

# CASE STUDY

## ANDERSON HOSPITAL ENHANCING PATIENT CARE AND SATISFACTION



“In the ED, the Access system gets patients registered and into examination rooms quickly, so they can be evaluated by physicians and can get the care they need without delay.”

### Quick Facts

Focus: Community hospital

Location: Maryville, Illinois

Number of beds: 136

Integration: Meditech, document management system

Products in Use: Patient Flow System, Patient Flow System Server



Since it opened in 1977, Anderson Hospital has strived to meet the healthcare needs of the surrounding communities through a family-oriented healthcare delivery system that is cost-effective and quality-driven. Anderson is a 136-bed community hospital that serves the needs of one of the most rapidly growing sections of Illinois – Madison County.

For years, Anderson combined manual forms processes with a forms management product. Hospital administrators realized that continuing to purchase forms from a third party vendor was incurring high printing, delivery and storage costs. They also recognized that the existing system was becoming outdated and had insufficient functionality, and decided to replace it with an electronic forms and workflow management solution that has a more comprehensive feature set, is easier to use and is tailored to the specialized needs of the healthcare industry. After a thorough market analysis, Anderson selected Access's Patient Flow System (PFS). The impact was immediate.

“With Access's PFS, we've greatly simplified what end users have to do,” says Travis Hanson, applications analyst at Anderson. “It enables employees to get their jobs done in less steps and quickly sends information where it needs to be.”

### Speeding Care Delivery

After a successful initial deployment in the sleep clinic, Anderson rolled PFS out to patient registration at the main front desk and in the emergency, surgery and radiology departments, and also to an offsite care clinic. When a patient comes in, an admissions associate registers them in the Meditech HIS and prints demographics. PFS Server captures this information and integrates it into a packet of admissions forms (which has been set up in the Access system). This way, there is no need for manual data entry when the forms are printed.

“Access's PFS has made our registration process simple,” Hanson says. “Patients don't want to wait around while staff search for forms and photocopy them, and with PFS they don't have to.”

As significant as increased patient satisfaction is, an even greater benefit that PFS facilitates is faster care delivery.





## The Business Problems

Purchasing pre-printed forms from a third party vendor and storing these forms is costly

Manually processing admissions packets delays registration

Hard copies of forms are unsecured and may be outdated and/or duplicated

Filing, photocopying and searching for forms wastes employees' time

## The Solutions

Printing forms on demand in-house instead of through a vendor saves \$35,000 annually

Fast, one-time check in speeds care delivery and increases patient satisfaction

Managing forms electronically protects patient privacy and ensures data integrity

Elimination of manual, forms-centric tasks enables staff members to focus on meeting patient needs

"In the ED, the Access system gets patients registered and into examination rooms quickly, so they can be evaluated by physicians and can get the care they need without delay,"

Hanson says.

## Time and Cost Savings

In addition to printing the required forms, admissions associates create face sheets for the business office and medical records department to process each patient's event.

Previously, staff scanned these face sheets and manually linked them to the patients' records in Anderson's document management suite. Now, Access's Image Portal sends these forms directly into the document management system, and indexes them automatically. This reduces manual effort, ensures staff members in the business office and medical records department immediately have the information they need, and eliminates the wasted time and potential for errors associated with manual data entry.

"I did an evaluation of the medical records and business office face sheets processed in a four week period, and calculated that Access's Image Portal saved 75 hours of work time," Hanson says. "That's because it ports forms directly into our document management system, instead of employees scanning and indexing manually."

Before implementing PFS, Anderson ordered forms from a vendor and then paid for off-site storage. This incurred high costs, particularly for complex forms such as the multi-page consent to treat. There was also a time delay involved with waiting for forms printing and delivery. PFS has eliminated these inefficiencies. It enables Hanson's team to design forms and print them on demand as needed.

"Access's PFS saves us \$35,000 each year as we're no longer purchasing and warehousing forms," Hanson says. "Then there are the unquantifiable benefits, such as faster patient registration and a reduction in manual tasks."

## Safeguarding Patient Privacy

At any hospital relying on manual forms processing, there are forms scattered across the facility, many of which are unsecured, duplicated or outdated. This poses a threat to patient privacy and data accuracy alike. For Anderson, managing forms with an Access solution eliminates these concerns.

"I did an evaluation of the medical records and business office face sheets processed in a four week period, and calculated that Access's Image Portal saved 75 hours of work time," Hanson says.



“Access’s PFS saves us \$35,000 each year as we’re no longer purchasing and warehousing forms. Then are the unquantifiable benefits, such as faster patient registration and a reduction in manual tasks.”

With hard copies of forms, it is almost impossible to monitor their origin, current whereabouts and path through the hospital. PFS has improved forms tracking at Anderson.

“With PFS we can view a complete history for forms, which enables us to know where they’ve been, and when they were created,” Hanson says. “That helps ensure we’re using only current forms and are using them correctly.”

## Solving Healthcare Problems

While having feature-rich products that are easy to use and manage is a key part of any IT project, dealing with a responsive vendor is also important. Anderson administrators find that Access fits the bill.

“I’ve had a great experience working with Access’s project managers, implementation consultants and support team,” Hanson says. “Every promise they’ve made has been fulfilled, and you can’t ask for anything more than that from a vendor.”

Many electronic forms management products lack functionality tailored to the healthcare market. Hanson believes that PFS and its supporting applications are different, as they are designed by a company whose staff has years of experience working in healthcare.

“The industry knowledge of the Access team is a big factor in the success of our electronic forms project,” Hanson says. “They know the business and create product features that address the real problems faced by hospitals like ours.”

Hanson and his IS team colleagues are preparing to implement Access’s e-Signature module. Hanson is confident that this will provide even greater efficiency in Anderson’s forms management process. “Introducing Access’s e-Signature tool will create further time savings by eliminating manual steps,” Hanson says. “Having the ability to capture patient signatures in real time will be a big boost for our admissions processes.”

As Anderson continues to expand Access PFS across the hospital and introduce complementary products such as e-Signature and e-Forms Repository, Hanson is confident that the electronic forms management project will continue to exceed expectations.

“I have no hesitation in recommending Access PFS to other organizations,” he says. “It’s delivered everything we were promised, and we’re always finding new ways to use it.”





[WWW.ACESSEFORMS.COM](http://WWW.ACESSEFORMS.COM)

4