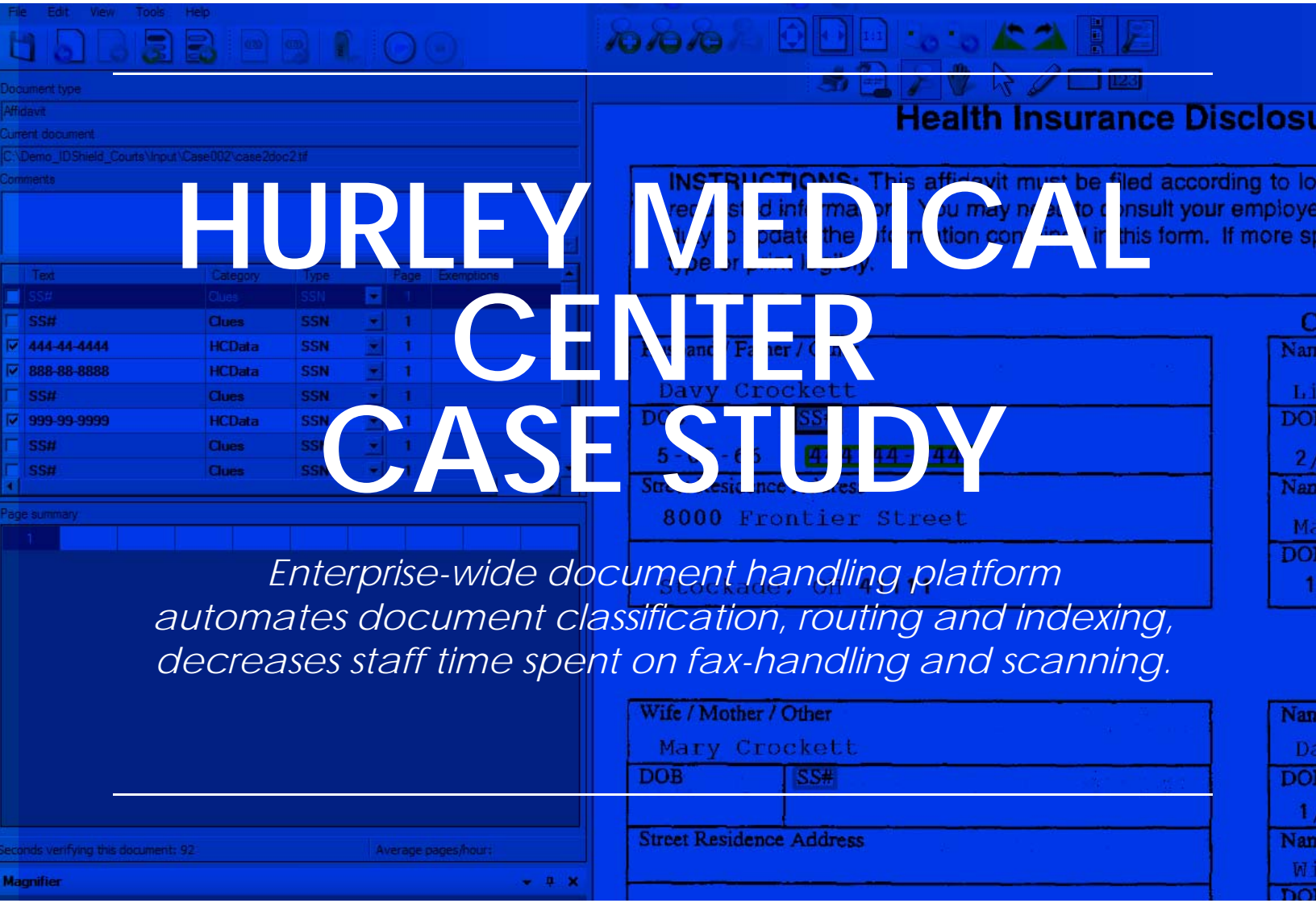


HURLEY MEDICAL CENTER CASE STUDY

Enterprise-wide document handling platform automates document classification, routing and indexing, decreases staff time spent on fax-handling and scanning.



COMMUNITY CONNECT INITIATIVE FAST TRACKED BY AUTOMATING BURDENSOME INCOMING FAXES.



BACKGROUND:

Hurley began rolling out their EMR, Epic, to community clinics via Community Connect in 2014. Not long after their implementation, they began hearing reports of the new incoming fax and scan workflows being time-consuming and burdensome.

Hurley's goal is to supply affordable solutions to allow for effective marketing to community clinics. After discovery of this problem, Hurley developed a partnership with Extract to create a solution for their enterprise-wide fax and scan workflow challenges. By installing the Extract Platform, Hurley automated the classification and indexing of documents being faxed to multiple clinics and also laid the groundwork for a rollout to every ambulatory clinic and the HIM department.

As part of the rollout, Hurley employees participated in a pre-live and post-live survey that produced superlative information. Survey results confirm that the process of receiving incoming faxes and scanning/importing these documents into the EMR is not straightforward and leads to user dissatisfaction. Manual workflows are inefficient, time-consuming and confusing.

Challenges:

HIGH VOLUME OF MANUAL DATA ENTRY:

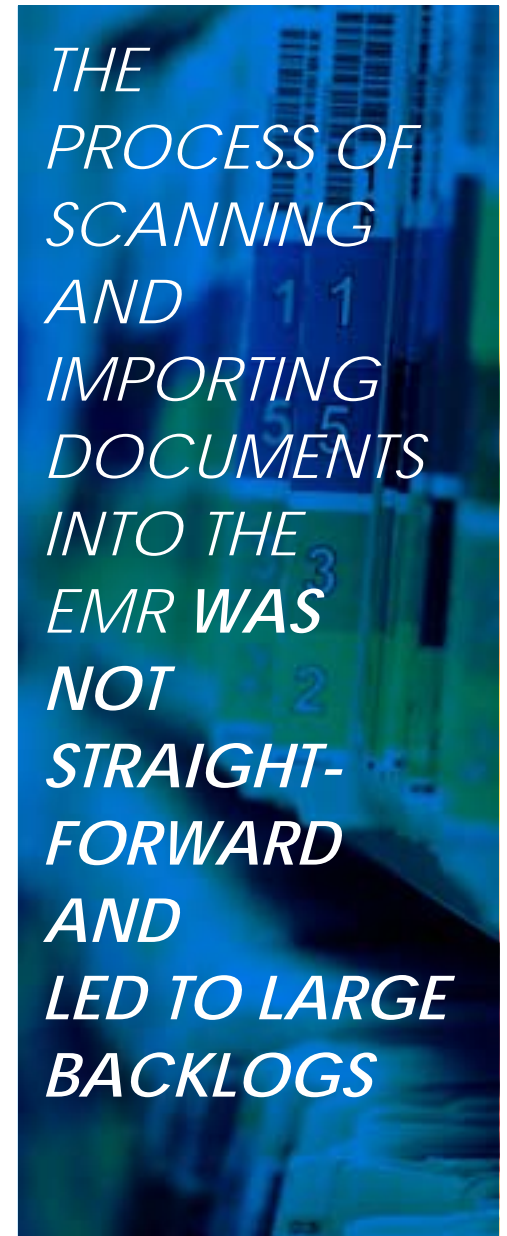
Affiliate and internal clinics both experienced aggravation due to the large volume of incoming faxes and scans that needed to be processed manually. This involved many tedious, manual, time-consuming steps such as: printing, choosing the right patient and document type, searching for the correct encounter or order, typing an appropriate description, scanning, and importing into Epic.

TIME LOST:

Hurley and the affiliate clinics experienced long delays getting scanned faxes and documents into the EMR and the patient's chart. They had large backlogs of documents waiting to be scanned but lacked dedicated data entry staff to get the job done. Document time to the EMR could take 48 hours or longer.

HURLEY'S VISION:

Implement an automated incoming fax handling solution for use across all departments and clinics, allowing for consistent Document Types and efficient indexing.



DOCUMENT TYPE INCONSISTENCY:

Hurley has **hundreds of document types** to choose from for any given document when scanning faxes into the EMR. How documents were being classified varied widely by user and department.

PAPER USAGE:

In Hurley Community Connect clinics' normal workflow processes, almost every incoming scan and fax were printed. Users surveyed unanimously agreed that they were using too much paper in their scanning/importing and printing workflows. Paper leads to wasted time and lost documents.

MISFILED DOCUMENTS:

The evolution of EMR technology has caused confusion regarding the filing of outside records. When processing a document, staff has to make decisions about where to file the record... in the document management system? Epic's Media Tab? Under encounters or orders? Classifying and describing files is equally confusing. "Other" becomes an overused destination where important documents rarely see the light of day. Physicians and nurses spend too much time looking for patient information.

PATIENT CARE IMPACT:

Patients were impacted heavily by inefficient workflows and processes. Multi-patient documents were misfiled. Every patient's documents were sent to one chart instead of separating them appropriately. The high volume of manual data entry led to incomplete or inaccurate patient charts. Manual processes caused patients to wait longer for important test results and other diagnoses, often over two days.

Extract Solution:

ACTION:

The Extract Platform was installed for Epic Community Connect clinics with immediate plans to roll out to other clinics, and to the hospital system HIM department. Extract worked with Hurley to automate and improve their document classification and indexing workflows becoming a more effective enterprise-wide solution. Hurley is actively encouraging community clinics to implement Extract's Platform in conjunction with Epic's Community Connect formulating a cohesive workflow. They consider Extract's platform a key tool in promoting this innovative effort.

RESULTS:

Affiliate clinics that installed the Extract platform saw significant benefits, such as more efficient workflows, more accurate documentation, and faster time to EMR for faxed documents. Employee survey results say their team is now experiencing greater satisfaction and happiness with their workflow solution and user platform.

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According to a post-Extract implementation survey, 100% of users overall judgment of their workflow process improved. Results show that documents taking 48 hours or longer to populate in the EMR now take **less than 2 hours**.

External labs, consult letters, imaging results and many more records are sent directly into Epic and into the physicians review workflow on the right tab of Chart Review, to provide more timely follow up for patients. After implementation of Extract, **printing has been reduced by 57%**, and users are stating there is significantly less paper usage.

This increase in the speed of information population into the EMR leads to patient satisfaction. No longer do they have to wait for important information and test results, as they are available almost immediately. Physicians are looking at more complete and accurate charts and providing better patient care. The documents are filed appropriately to each patient's chart. There is no longer a problem with misfiling of multi-patient documents. Now, we auto-propose separations to avoid this issue.

The information is getting into the EMR faster, and users have delivered an increased number of documents processed per hour. Prior to Extract, staff processed 33.5 documents per hour. After Extract, they process **78 documents per hour, an increase of 133%**. According to post-Extract implementation survey results, **100% of users strongly agree that with Extract, they are more efficient**.

UPDATED DOCUMENT TYPE LIST:

At the time of the implementation of the enterprise document handling platform, Hurley took excellent advantage of the opportunity to reduce the number of document types available for selection from 400 to 25. This, and the ability of the software to determine the correct document type for the users has dramatically reduced the variability of how records are classified.

Fewer document types reduced the time, effort and frustration for people handling the records. It made records more quickly accessible by clinicians because within 30 days of go-live, the use of the "other" category was reduced by more than 60%.

"THIS FEELS RIGHT- IT FEELS LIKE EMR'S 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*



The following shows the document types that Hurley decided to make available for selection within outpatient clinics going forward.

The screenshot shows a software interface with a dropdown menu for document types. The menu is open, displaying a list of document types. The 'Summary of Care' option is highlighted in blue. The interface also shows fields for Patient Information (First Name, Last Name, Date of Birth, Date of Service) and Document Information (Date of Service, Date of Birth). The 'Summary of Care' option is selected in the dropdown menu.

EXTRACT SYSTEMS
TOOK HURLEY'S
PRE-EXISTING
"DOCUMENT TYPE"
DROPDOWN AND
REVISED IT TO
OFFER SIMPLIFIED
OPTIONS. 99% OF
DOCUMENTS FALL
WITHIN ONE OF THE
GIVEN CATEGORIES,
REDUCING THE NEED
FOR SELECTING
"OTHER."

Using Extract, document types are automatically recognized and classified to the correct document type. Extract's intelligent algorithms classify documents correctly at a high percentage. If the proposed doc type is incorrect, the verifier can easily pick the right document type from the drop down list above. The data entry panel dynamically changes to present fields of data desired for that specific document type. Verifiers can then save and commit the data to flow into the EMR to the right patient, order or encounter, with accurate index data.

CONTACT
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TO DISCUSS
ENTERPRISE-WIDE
OPPORTUNITIES
THAT MAKE SENSE
FOR YOUR
ORGANIZATION
TODAY.