



HEALTHCARE SOLUTION

| Document Imaging & Management

Hurley Medical Center Case Study Implementation of iDoc™ Document Imaging and Management



SITUATION

Hurley Medical Center (HMC) implemented iDoc™, a document imaging and management system with the objectives of:

- Providing a mechanism to consolidate all patient information into one central system that addressed all HIPAA compliance issues
- Reducing their current cost of operations associated with Health Information Management activities (e.g., filing, retrieving, copying, faxing documents in support of hospital processing including coding/billing, information requests, etc.)
- Reducing the time it takes to get payment from insurers (i.e., reducing average number of A/R days)
- Installing a system that is easy-to-use for physicians, nurses, other healthcare personnel and administrators, easy-to-implement, and will pay for itself quickly

All of their goals were accomplished

HURLEY MEDICAL CENTER BACKGROUND

- Located in Flint, Michigan and established in 1908, HMC is a 463 bed teaching hospital with a Level I trauma center and a Level III neonatal intensive care unit. In addition, HMC has many remote clinics.
- HMC is a member of the National Children's Miracle Network and is affiliated with Michigan State University College of Human Medicine and the University of Michigan Medical School.
- 23,000 annual discharges
- 73,000 ER visits per year
- Total number of documents per year – 4,700,000
- 3,000 births per year
- 318,000 outpatient visits per year

RESULTS

- Improved patient care by resolving inefficiencies in getting the right information to doctors, nurses and other caregivers quickly. This was accomplished by eliminating delays in receiving reports from other departments, eliminating the need to retrieve multiple files from multiple locations, and providing secure access anywhere throughout HMC's Intranet network.
- Reduced costs by \$418,225 in the first year. In the Health Information Management Department, \$254,625 was saved (7.0 FTEs were eliminated). Specifically, 4.0 FTE vacant positions were not filled and 3.0 FTE positions were reassigned to purging old records. Additionally, a 0.5 FTE in Patient Business Services that used to pull records was reassigned to other PBS follow-up functions. This was accomplished through the elimination of record filing, retrieving, copying, and eliminating searching for lost or misplaced records. Associated equipment and supplies savings of \$163,600 were realized, specifically, copiers (\$15,000), folders (\$20,000), paper and toner (\$20,000), and microfilm/microfiche (\$108,600).
- Improved Processing Cycle for Billing. Eliminated delays receiving files and obtaining information requested by payors. Eliminated delayed billings due to lost or misplaced charts. Reduced average number of A/R days.
- Created an Environment for Remote Coding. Four ER coders are now able to work from home.

TESTIMONIALS FROM KEY HURLEY MEDICAL CENTER PERSONNEL

"We can't get enough records in the system as fast as all the users would like. Every day, I have additional outpatient departments contacting me to take their records and scan them. I don't think there's a medical records department in the world that hasn't spent hours looking for one piece of paper or one chart. Availability of the record has been a huge time-saver within itself. With paper-based records, someone has to stop and file each piece of paper. With iDoc, once it's in the system, it doesn't have to be pulled again or re-filed again. It's there and available to whomever is authorized to look at it.

Training new users is very easy, and can often be done within a few minutes or even over the phone. The implementation process was smooth (for the most part!) and it really helped having them walk us through the process step-by-step."

Belle Bell, RHIT

Director of Health Information Services

iDoc has afforded Hurley the opportunity to become more efficient, and to provide better services, which is especially important in tough economic times such as these. By implementing iDoc, Hurley was able to acquire an excellent EMR product for a very reasonable price. In addition, their ability to assist with such issues as network speed and workstation issues helped our implementation process immensely.

Gary Townsend

Chief Information Officer



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