

Case Study » Healthcare I.T. Document Management

At Mary Rutan Hospital, the Sky's the Limit with FileBound



Mary Rutan Hospital
Bellefontaine, OH

CDW Healthcare introduces an easy-to-use, enterprise-wide solution from Marex Group

When Mary Rutan Hospital decided its two legacy document management systems no longer met its needs, CDW Healthcare recommended FileBound, a Web-based solution from Marex Group that offered vastly improved functionality and ease of use as well as enterprise-wide consistency. Since implementing FileBound in early 2006, the hospital has been able to increase its electronic medical recordkeeping from 20 percent to nearly 80 percent, saving paper and money and boosting staff productivity. It has also integrated FileBound with its clinical software to improve the delivery of quality patient care. And recognizing that it has only scratched the surface of the possibilities FileBound offers, Mary Rutan plans to continue expanding applications throughout the multi-campus organization.



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The Challenge»

After more than four years of using two separate document management applications to scan and archive patient data and financial records, Mary Rutan Hospital was completely convinced of the value of electronic document management. But the staff was less than satisfied with their legacy solutions, which were confusing to use, time-consuming to administer and offered limited functionality.

The Solution»

Mary Rutan's CDW Healthcare account team suggested the Web-based FileBound solution and arranged Webinar demonstrations for the hospital's Information Systems (I.S.) staff and end-user representatives. Immediately sold on FileBound's robustness and ease of use — as well as the cost-effectiveness of its unlimited user licenses — Mary Rutan quickly decided to move forward on the conversion. Currently, about half of the hospital's more than 730 employees use FileBound — and the number is growing rapidly, especially after the recent integration of the software with the existing clinical application.

The Results»

In less than two years, Mary Rutan has taken giant strides toward its goal of becoming as paperless an environment as possible. Previously, less than a quarter of the hospital's patient records were electronic — that number is now well over three-quarters. The ability of any user to find records easily and quickly translates into increased staff productivity and significantly fewer calls requesting file location to medical records staff. And with dramatically less paper, storage costs were slashed.

FileBound also seamlessly integrated with the hospital's Web-based M2 electronic medical record (EMR) system, providing a single point of reference for document management throughout the hospital campus via computers on wheels, notebooks and desktops. In addition, since FileBound is so user-friendly, help calls to the I.S. staff have also plummeted, freeing them to better utilize their limited resources in other vital areas.

At a Glance

Mary Rutan Hospital

Based in Bellefontaine, Ohio, Mary Rutan Hospital has served the healthcare needs of rural Logan County ever since it opened in a brand-new 7,680-square-foot building in 1919 that accommodated 24 patients and 11 additional emergency patients. The hospital has expanded seven times since its founding, with the most recent addition completed in 2007. With 105 beds and a staff of approximately 730, the hospital offers a comprehensive range of services from emergency care to intensive coronary care to cancer treatment. The campus now encompasses five satellite locations that include an imaging center, cancer center, physical rehabilitation center and physicians' offices.



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The Challenge»

The easier, the better

Mary Rutan Hospital's Director of Medical Records, Pattie Steele-Henkel, knew it was time to reevaluate the document management solution her department had been using for the past few years. She was a loyal fan of digital document management, but her staff found the current desktop-based software cumbersome and unable to provide the desired — and necessary — level of functionality. Moreover, the need to expand the number of users posed licensing issues and would require additional cost.

Steele-Henkel laid out her case to Network Administrator Robert Reynolds, who immediately embraced the need to search for new options. "The software was really difficult to use and administer," said Reynolds, whose 11-person I.S. department was already stretched thin. "Most of our users are not computer programmers — they needed something easy to use. The application just didn't fit that need."

To further complicate matters, the business office used different — but equally challenging — document management software for its records. "We wanted a standard solution instead of using two applications, neither of which was as robust or as user-friendly as we would have liked," Reynolds said.

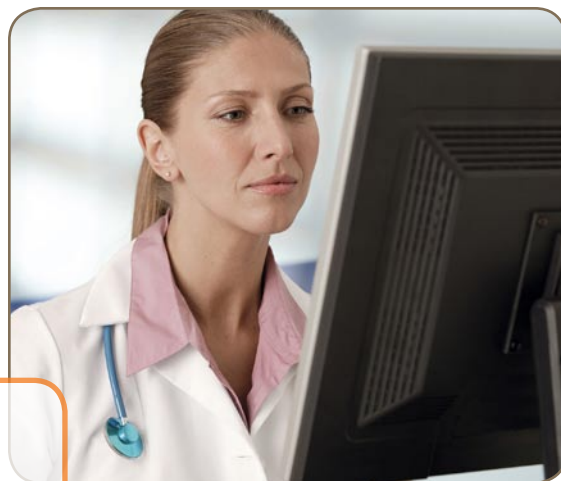
And last but not least, the hospital wanted to eventually integrate document management with the Web-based M2 information system clinicians used for patient EMR. Reynolds explained, "We wanted to make the link from our clinical system to medical records, so we needed a Web-based application."



Pattie Steele-Henkel
Director of Medical Records

The paperless vision

For now, Mary Rutan remains a paper-based enterprise. All files and forms originate on paper, though they are later scanned for electronic storage and retrieval. But Reynolds envisions a future where the majority of paper yields to a digital format, given the right I.T. systems and applications. Patient admission and consent forms, for example, could all be completed electronically, bypassing both the need for paper and document imaging. Although he believes that going completely paperless is a pie-in-the-sky dream, Reynolds still aims high. "We would like to eliminate as much paper as we realistically and legally can," he said.



"We wanted one point of reference for our document management, whether it was clinical or financial."

— Robert Reynolds, Network Administrator,
Mary Rutan Hospital



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The Solution

FileBound fits the bill

Reynolds conducted some preliminary Internet research on alternative document management options before asking for suggestions from CDW Healthcare Account Manager David McNaney and CDW Healthcare Account Executive Chris Autry, whom he had worked with regularly for more than two years. Working closely with CDW Healthcare Document Management Specialist Steve Crump, they evaluated Mary Rutan's concerns and identified the hospital's needs. "After an initial assessment, Steve knew FileBound made sense for several reasons," McNaney recalled.

First, because FileBound offers unlimited user licenses, it's highly cost-competitive. Second, as Web-based software, it's accessible on any platform. Third, its user-friendly interface makes users immediately comfortable. And fourth, it's an enterprise-level solution capable of handling all document management needs. "It's a solution that can scale up to handle electronic forms and workflow, and can seamlessly integrate with existing applications," explained FileBound's Brad Moncur, a Marex Group sales manager who works exclusively with CDW customers.

McNaney and Autry worked with Moncur to set up several product demonstrations for representatives from each key department at Mary Rutan. "We like to invite as many people as possible to show them how the tools can be used uniquely for their group," McNaney explained. FileBound immediately impressed Reynolds, Steele-Henkel and other staff members. "I thought FileBound was as easy a product to use as I've seen," Reynolds said. "It's simple to follow, intuitive and easy to figure out even if you're not trained on it."



- » It costs the American health system \$250 billion to process 30 billion healthcare transactions a year
- » The average ratio of paperwork administrators to doctors is 7:10
- » In hospitals, the paperwork administrator to doctor ratio can be as high as 1:1

Source: *Journal of Healthcare Information Management*

FileBound provides painless document management

FileBound from the Marex Group provides cost-effective, robust document imaging and content management functionality in an easy-to-use, easy-to-administer format. It leverages the latest technologies to automate the process of converting paper documents to digital images, as well as importing them from third-party scanning applications, fax servers or digital copiers.

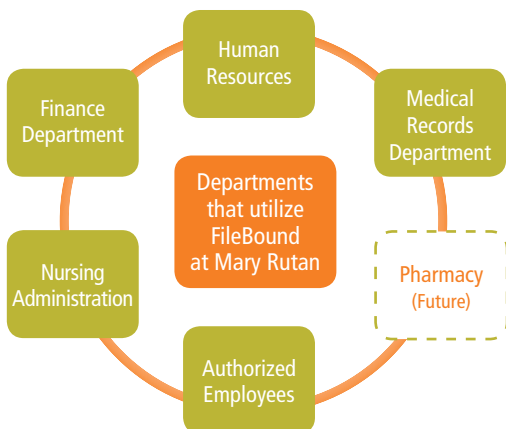
FileBound also provides the functionality hospitals require to take full advantage of the benefits of digital document imaging, including electronic storage, management and retrieval that integrates seamlessly with existing information systems.

One solution is better than two

Mary Rutan decided quickly to move ahead with FileBound. McNaney recalled, "They made their decision in less than three months. Most customers take three to nine months, but they usually choose FileBound. We have lots of customers who put it up against the competition so they can make an informed choice — and then they choose FileBound."

Like McNaney's other customers, Reynolds did his homework. He completed an extensive cost analysis, which included a comparison of FileBound with a Web-based solution from one of the applications the hospital currently used. The results confirmed, hands-down, the decision to go with FileBound. "It was cheaper to convert everything to FileBound than to upgrade our existing software. Plus, now we have enterprise-wide consistency," Reynolds noted.

Since FileBound's initial implementation last year, numerous departments across the hospital have taken advantage of the application. The medical records department scans, archives and accesses patient data. Human resources stores employee applications, terminations and other personnel information. The finance department uses it for business utilization and quality control, scanning and storing all utilization review claims, explanation of benefits (EOB) forms, incident reports and quality committee information. Nursing administration stores applications, contract files and manuals, and distributes version updates with FileBound. Just recently, FileBound was fully integrated with the M2 clinical application system so that it can be used by virtually any employee authorized to access patient records. And over time, Reynolds plans to continue expanding FileBound into other departments, such as the pharmacy.



The Advantages of Going Digital

The right document management solution can help you end the time-consuming, labor-intensive paper chase. By streamlining and integrating efficient digital methods of organizing, securing, storing and retrieving information from admissions to point of care to discharge, you can reduce costs, increase productivity and improve patient care.

The experts at CDW Healthcare can help you put the many benefits of digital document management to work for your healthcare organization. These include:

- » **Creation, automation and archival of electronic records** to facilitate faster, more comprehensive patient treatment
- » **Efficient imaging of hard copy documents** to eliminate lost files, support HIPAA compliance initiatives and create an electronic audit trail
- » **Implementation of e-forms** to speed claims reimbursement, patient billing and A/R reconciliation
- » **Automated tracking of physical files and boxes** to reduce labor or redirect staff to more value-added responsibilities
- » **Use of bar code technology** to help providers instantly retrieve and view any record from its current location (e.g., hospital department, remote office, laboratory)
- » **Secure display of electronic patient records** to provide access only to authorized users and protect patient privacy



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The Results»

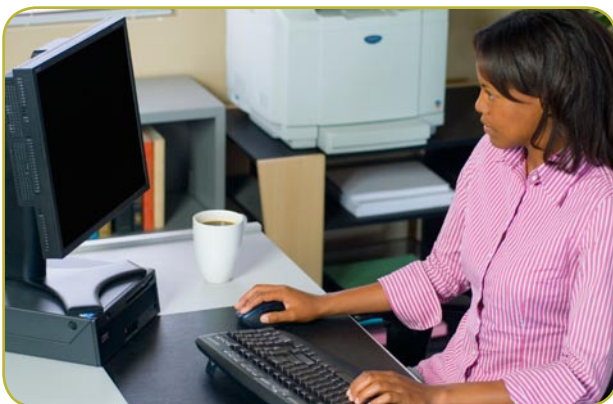
Satisfaction soars

Everyone involved with document management at Mary Rutan is noticeably happier and more productive now that FileBound has been implemented — from the staff that used the previous software, to the staff that never used document management software before, to the I.S. staff that administers the application.

“Everyone is finding FileBound so much easier and more user-friendly,” said Steele-Henkel, referring both to her 22-person medical records staff as well as employees throughout the hospital. Not only is there quicker turnaround on information needed to get a job done or resolve a problem, now hospital staff members can usually find the information they need by themselves — without having to contact medical records and have someone there search for it, as was previously the case.

“Seriously, with two clicks they have the information they need,” Reynolds noted. That means far fewer calls for help to medical records staff, saving valuable time for everyone. In fact, when Steele-Henkel compared the volume of in-house phone calls the Medical Records department received requesting information before and after implementing FileBound, she saw a 43 percent decrease — a number she expects will drop even lower as more staff are trained and more information is scanned.

FileBound has also eased the administrative burden on Reynold’s limited I.S. staff. “I used to get a call a day on the old software, but I probably don’t even get a call a month on FileBound,” he said. “And that’s wonderful.”



“We’re using FileBound as a conduit to EMR.”

— Pattie Steele-Henkel, Director of Medical Records, Mary Rutan Hospital

Expanded functionality

Just recently, Reynolds integrated FileBound with Mary Rutan’s M2 clinical information system — and the response has been nothing but positive. “It was quite simple,” he noted. “Basically anyone authorized to check out patient records can use the application now. We went live one morning and that very day I got at least 10 comments about how wonderful it was.” He added that users appreciate having the ability to pull either an entire patient record or search by account number for a specific patient visit.

Access to FileBound is available at the main hospital building as well as all satellite locations, which are linked by a T-1 network. In addition, Reynolds has already created access via a Virtual Private Network (VPN) to FileBound for half a dozen physicians’ offices, with plans to add more.

The document management solution has moved Mary Rutan substantially closer to its goal of maximizing its paperless potential. “FileBound has brought us from 20 percent to about 80 percent electronic in medical records,” Reynolds said; this has significantly improved the speed and ease of access to key information, ultimately leading to higher-quality patient care.

Mary Rutan’s current focus is on utilizing FileBound’s scanning and archiving functionality to enter its backlog of legacy paper in the system and make it accessible. However, once all the information has been digitized, Reynolds plans to take document management to the next level with the continued support of CDW Healthcare. “FileBound also has workflow management and electronic forms functionality, although we’re not using it yet,” he said. “But we’re talking about doing electronic patient admission forms and consent forms patients can sign electronically. It’s almost limitless what we can do.”



"I can't say enough about CDW Healthcare and their can-do attitude. They make my life much easier and save me from having to be here 20 hours a day."

— Robert Reynolds,
Network Administrator,
Mary Rutan Hospital

CDW Healthcare — helping you capture the benefits of going digital

Whether your healthcare organization is planning to implement a new document management solution or upgrade your current system, CDW Healthcare's account team — including certified document management specialists — is ready to serve as an expert extension of your research, evaluation and implementation teams. With their in-depth knowledge and CDW's huge selection of in-stock, brand-name inventory, featuring more than 1000 of the world's leading manufacturers, you can rest assured that you'll get the right technology right away.

To see how CDW Healthcare can bring the benefits of FileBound and other innovative solutions to your organization, contact your CDW Healthcare account manager, visit us online at CDWHealthcare.com or call 800.500.4239.



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