



## How a tri-state network reduced document indexing time even while restructuring operations.

When a tri-state network quadrupled the number of locations they supported, they centralized administrative operations to improve efficiency in their newly acquired markets. As part of this centralization process, they also moved their fax and scan processes to a central location. During this transition, it was vital that their document indexing not slow down, even as additional clinics were brought on board. But the considerable number of additional personnel needed to keep up with the sheer volume of indexing would require too many resources and more space than was available.

They discovered a solution that not only improved indexing speed and accuracy, but also relieved their document backlog and saved thousands of hours in indexing scanned and e-fax documents. Implementing DISC enabled this health system to execute a more aggressive strategy to bring their clinics into a centralized workflow.



2400 physicians  
in 240+ locations



900,000 active  
members



18,000 documents  
processed per day



EHR: Allscripts  
TouchWorks

## About the Health System

Ranked in the Top 5 of US Health Systems, this not-for-profit integrated health system is the largest healthcare provider in the western region of the US. Their caregivers provide healthcare services to people in Utah, southern Idaho, and southern Nevada.

When this health system was managing nearly 4,000 pages of clinical and administrative documents each day (150,000/year) from their network of 13 clinics, they already felt the pains of backlogged document management. With every page taking up to 30-35 seconds to process, more than 1,000 hours were spent on indexing. At that rate, documents typically took 1-2 weeks to be indexed to the patient record.

The bottleneck caused by this backlog was being felt everywhere:

- ✓ Administrative staff spent hours looking for missing or inaccurately filed patient records
- ✓ Caregivers were at greater risk of making errors associated with missing critical patient data
- ✓ Caregivers spent more time at a computer and less time with patients
- ✓ Patients waited longer to receive critical care
- ✓ Patients were at greater risk of missing necessary follow-up care

## Necessary Growing Pains: Moving from Decentralized Indexing to Centralized Fax and Scan Management

As the already large health system continued to grow, they chose to centralize fax and scan document management to improve their document indexing speed and accuracy.

Initially, their indexing process was decentralized, which meant that each location was responsible for scanning and indexing documents to their own patients' records. They faced challenges common to other organizations with decentralized indexing models:

- ✓ It was harder to track down the source of an error
- ✓ Staff must be trained at each location
- ✓ It was easier for a single clinic to fall behind and harder for them to catch up

To keep up, they gradually moved their clinics to the newly created Central Operations Department. By the time 13 clinics had joined, the number of additional support staff needed to manually scan, index, task, and close orders was no longer feasible. The process of bringing new clinics to Central Scan without an automated indexing solution was simply taking too long.

An integral component of managing our centralized scanning department was to find a technology partner and solution that could automate our high-volume, labor-intensive document filing system.

— M.B., Manager, Central Scan



## **DISC SmartFiler Accelerates Centralization, Improves Indexing Speed, Accuracy**

The health system needed a solution to accelerate the move to Central Scan. They needed help to manage their rapid growth while still providing exceptional care to their patients and improving their providers' experiences. They looked for a technology partner to help automate manual tasks associated with medical records indexing and discovered SmartFiler by DISC.

DISC specializes in collecting data from medical records and converting it into more accessible formats. What sets DISC apart from other solutions is the human element in the indexing process, called attended automation. This human validation of documents is responsible for the 99.9% accuracy rate that ultimately helps keep patients safe.

Each clinic was put onto SmartFiler as it was brought into centralized management. Although the number of Central Scan's incoming documents multiplied by five, the size of the Central Scan team only needed to double. Because the new clinics were being brought on with SmartFiler, the team could accomplish more than ever before. Not only could they keep up with Medical Records with such a small team, but they expanded their capabilities to include Billing and Care Management teams.

Since implementing SmartFiler, they quadrupled the number of clinics supported by the central team and increased the document throughput tenfold, from 1 million to 4.5 million per year. 450,000 pages/year to 4.5 million/year. That's nearly 18,000 images per day!

Additionally, SmartFiler's attended automation service automated indexing, tasking, and closing tasks, which:

- ✓ Reduced errors, achieving 99.9% accuracy
- ✓ Reduced click-time per page from 30 or 35 seconds to nearly zero
- ✓ Reduced document indexing time from 1-2 weeks to 4 hours
- ✓ Saved thousands of hours of caregiver and staff time.

Providers, staff and patients benefited from the improved turnaround times, too:

- ✓ Improved care delivery with timely access to clinic and administrative documents
- ✓ Improved workflow by reducing time spent searching for documentation and data
- ✓ Reduced risk and errors associated with missing critical patient data and patient follow-up.
- ✓ Improved caregiver productivity and reduced burnout by limiting time spent on data entry and retrieval

Most importantly, these added efficiencies improved patient throughput and quality of care, and caregiver satisfaction.

After 30-yrs of working in the industry, I can honestly say that DISC is one of the best technology partners I've worked with, by far! They are responsive and communicate very clearly and their applications always work as promised!

— Director, Clinical Systems





## Conclusion

Organizational changes of this magnitude could have created major disruptions:

- ✓ The expense of hiring and training additional staff
- ✓ Bottle-necked indexing that stall the transition to central fax and scan management

Fortunately, this tri-state health system discovered a better way to handle their medical record indexing: SmartFiler by DISC.

- ✓ Instead of falling behind, they improved the efficiency of their e-Fax workflow and indexing without an expensive increase in personnel.
- ✓ Instead of fixing errors, they now boast 99.99% accuracy,
- ✓ Instead of being stymied by missing records, physicians have the information they need to treat patients.



When it's time to make a change that could impact the speed and accuracy of medical records indexing, choose a technology partner who optimizes your health information management workflows with cutting-edge technology and great people.

Curious if your indexing could be more efficient or accurate? Sign up for a free audit and executive report. See how much time DISC SmartFiler can save you!