HEALTHYDATA by extract

A Research Hospital Introduces Document Automation

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Background

A Midwest hospital system with individual hospitals ranked as some of the best in the United States has a sprawling presence and has struggled with managing their incoming document workflow for lab orders.

The Challenges

Every day the hospital's central processing facility receives boxes of paper orders via courier. The volume of pages received per month has already grown from 70,000 when conversations with the organization and Extract began to more than 200,000 in their first month live.

These shipments required time from clerks to scan, sort, and enter information into the EMR. Some of the pages come neatly machine printed with a barcode, while others come handwritten, and usually with a barcode as well. Generally, it takes a week to get these orders entered into the EMR.

While most of the pages are orders, they can also come attached with advance beneficiary notices and scans of driver's licenses and insurance cards. These normally accompany an order, but can become mixed up in transit as well.

The existing process for sorting client bill and patient bill lab orders, and the subsequent process of entering the data and scanning the documents to the Epic chart, is labor intensive and is heavily dependent on manual paper workflows. There are many points of potential failure and room for human mistakes.

Their Vision

Streamline and automate lab order workflows. The goal is to speed up turnaround times (resulting in faster cashflow), reduce labor costs, reduce errors and the rework associated with those errors, and improve management workflow through detailed reporting.

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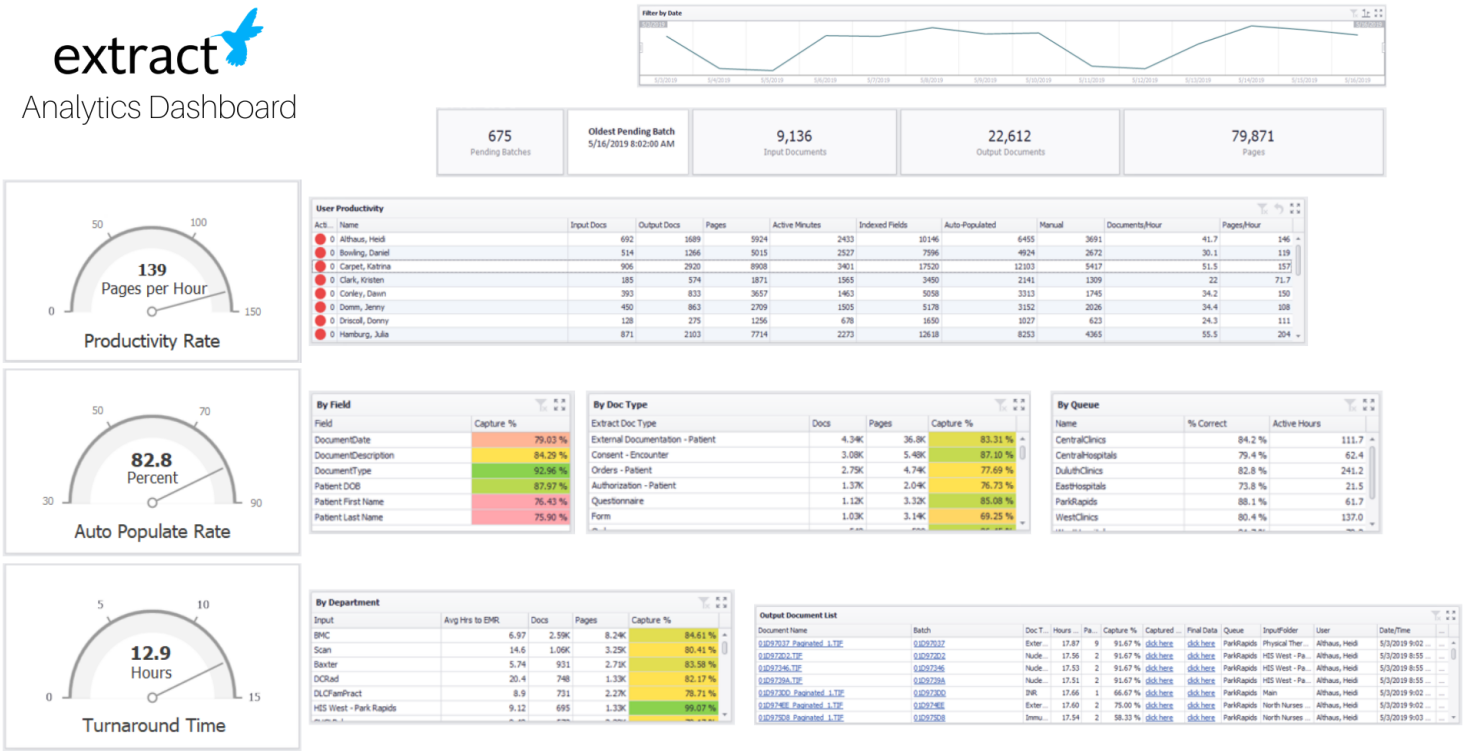
The Solution

The Hospital System eliminated the use of a courier service that led to delays in processing and pages getting mixed up with other documents. They then implemented Extract's HealthyData platform to process and sort documents in real-time as they are scanned.

Scans are immediately classified into one of four document types, allowing documents to be routed where they are needed. Once the documents are classified, they are handled based on their billing status and available document information.

If the order is a patient-bill, it can be automatically linked to the appropriate patient and encounter in the EMR or be flagged for human review if patient information is mismatched or the order number is unavailable. For client-bill, the order can be quickly filed, or once again, flagged for human review if needed.

In addition to the software, this customer received an analytics dashboard that gave them a window into their document intake processes, internal productivity, and more. Having quick access to these metrics streamlines management decision-making.



The Results

- Reduced turnaround time of invoice generation, improving revenue turnaround time.
- Eliminated the need for paper to be couriered to the central processing facility – saving time, reducing cost, and improving data security.
- Eliminated support & maintenance fees for a redundant application and its third-party support vendors for scanning and image storage.

Turnaround time for orders being attached to encounters in the EMR was cut in **half**

- Improved the quality of the documents / data in Epic (by eliminating an additional scan).
- Reduce scanning errors.
- Improved workflow management through reporting and analytics.
- Reduction of paper and improved data security.
    a. Controlled/limited access to documents.
    b. Eliminate the physical movement of paper between buildings.
- Extensible technology that can be applied to other workflows.

Seven staff members were able to be reassigned to higher value tasks