



ALLINA HOSPITALS & CLINICS

Integrated Document Management Improves Patient Care and Service

Maintaining consistent, real-time patient records and efficient business processes for 11 hospitals, 43 medical clinic sites, 22 hospital-based clinics, 14 community pharmacies and 4 ambulatory care centers is a priority at Allina Hospitals & Clinics. Administrators at the \$2 billion non-profit healthcare system realized that meeting this goal required an enterprise content management (ECM) solution to integrate with and complement new and existing line-of-business applications.

After lengthy due diligence, Allina chose OnBase, an integrated suite of ECM software solutions that includes core capabilities in document imaging, electronic document management, workflow, enterprise report management (ERM) and records management.

Over the next several years, Allina will implement an integrated electronic medical record (EMR) system (including revenue cycle) using Epic Systems Corp. software and incorporating OnBase at all 76 patient care sites. During that period, OnBase will also be rolled out to virtually every department, ultimately becoming a core application for more than 20,000 employees.

OnBase/Epic Integration Improves Patient Care and Accounting

"One patient. One record." is the vision for Allina's initiative to create a shared, system-wide EMR across all of Allina's facilities. Called Excellian™, this tightly integrated EMR solution captures patient information at the patient, encounter and order/result level at Registration and Point-of-Care and in the Hospital Information Management (HIM) Department. The EMR is updated from other hospital systems in real time using HL7 protocols. As a component of Excellian, OnBase provides document imaging and management capabilities to complement data-intensive functionality. Because of the number of sites and the breadth of the software, this implementation is one of the largest, most integrated EMR systems in the country.

Based on strict security privileges, caregivers have immediate access to their patients' information and can retrieve supporting documents stored in OnBase directly from the centralized Excellian clinical interface. Excellian can be accessed from workstations throughout a facility as well as from patients' bedsides. Access to Excellian is also available to providers, coders and patient billing end users from a non-Allina facility. "This translates into less hassle for patients in transferring their medical information from one Allina caregiver to another and/or repeating the same information multiple times," said Kim Pederson, VP of Allina's Excellian project.

In a very short time, Excellian has reduced expenses for maintaining, storing and retrieving patient records. "Within a month, we were able to reduce staffing requirements in Outpatient Records and move those employees to other areas," reports Stephanie Luthi-Terry, Health Information Systems Operations Manager at Abbott Northwestern, a 627-bed hospital in downtown Minneapolis. Ms. Luthi-Terry anticipates that Excellian will reduce the annual \$120,000 price tag for offsite storage by 50% in the first year. She also expects long-term savings for archival imaging, a service for which Abbott Northwestern had been paying \$650,000 annually.

OnBase has received an exclusive endorsement from the American Hospital Association (AHA) as an integrated document management system for improving revenue cycle management and back office operations. Allina's Central Business Office (CBO) and Affiliated Professional Services (APS) use OnBase to post EOBs to Epic patient accounting. Once in OnBase, the EOBs can easily be accessed and researched. APS recently implemented an OnBase Workflow to streamline denials management.

AT A GLANCE

Allina Hospitals & Clinics has adopted an enterprise-standard solution for managing documents and processes related to business and patient care that increases productivity and efficiency in individual units and helps the non-profit system meet its organizational goals.

BENEFITS

- Enterprise-wide use lowers total cost of ownership
- Supports "One patient. One record." electronic medical record (EMR) initiative to improve patient care and safety
- Reduces days in Accounts Receivable (AR)
- Improves ability to respond to audits
- Reduces time, labor and storage costs associated with records management
- Improves employee productivity

APPLICATIONS

- Clinical Areas
- Accounts Payable
- Finance Capital Procurement
- Reference Lab
- Central Business Office
- Professional Services Billing
- Home Care
- Hospice & Palliative Care
- Home Oxygen and Medical Equipment
- Lab Document Control Project
- Transportation
- Facilities Management
- Human Resources

ONBASE SOFTWARE

- Enterprise Application Enabler
- Desktop Document Imaging
- Production Document Imaging
- Archival API
- COLD/ERM
- PCL Data Input Filter
- EDM Services
- Document Import Processor
- E-Forms Module
- Full Text Indexing Server for Microsoft®
- Digital Signature
- Workflow
- Web Server
- Document Knowledge Transfer

COMPLEMENTARY PRODUCT INTEGRATIONS

- Epic Systems Corp. clinical and financial software
- GE Healthcare Centricity™ Ultra Laboratory laboratory information system
- Cerner Corp. BeyondNow
- Geac Computer Corporation Limited billing software
- Lawson™ Financials
- Fujitsu Computer Products of America fi-750C, fi-4340C and fi-4120C document scanners
- Cardiff Software Teleform® forms processing software

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AP Department Improves Invoice Processing, Capital Procurement, Asset Management

Each month, the centralized Accounts Payable (AP) Department at Allina receives 40,000 paper-based invoices (about 70,000 pages) in addition to EDI invoices. Because the invoices must be retained at least seven years and can't be destroyed without the permission of the Reimbursements Department, 40 file cabinets overflowed with labor-intensive files.

AP staff now view scanned images of invoices and enter the data into Lawson™ Financials. A subset of the invoices are read and automatically posted using TeleForm® from Cardiff Software. "The huge success is retrieval because we've eliminated much of the customer service requirement by pushing the solution out to the financial community across the system," says Sue Danielson, Manager of Accounts Payable at Allina. For instance, Corporate Accounting, Purchasing, Resource Management, internal auditors and financial personnel at the hospitals can simply retrieve a required document directly from Lawson or the OnBase interface instead of calling an AP staff member to request a document. "In the past, it was not unusual to have three or four copies of the same documents in multiple locations," says Ms. Danielson. In an internal customer satisfaction survey, the solution received the highest scores possible for cost, scope, schedule and quality.

OnBase has also proven helpful for managing capital requests and invoices, which have a permanent retention requirement. A capital request can be made in Lawson and the supporting documents scanned and made immediately available, rather than routed through interoffice mail. AP staff can flag capital invoices and route a copy to a special document type, which will be invaluable in the event of an Attorney General audit. Using a "file cabinet" view in OnBase, Asset Management personnel can look up an asset number and trace it back to the capital request.

Reference Lab Reduces Labor, Write-Offs, Days in AR

Allina's Reference Lab receives about 55,000 paper requisitions a month, which are (or should be) accompanied by specimens. Before implementing OnBase, Reference Lab staff in the various areas would often have difficulty locating the requisitions they needed because they are located in separate buildings. Delays in submitting requisitions to Accounts Receivable (AR) could potentially affect the ability to collect payments.

When requisitions are entered/resulted within Centricity™ Ultra Laboratory LIS from GE Healthcare, the related data is sent real-time via HL7 messaging to OnBase as well as XIFIN® Accounts Receivable System from XIFIN, Inc., making them available to all authorized users. Upon scanning, OnBase automatically indexes the documents with no employee intervention based on the data contained in the pre-printed requisition-type bar code. OnBase catches data discrepancies and notifies managers before the requisition gets to lab billing, reducing the occurrence of mistakes that can result in denials and write-offs.

Before implementing OnBase, customer service representatives (CSRs) would arrive in the morning to find a stack of problem requisitions (such as a missing specimen or incorrect name). Manually tracking those issues on a paper form would be difficult and time consuming, possibly delaying billing. Allina created an electronic problem resolution form within OnBase to track resolution and provide data needed for process improvement. Fields are automatically populated with data obtained from the Ultra HL7 feed. Other information can be noted with check boxes. As CSRs work the issue, they can note what action was taken and what response they received. Internal account representatives use the data collected for quality assurance (QA).

"We simply didn't have this kind of information before," says Bonny Paetznick, Reference Lab Director. "It's easier to see patterns, such as missed courier stops or mislabeling at a particular site. Before OnBase, there was no opportunity to step back and look at these trends and address them." The OnBase solution also improves service to patients who call to ask about the status of a particular requisition.

OnBase has been integrated with XIFIN® Accounts Receivable System. The images are retrieved for both claims and denials management. Prior to implementing OnBase, a full-time employee was required to spend the day sorting and retrieving paper requisitions for personnel.

Soon the Lab Department at Allina will implement the OnBase Document Knowledge Transfer (DKT) module to verify that technicians are notified of changes in policy and procedure and have reviewed them. If the recommended methodology for a specific machine changes, any technician affected will be presented with a document to read and acknowledge. That acknowledgement can be tracked by user or by document.

Management in the Reference Lab anticipate a decrease in labor requirements in addition to reducing write-offs and lowering storage and retrieval costs. Ultimately, managers are confident the increased efficiency will also reduce the number of days in AR.

Other Allina business units actively pursuing OnBase projects are Facilities Management, Human Resources, Transportation, Home Care, Hospice & Palliative Care and Home Oxygen & Medical Equipment. In these departments, OnBase will be integrated with other line-of-business applications including BeyondNow® from Cerner Corp., TIMS from Computers Unlimited, Inc. and billing software from Geac Computer Corporation Limited. In the Radiology Department, technicians scan worksheets using desktop scanners and OnBase Document Imaging. The documents are indexed and imported into Allina's Emageon® PACS system. Radiologists reviewing the images can also consult the worksheets via a DICOM viewer.

OnBase has proven to be a cost-effective solution for this non-profit healthcare provider, improving patient care, raising the level of customer service for patients, vendors and staff and generating operational efficiencies that free more resources for patient care. As an enterprise-standard, it also lowers total cost of ownership by reducing acquisition costs, training requirements and IT administration.

OnBase
a Hyland Software solution

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