

# UW HEALTH CLINICAL DOCUMENTATION SERVICES (CDS) CASE STUDY

*UW Health Clinical Documentation Services implements Extract and doubles the amount of orders entered by simplifying and automating workflows.*

extract 

EXTRACTSYSTEMS.COM

# EXTRACT'S AUTOMATED DOCUMENT INDEXING HELPED UW CDS ELIMINATE MISTAKES AND INCREASE THEIR VOLUME OF PROCESSED DOCUMENTS.

## BACKGROUND:

The UW Clinical Documentation Services (CDS) is part of the integrated University of Wisconsin Health System. UW Health serves over 618,000 patients each year in the Upper Midwest and beyond. They are known as an industry leader in patient care and are continuously seeking ways to optimize the treatment plan. UW CDS reviews lab results for multiple UW Clinics.

UW CDS implemented a centralized “*Enter/Edit*” manual process (an Epic functionality) in June of 2011. This was the only way they knew how to get discrete values into their Epic EMR. This tedious and lengthy task was performed manually by clinical staff across UW Health Systems.

In the summer of 2014, UW CDS learned that a sector of UW Health Systems, the UW Transplant Program, implemented Extract Systems™. Extract was used by the UW Transplant Program to automatically capture and move external lab results into their Epic EMR. It soon became clear that the UW Transplant Program was able to enter test results **80% faster, their backlog became smaller than ever, and test results could quickly and easily be found in the EMR by their physicians within hours.** UW CDS saw the need to use Extract first-hand, and began working with the Extract Professional Services department right away to discuss which features were necessary in order to achieve their organization's goals.

## Challenges:

### DATA ENTRY TIME:

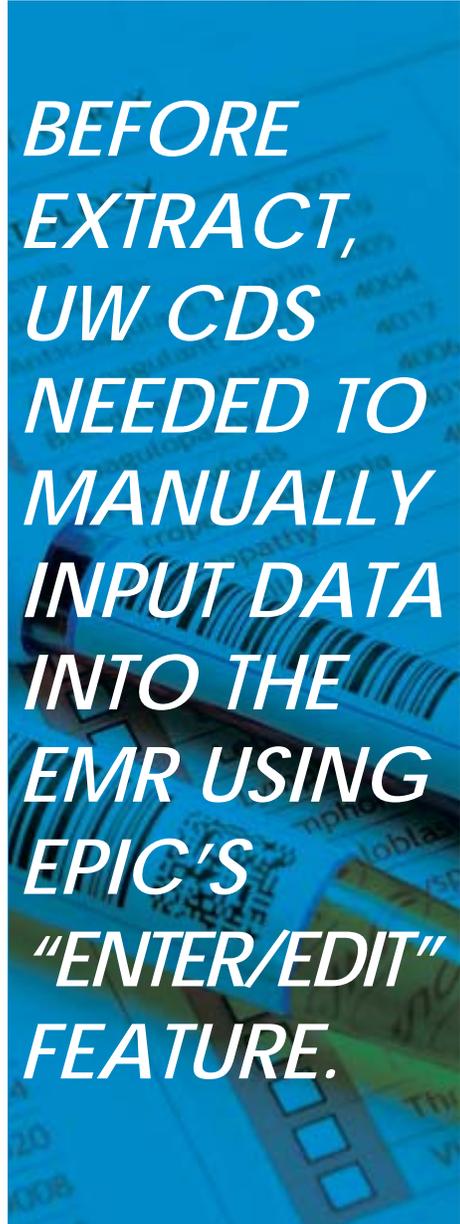
Through the manual “*Enter/Edit*” function within Epic, UW CDS could pull reports to track how many lab orders were being processed, as well as having UW CDS users keep journals to track how many hours were being spent performing this manual data entry.

### ERRORS:

Before Extract, UW CDS was manually entering patient data into the EMR, and not only was this manual entry taking a great deal of time, but also the incidence of errors due to manual entry was much greater than if they were using an automated software.

## UW HEALTH CLINICAL DOCUMENTATIONS SERVICES:

Extract uses advanced data capture technology that has been customized for UW Health Clinical Document Services' unique documents and workflows enabling the most efficient and accurate solution possible.



**BEFORE  
EXTRACT,  
UW CDS  
NEEDED TO  
MANUALLY  
INPUT DATA  
INTO THE  
EMR USING  
EPIC'S  
“ENTER/EDIT”  
FEATURE.**

UNTIL NOW, ERROR-PRONE MANUAL DATA ENTRY WAS THE ONLY METHOD FOR MOVING THIS EXTERNAL DATA INTO THE EMR.

## Extract Solution:

### ACTION:

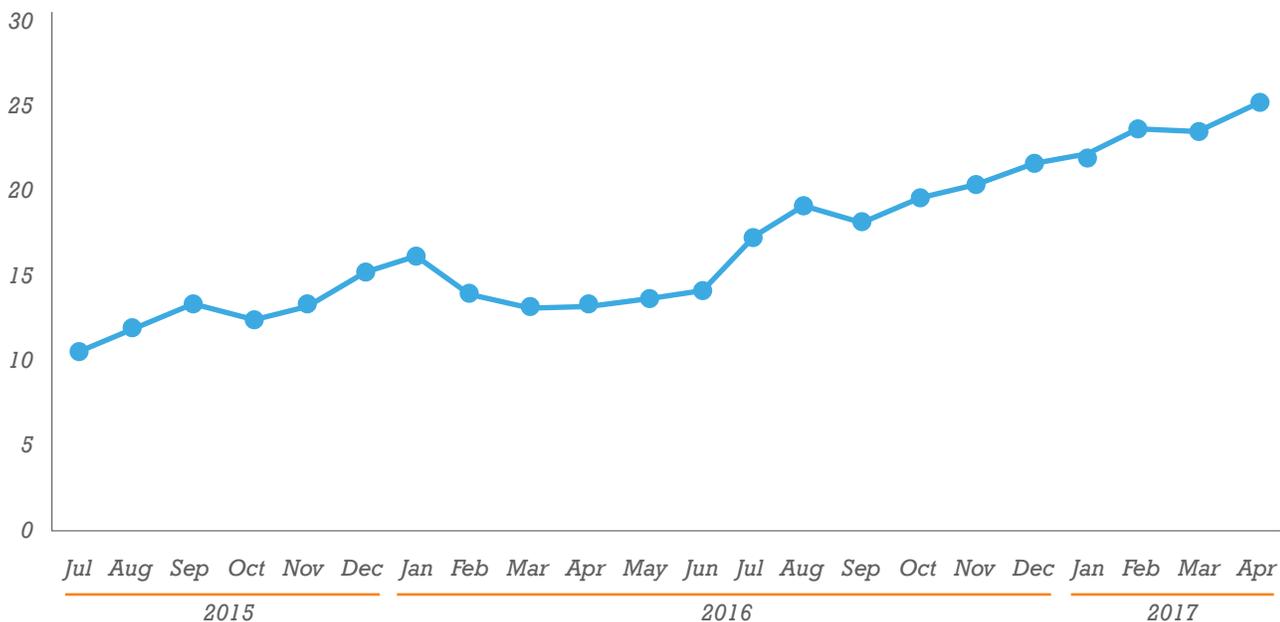
In the fourth quarter of 2015, UW CDS started keeping time journals to track how many orders were being entered into the EMR per hour. The time journals showed that staff were able to enter approximately 5 orders each hour. Some of the orders took more time to enter than others because data may have been missing, and staff was required to spend time looking up the necessary information to complete the order.

UW Transplant is a division of UW Health Systems that was already using Extract Systems and had their own workflow in place. Because of UW CDS staff's experience and clinical knowledge, they wanted to be able to assist UW Transplant with verification when necessary. The UW CDS staff was then trained by Extract's Professional Services team to understand both workflows.

### RESULTS:

UW CDS saw an immediate increase in orders entered per hour once staff began using Extract. As the chart below shows, since the implementation of Extract, **orders entered per hour has increased by 402% and continues to increase.**

### TESTS ENTERED PER HOUR:



MANUAL "ENTER/EDIT" INTO EPIC EMR:

**5**  
ORDERS PROCESSED/HOUR

1 MONTH AFTER EXTRACT IMPLEMENTATION:

**10.5**  
ORDERS PROCESSED/HOUR

**110%**  
INCREASE

21 MONTHS AFTER EXTRACT IMPLEMENTATION:

**23.5**  
ORDERS PROCESSED/HOUR:

**402%**  
INCREASE

# Benefits:

After about a year working together, Extract and UW CDS discovered they could simplify a verification workflow, and upgraded the Extract software. They decided to eliminate the entry of “*Result Date*” in Extract because it was not populating within Epic due to their scanning interface with OnBase. The “*Result Date*” was already being accounted for within Epic, so there was no need to re-enter. This simple update significantly increased orders entered per hour, and increased user happiness immensely.

Extract was able to help the UW CDS department achieve its data management, patient care, and productivity goals by:

- Analyzing workflows and repetitive manual processes
- Automating the process of classifying documents coming into the fax server and routing them to the appropriate workflow
- Automatically classifying multi-patient documents from one another
- Search and find one patient’s results within all documents in the EMR
- Eliminate paper and scanning
- Make lab results available to providers quickly
- Reduce data entry errors
- Create streamlined and auditable workflows
- Easy training of staff on multiple workflows

*EXTRACT HAS AN INTERFACE DESIGNED WITH USERS IN MIND, MAKING IT EXTREMELY EASY TO TRAIN STAFF.*