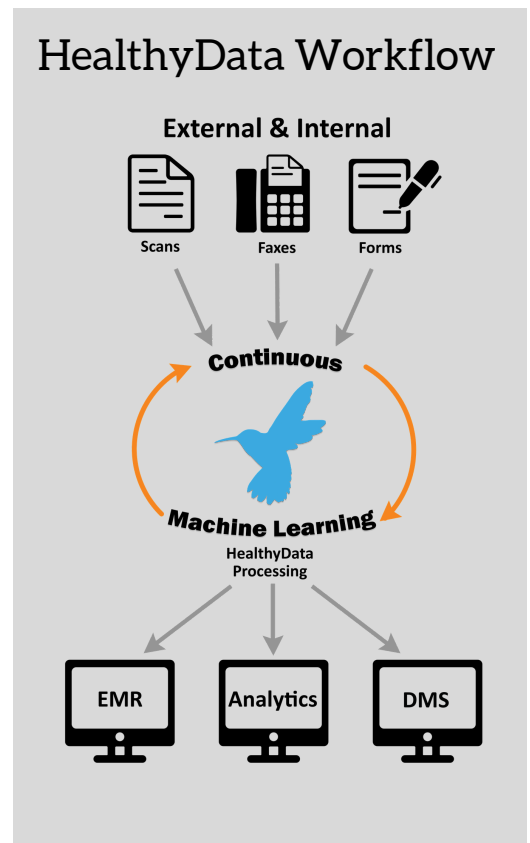
The Challenges

Like many healthcare organizations, this Midwest hospital system had a problem with paper documents. They use a centralized processing facility for their incoming documents. Prior to implementing Extract's HealthyData workflow automation, there were logistical challenges impacting the speed in which outside documents/data from their paper or even electronic documents were transformed into actionable and discrete data in their EMR.

Turnaround times were slowed by the manual transportation of documents from remote sites and manual document handling and indexing. Turnaround times were further compromised by duplicate documents and inconsistent document classification with hundreds of document types – which regardless of training, staff could not consistently classify. Data accuracy and error rates of information sent to the EMR were unknown, causing a nagging concern about patient care.

The Vision

At the core of their plan, they wanted their clinically necessary documentation in the EMR faster. They were looking for a solution that would improve the efficiency of their existing staff and increase the integrity of the information in their EMR. By speeding up their indexing and routing process, they also hoped to satisfy a major milestone in their HIMSS EMRAM Stage 7 certification, eliminating paper while filing inpatient documents in the EMR in 24 hours, and ambulatory documents within 72 hours.

Research has shown that organizations that have achieved HIMSS Stage 7 show much higher levels of physician satisfaction with their electronic health records. Eliminating paper has other benefits such as the reduced risk of HIPAA violations and the potential of damage to the organization's reputation due to data privacy violations. Last, but certainly not least, they intended to reduce the number of hours spent in the workflow by 30%, which alone would produce savings that easily pay for HealthyData workflow automation.

HealthyData Workflow

External & Internal

Scans   Faxes   Forms

Continuous

Machine Learning

HealthyData Processing

EMR   Analytics   DMS

The Solution

The HealthyData Platform proved to be an excellent fit for the efficiencies the hospital system was targeting. The software was paired with point of service scanning to create a centralized solution in the HIM department, creating standardized workflows between regions. The hospital started with a pilot program in one site. They worked out the wrinkles and rolled out enterprise wide. This was a significant undertaking, but the pilot provided solid proof that benefits were waiting. The pilot location handled an annual volume of 120,000 pages. As they rolled out HealthyData, they quickly moved through 2 million pages and are now streamlining 6 million pages annually.

The Results

After implementation, the average document takes 18.6 hours to reach the EMR and by using Extract's prioritization tools, documents in one critical department take less than an hour. Between moving from a system of couriering paper throughout the organization and implementing HealthyData, documents that took three, four, or even five weeks to reach the EMR now satisfy tough HIMSS 7 standards.

HIMSS 7 Standards Acheived

Time to EMR went from *weeks* to hours.

With critical documents available in less than ONE HOUR.

Document type is now automatically identified without input over 90% of the time. 3.4% of documents need a new order created, which can be done directly in the HealthyData system rather than interrupting the workflow to create the order in Epic. Batches that were once scanned by clinics or faxed from outside providers shifted from being processed in three different queues using OnBase (Pagination, Indexing, and QA) to a single queue with Extract that auto-proposes pagination, indexes, and drastically reduces the amount of QA, all within one application.

The average employee is verifying over 200 pages per hour with the customer's fastest user reaching 399 pages per hour.

The Value Beyond Results

The Analytics Dashboard – Managers refer to the dashboard looking for answers to workflow document and data problems as well as employee problems. It provides information and, most importantly, the QA dashboard provides data accuracy statistics by document type, by employee, by clinic, etc.

Document Prioritization – Based on the source of the document, documents are prioritized so that a departments' critical documents are seen first, followed by anything faxed to the department, and lastly anything that was scanned directly by the clinic.

Duplicate Document Detection – Finding and removing duplicate documents help eliminate clutter in the EMR and reduces document storage costs