



Case Study: St. Anthony's Memorial Hospital

Effingham, Illinois

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- Teri Phillips, RHIA, MBA, Manager of Health Information

3M Products Used by St. Anthony's Memorial Hospital

The 3M applications shown below are integrated with St. Anthony's Meditech mainframe system:

- 3M™ ChartScan™ Software - Tool for building scanned image databases and managing forms
- 3M™ ChartView™ Software - Single-source electronic document viewing tool
- 3M™ ChartQ™ Software - Workflow solution for the entire hospital
- 3M™ WebLinc™ Software - Immediate, secure access to ChartView, ChartScript, ESA and VoiceScript
- 3M™ VoiceScript™ Software - Dictation and voice management solution
- 3M™ ChartScript™ Software - Document creation and distribution application
- 3M™ ESA Software - Electronic signature authentication
- 3M™ ChartFact™ Software - Case note completion management system
- 3M™ ChartLocator™ Software - Case note tracking tool
- 3M™ ChartRelease™ Software - Subject Access Request management
- 3M™ ChartFax™ Software - Automated faxing of patient documentation
- 3M™ ChartPrint Software - Distributive printing
- 3M™ ClinTrac™ Software - Clinical abstracting module
- 3M™ ChartLinc Software - Interfaces to mainframe and financial system
- 3M™ RAAS DL™ Software - Fast, efficient archiving and retrieval of patient documents

Snapshot of St. Anthony's Memorial Hospital

Type of facility: St. Anthony's, an affiliate of Hospital Sisters Health System (HSBS), is a not-for-profit healthcare provider that serves the south-central portion of Illinois.

Annual inpatient visits: 7,500

Annual outpatient visits: 166,000

Challenge: St. Anthony's plans began with the requirement of its parent company to implement a post-discharge electronic record. St. Anthony's realised, however, that by using the 3M solution they could do even more than fulfil that mandate.

Feature client finds most useful: The flexibility of 3M products throughout the patient stay and post-discharge.

St. Anthony's Memorial Hospital

The Challenge

As the Manager of Health Information, Teri Phillips, RHIA, MBA, knew that St. Anthony's Memorial Hospital had a big job ahead. St. Anthony's parent company had asked its 12 affiliated hospitals to implement a post-discharge electronic record with 3M.

Instead of feeling overwhelmed at the thought of implementing the new system, Teri and the staff at St. Anthony's looked for additional opportunities for transforming processes using the new system.

"We realised right away that the applicability of 3M's ChartScan and ChartView systems for the entire patient stay was huge," Phillips said. "We began re-thinking the way we did everything, including ways to improve access to patient care information and on-line record completion."

The Advantage

3M products seemed to fit right in with what we required," Phillips said. "And because 3M is a preferred HSHS vendor, we knew their products would integrate nicely into the rest of our system.

The ChartScan system offered the most efficient way to transfer the paper records to electronic form, and build a scanned image database. And all of those documents would be easily accessible to authorised hospital staff and clinicians with the ChartView electronic viewing tool."

Managing those electronic records was another concern for St. Anthony's, and 3M seemed to meet the hospital's needs in that area as well. "ChartQ, with its flexible workflow criteria, helped us to integrate RCS (registration control system) data so we could provide more patient documentation much more quickly and efficiently than before," she said. "Now we know immediately when the workflow process is stalled. As a result, there are fewer bottlenecks."

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The Results

The combination of workflow improvements, hard work, and the implementation of the 3M products, paid off quickly at St. Anthony's. In less than one year, hospital staff scanned more than 1.1 million inpatient documents and 569,000 outpatient forms, and created an electronic file for each of those documents.

"We knew that the sooner we got the documents scanned, the sooner we would begin enjoying all the benefits of the new 3M products," Phillips said. "As a result, we did as much as possible in as short an amount of time as possible."

Coding

The new system slashed time necessary to prep, scan, quality check and conduct on-line analysis to less than 15 minutes per case note. Inpatient coding productivity increased from 2.4 to 3.4 finished consultant episodes per hour; Same Day Surgery/Observation coding productivity rose from 4.9 to 5.9 finished consultant episodes per hour; and Outpatient/Emergency Department coding productivity climbed from 28.5 to more than 36 episodes per hour.

"Not only did all this trim overtime, but the impact on the revenue cycle was tremendous, since the coding was completed more quickly and moved on to billing much sooner," Phillips said.

"We have a volume of 20 to 30 requests per day for subject access requests from a variety of sources," Phillips said. "ChartRelease made it possible for us to keep up with all of those requests without increasing staff or working overtime, and we eliminated our outside copy service."

ChartRelease has also had a "tremendous impact" on the hospital's revenue cycle. "By completing the subject access requests more quickly, we have been able to obtain much faster reimbursement for the services we provided to the clients of those insurance companies."

Overall performance

The transformation to an electronic database of patient records has all but eliminated the costly process of pulling paper files and making them available for clinicians to review and sign.

Clinicians are also benefiting from the streamlined workflow. They now review and sign documents electronically using 3M™ ChartView and 3M™ Electronic Signature Authentication (ESA), eliminating time-consuming movement of paper files and documents for amending and signing.

"The new system has streamlined processes and saved us a tremendous amount of time and money in every aspect of the patient experience," Phillips said. "It has also helped us get caught up in a number of areas, including post-discharge processes."



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