

Parkview Health

Extends Benefits of Electronic Document Management To Entire Care Community



The Challenge

Parkview Health, a not-for-profit integrated delivery network based in Ft. Wayne, Indiana, serves the healthcare needs for a 15 county region in Indiana and Ohio. Their mission is to provide trusted quality care and to improve the health of the communities they serve. Parkview offers a broad spectrum of health and wellness services through seven hospital campuses, a large network of physician practices, and variety of other services.

Diverse and Sprawling

With more than 6,000 full- and part-time staff spread across a large geographical area, the ability to deliver cost-effective, top quality care is a challenge. While the size of the task is daunting, Parkview has broken it down into "bite-size" projects and has implemented a plan in steps, providing a successful foundation on which to build.

To achieve their mission, Parkview's plan focuses on information systems (IS). With that, electronic document management has become an essential step in their overall plan.

Over 14,000 Parkview users can access their system from any

location. Plus, Streamline Health's document repository goes beyond just serving health information management. Having patient records securely stored in *access-ANYware™* has become an integral part of business process improvement, patient care delivery and cost reductions for the entire health care system.

Opportunities for Automation

The volume of paper documents for a seven-hospital IDN is massive. The ability to maintain, update, store, secure and retrieve all of this paperwork presented an opportunity for automation and optimization. From physician office orders to inpatient medical records, Parkview chose Streamline Health as their business partner to address the problem.

Ultimately, Parkview's goals included putting the right information into the right hands in the right place at the right time, resulting in:

- immediate access to patient data.
- simultaneous access for multiple people in different locations.
- eliminating the search for charts.
- reducing expenses through increased efficiencies.

Success Factors for Implementation

- ◆ Executive team support
- ◆ A project champion
- ◆ Cross department interest and cooperation



PARKVIEW HEALTH
TRUSTED CARE

Overall Return On Investment

- ◆ Physicians save up to 2.5 hours per week on average.
- ◆ Better patient care though improved access to health information.
- ◆ Reduced chart delinquency rates by 50%.
- ◆ Eliminated travel expenses for outsourced coding and audits.
- ◆ Ability to handle 75% more volume, but managed with less staff.
- ◆ Reduced discharged-not-final-billed days (DFNB) and improved accounts receivables.



The Benefits

Health Information Management Goes Virtual

Maria Stolze, RHIA, vice president of Health Information Management (HIM) was the project owner of the electronic document management implementation. Through Ms. Stolze's leadership and Parkview's commitment, several of the Streamline Health applications were successfully implemented to create a virtual department. Coding was targeted as a key process improvement opportunity.

Accurate and efficient coding has a major effect on the revenue cycle. With the installation of Streamline Health's *codingANYware*™ module, the coding function across the seven hospitals is now managed as one virtual department.

Coders can access charts from any location, which supports the flexibility of working from home. Through *coding ANYware*'s workflow capability, charts are queued to the appropriate coder and difficult cases can be routed automatically to more experienced coders. The system allows managers to monitor quality and productivity regardless of where the coder is located.

This has led to increased productivity for both managers and employees. Furthermore, the employees have shown a greater level of satisfaction and higher morale.

Employee Retention Improves

The "work anywhere" aspect of the system has improved employee recruitment and retention, especially for coding. Retaining experienced, productive employees is another factor in cost savings and quality management. When there is the need for more personnel, prospective coders view Parkview as an innovative, state-of-the-art place to work that is employee

"friendly." Meeting organizational goals and employees' personal goals is the ideal environment.

Not only has HIM greatly benefited from the system, but other departments have experienced the advantages as well.

Innovation Improves Scheduling

Parkview Health partnered with Streamline Health to identify front-end processes in desperate need of automation. Physician order management and central scheduling were two of these processes. In the past, over 200 orders from physician offices came across the fax every day. To process, manage, store and then find orders was a time-consuming problem.

Using Streamline Health's physician order workflow, orders are faxed from physician offices directly to a central fax server where they are immediately routed to the workflow queue. The system sends the order to the right patient's chart and scheduler's inbox.

Enterprise scheduling staff and ancillary departments have access to pull up orders electronically and see other parts of the chart. The whole process is now paperless.



Parkview's Rewards ...in only six months

- ◆ Developed a centralized coding function across all facilities.
- ◆ Enhanced management tools, with the ability to monitor coder productivity and accuracy remotely.
- ◆ Physicians dictate and complete records sooner.
- ◆ Billing auditors access records remotely which saves travel time and costs.
- ◆ Improved recruitment and retention of coders.



“Streamline Health's software is intuitive, easy to use with minimal training, and accommodates Parkview's workflow. The product was influenced by HIM professionals as it was built, so it molds to the organization, rather than the organization having to bend to fit the software.”

Maria Stolze, RHIA
Vice President
Health Information Management

The Rewards

The efficiencies gained allows for the re-allocation of resources. Resources go from “go for” status, chasing down paper, to managers of quality and workflow. Today the department processes over 75 percent more volume (350 orders per day) with less staff and improved physician service.

Physicians Save Time

Physicians are more productive because of the time saved through remote chart completion. Plus, any increase in physician satisfaction and productivity will endear the health network to that physician. These systems are highly correlated to increased quality outcomes.

▶ One physician documented saving 2.5 hours per week, on average.

[Using the accessANYware application]

Mark Pierce, MD, Medical Director of Knowledge and Information Management, sees the benefits in his own practice. He cites how the *accessANYware* application is enhancing patient care by providing physicians with:

- ◆ Immediate access to patient’s pertinent documentation.
- ◆ Online Emergency Department encounters for next-day office follow-up.
- ◆ Less phone call time, hold time and fax time.



Dr. Pierce and other physicians also use the electronic chart completion application to review their chart deficiencies and sign charts remotely. This is a huge time saver, since doctors do not have to physically go to the HIM department to complete their records.

One physician documented saving 2.5 hours per week, on average. Dr. Pierce also sees more efficiency in quality

management, case review and auditing, as multiple people from multiple locations can look at the same chart.

First Step Faster, Last Step More Complete

Patient registration and the Central Business Office (CBO) were other Parkview areas that realized benefits from Streamline’s solution. To more efficiently capture all needed information, all 75 patient registration workstations throughout the Parkview Health System now include small card reader/scanner units. The easy-to-use units are used to capture driver’s license and insurance card information at the front end when patients present them. The reader/scanners are so easy to calibrate that they are maintained by the end users and hence require minimal to no information systems support.

Prior to scanning the patient insurance information and putting it online, the paper load was a nightmare. There would be 800 to 900 pieces of paper per day which had no sort order other than date. So, if there was an issue with a bill or a denied claim due to incorrect insurance information, the search for an answer was nearly impossible.

Now, it’s all indexed, organized, and online. Staff can easily find the correct information and re-bill. Technology at the first step dramatically improved efficiencies for the last step of the revenue cycle, patient financial services and collections.

Finance More Productive

Similar to the central coding service, Parkview’s patient financial services

“The Streamline Health applications have transformed our HIM Department into a virtual, 24-hour, 7-day a week operation. Good news for physicians!”

Dr. Mark Pierce, MD

Medical Director of Knowledge and Information Management

use a central business office approach. The CBO has approximately 50 employees that handle all the health network’s business functions.

Doug Nygaard, director of Patient Business Systems states “We see a big benefit from Streamline Health’s electronic remittance capability. For our Medicare patients, all HIPAA 835 information is organized and retrievable electronically.”

The CBO employees are also much happier. They don’t have to go to paper files to search for information, and this is making them much more productive. Nygaard states “They love it. We’ve had much improvement in morale and employee satisfaction.”

Goals Achieved

Collections Kept Confidential

Furthermore, the system has great redaction capabilities. It provides a type of electronic white-out that enables you to block out sensitive patient information as required for a specific bill and to deal with only the information from a report for that case. For example, collectors may need to send a payor just one line item from an entire report. Other information can be redacted electronically. "This really helps us keep patient accounting information confidential," concludes Nygaard.

Security of information is a priority of the health system, as collectors must request information from HIM. With the system, HIM provides only the needed information without compromising patient confidentiality.

Good Teamwork, Benefits for All

Stolze says that HIM is at the center of the document management process, but a coordinated effort with other departments is critical to maximizing the systems benefits. "Streamline Health is viewed as a valuable business partner throughout Parkview Health, not just in HIM," according to Stolze. "Their staff is genuinely concerned about our success in



improving the efficiency of our processes through the use of technology."

Of course, no information system will be successful without a committed and professional Information Systems (IS) department. Parkview's IS team is another key component in this success story.

Jerry Mourey, vice president and associate CIO, believes that the solutions from Streamline Health have done a lot to improve efficiencies at Parkview. He states "We have worked hard to get the hybrid medical record, part electronic data and part paper-based information, to be the highest caliber possible. Our use of the *accessANYwhere* has

evolved to the point where our organization considers the charts stored within it to be our legal medical records."

Clearly, when the goals have been clearly defined and agreed upon, and you combine that with a powerful system, there is no limit to what can be achieved. ❖

Streamline Health optimizes and automates key paper and document-intensive business processes of the healthcare enterprise for:

- ▶ *Health Information Management*
- ▶ *Patient Financial Services*
- ▶ *Supply Chain Management*
- ▶ *Human Resources*

Benefits include: streamlined operations, reduced costs and enhanced patient care.

At Streamline Health . . . *We Make Information Flow.*TM



For more information, contact a Streamline Health associate at:

1-866-639-SLH1

Or, visit us online at:

www.streamlinehealth.net

Home Office

Streamline Health
10200 Alliance Road, Suite 200
Cincinnati, OH. 45242

513-794-7100 (p)
513-794-9770 (f)

Copyright © 2005
LanVision Systems, Inc.
(dba Streamline Health).
All rights reserved.