



## Case Study: Warren Hospital

Phillipsburg, New Jersey

“We anticipate 3M solutions to be instrumental in helping us cut costs and operate more efficiently. Our savings on forms in respiratory therapy and nursing should be at least \$38,000 a year once we complete implementation.”

- Debbie Bowlby, director of information systems, Warren Hospital

### Proven Results

- Improved patient care with faster access to patient documentation
- Anticipated savings of at least \$38,000 a year on five forms in respiratory therapy and nursing
- Expanded pool of potential coders, making it easier to hire qualified coders
- Enabled faster and easier reporting
- Reduced costs of hiring for updating tumour registry by allowing outside firm to work remotely from hospital
- Allowed point-of-service scanning of driver's licenses and referral forms
- Saved time and money for nursing staff by eliminating need for changing patient IDs when patient switched rooms or departments
- Enabled coders to code from remote locations
- Helped site to retain experienced coders

### 3M Products Used by Warren Hospital

**The 3M applications shown below are integrated with Warren Hospital's mainframe Siemens INVISION® system:**

- 3M™ ChartScan™ Software - Electronic document capture and storage
- 3M™ ChartView™ Software - Single-source electronic document viewing tool
- 3M™ ChartScript™ Software - Document creation and management
- 3M™ ESA Software - Electronic signature authentication
- 3M™ NetLinc Software - Provides remote, immediate and secure access to 3M products
- 3M™ ChartFact™ and 3M™ ChartLocator™ Software - Comprehensive case note completion and location management system
- 3M™ ChartRelease™ Software - Subject Access Request module
- 3M™ DisclosureTrac™ Software - Disclosure management system
- 3M™ ClinTrac™ Clinical Abstracting Software - Clinical abstracting module
- 3M™ ClinTrac™ APC Pro for Ambulatory Abstracting Software - APC management solution
- 3M™ VoiceScript™ Software - Dictation and voice management solution

### Snapshot of Warren Hospital

**Type of facility:** Not-for-profit community hospital whose mission is to provide “accessible and quality health services.”

**Number of beds:** 214 (licensed)

**Annual admissions/same day visits:** 10,918

**Annual outpatient visits:** 109,618

**Annual emergency services visits:** 22,926

**Services:** Surgical suites, emergency department, wound healing centre, vascular laboratory, hyperbaric oxygen therapy chamber, MRI centre; an outpatient facility for physical, occupational and speech therapy, audiology and nutrition. For additional information, visit [www.warrenhospital.org](http://www.warrenhospital.org).

**Challenge:** Transfer patient information from a paper-based to an electronic system.

**3M solution:** 3M ChartScan for electronic document capture and storage at the point of patient encounter, and 3M ChartView as a single-source electronic document viewing tool.

**Feature client finds most useful:** The system's flexibility allows hospitals to convert to electronic documentation on a department-by-department basis, adding forms as they are needed.



# Warren Hospital

## The Challenge

Transforming patient information from a paper-based to an electronic system is a major project for any hospital, requiring the careful selection of appropriate systems, proper implementation, and the understanding and cooperation of hospital staff and providers.

Despite the work involved, Warren Hospital decided that implementing a document scanning and viewing system was imperative if the organisation was going to aggressively pursue efforts to cut costs and streamline patient care. The hospital knew such a system would help eliminate the cost of printing and handling paper documents; speed up the revenue cycle by allowing coding of finished consultant episodes to commence more quickly; and improve patient care by making patient information available more quickly to authorised clinical and non-clinical staff.

Recognising that a hospital-wide implementation would disrupt day-to-day operations, Warren Hospital leaders sought a solution that would allow them to implement on a department-by department basis.

"Each department of our hospital has its own needs and ways of doing things," says Marsha Faden, director, HIM. "A one-size-fits-all approach that some vendors offered was not going to work for us. We needed a scanning and viewing solution that was flexible enough to meet the needs of staff and clinicians in the Emergency Department, nursing stations, respiratory therapy, and all of our other various departments - each with its own procedures."

Warren Hospital checked into scanning and viewing systems, but ultimately decided that the 3M™ ChartScan™ and 3M™ ChartView™ applications would offer them the best in features, reliability, and integration with other 3M products already working at Warren Hospital.

## The Solution

3M ChartScan is a cost-effective tool for making paper documents available electronically. One reason why Warren Hospital chose ChartScan was that it allowed them to select one care area at a time. "We started with the emergency department, then one nursing unit and chemotherapy," says Debbie Bowlby, director of information systems. "For the most part the implementations went very smoothly. In addition to being able to implement the system on a department-by-department basis, we were also able to add new case note types as we needed them."

Some departments were reluctant to implement the new system - at least at first. In order to get the most benefit from 3M ChartScan and 3M ChartView, Warren Hospital had to make improvements in workflow and procedures.

As Faden notes, "The emergency department had the most paper and the most to gain with the new system. They quickly realised the time and cost-saving benefits and would never go back to the old system."

## The Results

One major benefit of having documents available electronically was that coders were able to work from home. "We now have coders working two to two-and-a-half hours away," Faden says. "It is hard to find good coders in this area, but with at-home coding we were able to expand our recruiting area. We were also able to keep some of our coders who we would have lost had it not been for the new remote coding program we were able to establish with the help of 3M."

Warren Hospital's ED has a high volume of documents and specimens', so scanning at the point of service is essential. 3M's point of service module makes it possible for them to keep track of essential information in "a much more efficient manner," according to Bowlby.

Warren Hospital now uses labels that do not fade out when exposed to moisture or sweat, so patients can keep their wristbands even when they are moved to other parts of the hospital. "We took the bed and room numbers off the wristbands so there wouldn't be any confusion if the patient was moved to a different part of the hospital," Bowlby says.

3M's case note management solution has also proven itself at Warren Hospital. "3M™ ChartFact™ and 3M™ ChartLocator™ are really strong tools," Faden notes. "They give us control over incomplete case notes, especially in making sure that letters are sent to doctors in an efficient and timely manner."

3M ChartFact and 3M ChartLocator have proven to be particularly useful when The Joint Commission does a walk-in review. As Faden describes it, "The Joint Commission can do a review and walk in just about any day. In addition, with 3M™ ClinTrac™ software and Crystal Reports® we moved the Emergency Department log from registration to becoming a by-product of our abstracting system. 3M products have helped us keep completely current on required data by regulatory and accrediting agencies."

## Call today

For more information on how 3M solutions can assist your organisation, contact your 3M sales representative, call our freephone number **0800 626 578**, or visit us online at **[www.3M.co.uk/EDMS](http://www.3M.co.uk/EDMS)**



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