



How a Colorado Health Services Group Reduced Document Indexing Time from 40 Hours to 4 Hours

A national health services group with a network of clinics in Colorado has become a role model of coordinated care by providing “the right care, at the right time, every time.” But even the most well-intentioned caregivers can only meet the goal of timely, accurate care when medical records are handled quickly and correctly.

When this group expanded to serve more patients in Colorado, the number of medical records that needed to be indexed and filed surged. With millions of pages of records to process each year, it became increasingly difficult to keep up. Refusing to sacrifice timeliness or accuracy, this group sought ways to become more efficient.

SmartFiler by DISC Corporation helped the Colorado health services and physicians group to:

- ✓ improve indexing speed and accuracy
- ✓ relieve document backlog
- ✓ standardize processes across all clinics
- ✓ save thousands of hours in indexing scanned and e-fax documents
- ✓ bring more clinics into a centralized workflow without sacrificing on patient care quality

Impressed by the results of SmartFiler’s human-powered indexing technology, more of their regional physician groups implemented SmartFiler (paired with tech partner Keena’s IntelFiler) to match and close orders. They drastically improved their order matching process while keeping pace with the ever-increasing volume of documents to index and orders to close.



275+ Providers



44 Locations



EHR: Allscripts
TouchWorks



Millions of
documents
processed
each year

About the Health Plan

Nationally, this health plan employs more than 53,000 physicians in 1,450 neighborhoods, across 13 States. They work together to help more than 19 million patients live healthier lives. In the state of Colorado, they operate four physician groups, provide services from primary care to urgent care, and employ more than 275 providers across 44 locations.

Colorado-based Physicians Group Experiences Growing Pains

Already an expansive and growing organization, by 2018 the Colorado health services group processed more than 2,000 pages of clinical and administrative documents each day. They keenly felt the pains of backlogged document management as every page required up to 30-35 seconds to process. Even with many dedicated staff, documents typically took 1-2 weeks to be indexed to the patient record.

The bottleneck caused by this backlog was felt by providers, staff, and the patients:

- ✓ 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

Caregivers risked burnout and the patient care experience suffered as clinics could no longer keep up with order matching.

Moving from Decentralized Indexing to Centralized Fax and Scan Management

Initially, their indexing process was decentralized. That meant each location was responsible for scanning and indexing documents to their own patients' records. Unfortunately, this method led to common challenges:

- ✓ 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 continue growing and moving toward providing value-based care, without sacrificing patient care quality, they chose to centralize their fax and scan document management. Their goal was to improve document indexing speed and accuracy so they could continue providing better care at a lower cost per patient.

The health services group consolidated and merged operations for many of their divisions and practices. However, it soon became clear that the number of additional support staff required to manually scan, index, task, and close orders would not be feasible. The process of centralizing new clinics without an automated indexing solution would take too long.

SmartFiler + IntelFiler Accelerate Centralization by Improving Indexing Speed, Accuracy

This group needed to standardize their indexing and filing procedures to ensure their providers could review all critical patient records in a timely fashion. They discovered approved vendors who could automate the manual tasks associated with medical records indexing, including auto-task of providers: SmartFiler by DISC and IntelFiler by partner Keena Health.

DISC specializes in collecting data from medical records and converting it into more accessible formats. IntelFiler then handles the orders and tasking workflow. Together, SmartFiler and IntelFiler provide a straightforward indexing solution interfaced with Allscripts TouchWorks.

How It Works

1. SmartFiler receives and processes unfiled patient health information, including fax, paper, PDF, and other EMR data
2. SmartFiler validates the information through attended automation. This human validation of documents is responsible for a 99.9% accuracy rate.
3. IntelFiler integrates the documents and data into the EHR (in this case, Allscripts), associates the demographic data with the patient record, and closes orders.

As each clinic was brought into centralized management, it was put onto SmartFiler + IntelFiler. Within months, this Colorado group increased the number of records indexed per day from 2,000 to 4,500, with accuracy levels of 99.9%. This led to much faster document turnaround, supporting providers' ability to give exceptional care to their patients.

Keeping Up: More Colorado Groups Deploy SmartFiler

The health services plan continued to expand their network in Colorado, combining and consolidating more regions. Two more of their neighboring physician groups also suffered from the backlog of document indexing. Their document indexing time could take anywhere from a day to two weeks and cost caregivers and staff thousands of hours in data entry. Additionally, staff used valuable time correcting errors in those documents.

Intent on solving inefficiencies in document management, physician-tasking processes, and order matching, the two physician groups also deployed the SmartFiler + IntelFiler solution in October 2021. Within six months, their document throughput soared. They processed about 8,700 documents per day, reduced indexing errors to nearly 0%, and processed all documents through SmartFiler within four hours.

After witnessing the success at our network's other locations and seeing inefficiencies in our document management and physician-tasking processes that could be automated and improved through SmartFiler, we decided to implement the solution statewide.

SmartFiler quickly and accurately automated our scanning, indexing, order-tasking and order reconciliation processes. It was instrumental in helping establish our central scanning operation and resulted in near zero indexing errors. We processed well over 800,000 images during our first six months of deployment and saved our care-givers and Central Operations teams thousands of hours of unproductive time.

— Amanda, Director of Operations





Conclusion

After rolling out SmartFiler across all locations, these Colorado-based health service groups achieved their goals.

Solve clinical inefficiencies:

- ✓ Indexing errors drop to nearly 0%
- ✓ Process 11,500 pages / day
- ✓ Click-time per page drops from 30-35 seconds to nearly 0
- ✓ Reduced document indexing time from 1-2 weeks to 4 hours
- ✓ Save thousands of hours of data entry time

Support better patient care:

- ✓ Improved access to clinical and administrative documents
- ✓ Improved care delivery
- ✓ Reduced risk and errors caused by missed critical data
- ✓ Improved caregivers' productivity and reduced burnout by limiting time spent on data entry and retrieval
- ✓ Maintained high-level care delivery
- ✓ Better patient throughput
- ✓ Better patient care experience
- ✓ Better patient follow-up

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



Curious if your indexing could be more efficient or accurate? Schedule a free custom assessment of your unique issues based on your EHR, workflows, and the number of providers in your organization. Your patients, physicians, and staff will thank you.