



BEYOND THE *UNIFIED* HEALTH RECORD

Integrating digital data with on-line documents

EXECUTIVE SUMMARY

Leading care delivery organizations (CDOs) in North America and Australia rely on the **Oacis Unified Health Record** solution to give clinicians immediate web-based access to their patients' complete and accurate history enabling them to make life-critical decisions with confidence. Now, many of these CDOs are taking proactive steps towards further strengthening the unified health record with the integration of paper documents, such as charts, consultation forms, progress notes, and other clinical documentation directly into the flow of the longitudinal electronic record. But with millions of documents requiring digitization, these CDOs face an enormous challenge.

"CDOs are under intense pressure to improve the quality of care while continuing to reduce costs, and IT can contribute substantially to this goal. Advances in software, workflow and interoperability have reached the level where the computer-aided clinician can provide better care than the clinician relying on un-aided human cognition and paper documents."

Gartner Hype Cycle for Healthcare
Provider Technologies, 2006
July 3, 2006

Utilizing Oacis' breakthrough open architecture combined with the highly organized document management expertise of Streamline Health, these innovative CDOs are rapidly bringing documents online resulting in improved decision-making and enhanced quality of care.

According to a September 2005 study published by the Medical Group Management Association (MGMA), 69 percent of patient medical information is still stored in paper form in record cabinets.

Streamline Health's **AccessANYware™** document management solution transforms paper documents into online assets and then seamlessly integrates them with Oacis. This gives clinicians access to more complete patient records, anytime, anywhere from within the web-based **Oacis Clinical Viewer**.

Designed for complete interoperability, Oacis easily connects with other systems, including PACs and radiology solutions. As well, Oacis seamlessly integrates images and documents directly into the natural rhythm of the clinician's workflow saving time and improving efficiency. Streamline Health makes it happen.

Streamline Health Integration Tools (STRM-IT™) together with Oacis' "Interoperable Technology Platform," enables AccessANYware to use patient data located within the Oacis Clinical Data Repository, considered to be the "gold standard" of CDRs.

EMR ADOPTIONS CLIMB, YET DOCUMENTS STILL PREVALENT

With today's push to improve efficiency, trim operational costs, and comply with changing Federal mandates, CDOs are increasingly implementing enterprise electronic medical record (EMR) systems. EMRs offer access to patient records, ensuring that treatment decisions are based on the most current information and that care is well coordinated across multiple providers within the facility. Yet, despite such automation, many healthcare organizations continue to manage large numbers of paper documents. Moreover, CDOs are frequently comprised of more than one site, and often support numerous EMR systems. Oacis' Unified Health Record solution connects and integrates records throughout and between healthcare departments and facilities and integrates them into a centralized, secure, and patient-focused CDR.

HIMSS Analytics projects the document management market will continue to show good growth over the next three to five years, which will be driven by compliance with claims attachment regulations (integrating clinical information with bills/claims), and the benefits these solutions provide for optimizing information access by clinicians and improving care delivery, according to HIMSS Analytics 2007 Essentials of the U.S. Hospital IT Market.

THE PAPER CHASE

The prevalence of paper documents within healthcare organizations causes friction points to develop throughout work processes, creating hurdles that reduce accessibility to complete medical records in a timely manner.

For example:

- Managing paper charts requires costly, time-consuming, cumbersome filing processes and increases the likelihood that charts will get lost. This is particularly problematic for hospitals and larger clinics that deal with hundreds, or even thousands, of charts each day.
- Clinicians must physically go to Health Information Management chart rooms to access and complete charts.
- Teams of clinicians find it difficult or impossible to effectively route paper charts to everyone who needs them in a timely manner.
- The use of paper charts impedes key business and clinical workflows, such as chart completion, coding, and release of information. Adverse results include delayed reimbursements and difficulty complying with accreditation mandates, which require certain clinical documents to be signed off within a specific number of days.
- Paper charts can be easily left on providers' desks, where they might be accessed by unauthorized persons, putting compliance with privacy and security regulations into question.

MANY DOCUMENT MANAGEMENT SYSTEMS LIMITED IN ABILITY TO DELIVER

Until recently, hospitals and clinics considering a solution to paperwork burdens typically turned to individual, niche-oriented document scanning solutions purchased for each department. These solutions required individual investments in technology and infrastructure, implementation, and support. Often they were not compatible with existing software, nor did they match the workflow of administrative staff and physicians. Most limiting, they created islands of document images that were trapped in individual departments, and were unable to support enterprise processes that crossed multiple department boundaries.



IMPROVING WORKFLOW THROUGH INTEGRATION

Health systems benefit from a comprehensive solution that manages documents from within all of their enterprise software solutions while improving the efficiency of workflows. By integrating Streamline's AccessANYware within the Oacis Unified Health Record, CDOs can significantly improve access to digital patient information as well as online documents. The results of this synergy are:

- **Integration with existing applications** — Healthcare systems traditionally have heterogeneous IT environments that include clinical systems as well as financial systems. Our combined technologies offer leading-edge interoperability in addition to deep integration of digital data and documents.
- **360° Patient Views** — The Oacis Clinical Viewer provides clinicians with fast, web-based access to their patient's comprehensive medical history in a user-friendly fashion. Underneath the viewer, Oacis' world class CDR consolidates vast amounts of data into meaningful, intuitive clinical information within a pre-defined medical data schema. Working in harmony with the Oacis viewer, AccessANYware's document viewer enhances the clinician's ability to quickly view critical documents by providing intuitive navigation controls for zooming, rotating, or paging through multiple page documents.

Increasingly, clinicians require tools that enable them to care for a larger number of patients in less time. Oacis' "smart summarization" and rapid drill-down capabilities, intuitively guide clinicians through the longitudinal chart. Combined with online documents (new and old), the electronic patient record becomes a powerful productivity tool.

- **Automated workflows** — Healthcare organizations have numerous, often overlapping, workflows, many requiring the routing of patient documents. Examples include: the completion of the chart by physicians, coding, and release of information. Oacis integrates the Streamline Health Chart Completion workflow within the Clinical Viewer, so clinicians are presented with only the specific documents from their patients' charts that the Health Information Management department has tagged for their review. Clinicians can then easily browse through these deficient chart documents and edit, electronically sign, or reroute as required. Physicians have documented saving up to 2 hours per week by using this automated workflow to complete their charts.
- **Broad-based configurability** — Oacis set the standard for IT configurability combined with extensive user-controlled personalization allowing CDOs to standardize patient views across the entire care team while enabling individual clinicians to easily personalize and store their information preferences. And the configurability and personalization of AccessANYware nicely complements Oacis making it possible for CDOs to store and manage documents in a manner that meets their unique care delivery strategies and budget requirements.
- **Privacy and security compliance** — The Oacis Unified Health Record system, as well as AccessANYware, meets stringent privacy regulations. AccessANYware takes advantage of Oacis' role-based security to strictly control access to both the digital record as well as online documents. The entire system provides multiple tiers of security, from a process level down to specific secured data fields.
- **Scalability and reliability**—Integrating and consolidating information from large and highly diverse healthcare environments requires robust technology and infinite expandability. Our system has built-in scalability tools, high-availability options, and load balancing mechanisms to support high-volume digital data as well as additional documents and users. Sites using Oacis, as well as AccessANYware, include some of the largest CDOs in North America and Australia.



BENEFITS OF COMPLETE ELECTRONIC RECORDS

Having detailed and comprehensive information at your fingertips can have a dramatic impact on the way care is delivered. It allows clinicians to make more informed decisions by providing a more complete record of a patient's care, including data and documents. By combining the benefits of the Oacis Unified Health Record with those of Streamline Health's AccessANYware solution, CDOs can realize many improvements in productivity, cost savings, and patient safety such as:

- Saving physicians' time through web-based access to patient records and charts with quick drill-down to longitudinal detail; for digital data and document modes.
- Fostering care team collaboration - simultaneous chart access from multiple locations.
- Enabling coders and clinicians to work remotely via Web technology.
- Increasing staff productivity by eliminating time-consuming filing of charts.
- Decreasing chart delinquency rates and suspension struggles.
- Complying with regulatory requirements by speeding chart completion, and controlling access to documents through strict role-based security.
- Increasing patient safety through improved clinical decision-making.

IT'S ALL WRAPPED-UP

The **Oacis Unified Health Record** and **AccessANYware** can be deployed together or separately depending on the organization's requirements. As a combined solution, they can accelerate CDOs' quality improvement projects, provide unparalleled efficiency gains, reduce costs, and transform patient care delivery.

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