



Case Study: Woman's Hospital

Baton Rouge, Louisiana

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Danielle Berthelot, RHIA, HIM director, Woman’s Hospital

3M Products Used by Woman’s Hospital

- 3M™ Coding and Reimbursement System
- 3M™ Codefinder™ Computer- Assisted Edition
- 3M™ VoiceScript™ Software
- 3M™ Electronic Signature Authentication (ESA) Software
- 3M™ ChartScript™ Software
- 3M™ ChartScan™ Software
- 3M™ ChartView™ Software
- 3M™ ChartRelease™ Software
- 3M™ ChartQ Software
- 3M™ DisclosureTrac™ Software
- 3M™ ChartFact™/ChartLocator™ Software
- 3M™ ChartReserve™ Software
- 3M™ Health Record Management (HRM) Software

Proven Results

- Increased clinician satisfaction and responsiveness with immediate, simultaneous access to health records both onsite and offsite
- Reduced transcription staff by one FTE due to efficiency gains
- Improved case note completion, reducing incomplete record rates from 20 percent to an average of 10 percent
- Improved health information management efficiency and workflow
- Reduced deficiency analysis staff by two FTEs
- Discontinued outsourcing Subject Access Request function

Snapshot of Woman’s Hospital

Services: Woman’s Hospital is a 189-bed facility serving the greater Baton Rouge area with specialised care for women and infants. Offering the area’s largest Level III regional obstetric and neonatal intensive care units, Woman’s provides a maternal-foetal medicine centre, prenatal and women’s health education, gynaecologic and general surgery, neonatal surgery, paediatric subspecialty clinics, a wellness centre and network of outpatient breast centres.

Challenge: Clinicians at Woman’s Hospital were frustrated with time consuming paper-based processes. The hospital’s board of directors and clinician leadership approved and funded the project that allowed HIM to phase in advanced technology to improve clinician access to patient medical records and streamline workflow.

3M Solution: With an established 20-year partnership with 3M, Woman’s Hospital saw an opportunity to work with 3M to enable an organisation-wide legal electronic medical record.



The Challenge

As one of the first women's specialty hospitals in the USA, Woman's Hospital has been an innovator since opening its doors in 1968 - and the organisation's approach to technology has proven to be just as forward-thinking. The HIM department has always been committed to a philosophy of early IT adoption, beginning with the implementation of the 3M™ Codefinder™ Software in 1985 shortly after Diagnosis Related Groups (DRGs) were established as the Medicare inpatient payment system.

"From the very beginning, we've looked for software applications with the flexibility and versatility that allow us to accomplish our goals," says Danielle Berthelot, RHIA, HIM director for Woman's Hospital. "We've never been a 'cookiecutter' facility. We need to be able to customise products to fit the needs of our organisation."

Early adoption of encoding software led to the installation of 3M's suite of coding, reimbursement, and abstracting applications in the following years.

When it came time to replace the hospital's transcription system in 2000, Berthelot and her team researched other vendors that were just as focused on the needs of health information management as 3M. Woman's Hospital ultimately selected ChartScript™ transcription software, and ChartFact™ and ChartLocator™ case note deficiency software from what was then SoftMed Systems.

"We wanted HIM-centred vendors," recalls Berthelot. "Both companies had software we could build on; systems that offered add-on applications that were specifically designed for HIM."

"ChartScript really started it all for us," Berthelot adds. "We soon realised there were even more benefits to be gained if we brought in new dictation and case note deficiency systems that could be fully integrated with transcription." Woman's implementation of ChartScript, ChartFact, and ChartLocator brought much-needed efficiencies to the case note completion process.

But this was just the first step. Clinicians were growing frustrated with time-consuming paper-based processes. The hospital's board of directors and clinician leadership approved and funded the project that allowed the HIM department to phase in advanced technology that would improve clinician access to patient medical records and streamline workflow across the entire organisation. Faced with disconnected clinical systems and a record room filled with paper medical records, Berthelot and her team focused on a solution that would integrate data across the continuum of care.

When 3M Health Information Systems acquired SoftMed in 2006, the pieces started to come together.

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The Solution

Berthelot realised that Woman's had the opportunity to make significant progress toward an electronic medical record (EMR). "We were looking for a complete, integrated product, one that could scan all types of records, provide an instant view of the medical record, offer electronic signature, and incorporate all the things that our clinicians wanted," recalls Berthelot. "But it also had to provide the tools that HIM managers need to do their jobs. And that's why we chose 3M. HIM is 3M's specialty; it's not just an afterthought. They focus on the needs of HIM - case note completion, dictation, transcription, coding - all those things that are key functions in a HIM department and in a hospital. We knew 3M could help us transition from a paper record to an electronic environment."

The organisation chose 3M™ ChartScan™ Software, 3M™ ChartView™ Software, 3M™ VoiceScript Software, 3M™ Electronic Signature Authentication (ESA) Software, and additional 3M document management applications, because they offered real-time, online access to patient medical records, online forms management, and seamless integration with other 3M software and third-party systems.

"Once installed, the new software created an appetite for technology, particularly with clinicians," Berthelot reports.

"They saw how easy it was to access patient information and they wanted that capability in their offices. Many of our users are constantly looking for new ways to use the software."

With integrated document management, dictation and transcription, the organisation's clinicians can now access patient information from anywhere in the hospital and offsite. Clinicians review scanned images of the case note, respond to queries and finalise information at the time or place when it's most convenient. The 3M ESA Software speeds case note completion by allowing clinicians to view, edit and electronically sign patient documents in a one-step process. Electronically authenticated documents can then be sent automatically to attending and referring clinicians and retained for viewing and storage.

Throughout the implementation, Berthelot worked alongside her staff to learn the capabilities of each new application and asked for their insights in reengineering HIM workflow. To maximise the software's impact, she also asked them to be open to the idea of process change.

"I think a lot of facilities try to make technology conform to outdated processes," says Berthelot. "Instead, our approach was, 'Here's the outcome we're looking for and how can the technology get us there?' Usually, that meant process change - and that was a good thing. We were able to streamline many processes, and lose the obsolete ones."

Critical to the effort was the HIM team's close collaboration with the hospital's IT department. "The working relationship between IT and HIM is probably one of the main reasons for our success," says Berthelot. "Our IT department respects my team's expertise; their approach is to really listen to our needs and provide the support we need to do our jobs."



"3M simply gave us the best solution. They met the needs of the HIM team and became one of our key vendors."

- Paul Kirk, CIO, Woman's Hospital

Leading the Way

3M's partnership with Woman's Hospital spans more than twenty years. That relationship, and the hospital's established track record in pioneering new technology, led 3M to approach Berthelot about serving as a beta site for the company's new computer-assisted inpatient coding software, 3M™ Codefinder™ Computer-Assisted Edition.

Changing regulations and new payer initiatives linking reimbursement to quality performance have made complete and accurate coding even more critical to the hospital's bottom line. The HIM department was anxious to see how computer-assisted coding could support the coding process.

"Everything we had evaluated up until that point wasn't very sophisticated," says Berthelot. "With 3M, the system reinforces and enhances, rather than replaces, a coder's expertise."

Designed by coders for coders, 3M Codefinder Computer-Assisted Edition integrates document management with coding by first analysing and interpreting text from multiple documentation sources created during a patient's hospital stay, including electronic records and dictated and transcribed reports. Intelligent mapping tools link specific textual data required for coding to the logic-based coding paths of the 3M™ Coding and Reimbursement System. Coders are prompted with suggested codes or immediately advanced as far as possible through the software's expert logic paths.

Berthelot's first priority was to see if computer-assisted coding could improve accuracy by helping coders uncover all secondary complications and co-morbidities in the documentation.

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"People assume that an electronic record is going to be more streamlined and smaller in size. But, in some cases, it actually makes the record larger with more data and information," Berthelot notes. "Coders may not feel confident they've reviewed everything. That's where computer-assisted coding comes in."

"The 3M coding software helps coders identify complications in the patient record that might otherwise be missed," says Berthelot. "With clues, they can go back and query our clinicians for more information. That's going to improve our documentation and ultimately, our reimbursement and quality statistics."

Leading the Way

Danielle Berthelot has seen her HIM department through many technology implementations. While specific goals surround each process, she's also well aware of the larger goals for Woman's Hospital.

"For us, it's about delivering quality data in a timely and efficient manner, when and where it's needed. On the one hand, it's enabling us to provide better patient care, and on the other, it's helping us achieve significant financial gains by speeding chart completion and helping us get appropriate reimbursement."

Now that dictation and transcription are fully integrated with case note deficiency systems and document management, the HIM department has been able to reduce personnel by three FTEs and reassign staff.

With immediate online access to patient medical records from anywhere on the Woman's campus or from a remote location, clinicians view patient medical records and sign off on documents as soon as they are transcribed or scanned. Not only has clinician satisfaction increased, but incomplete record rates that used to average 20 percent have fallen to an average of 10 percent.

The quantifiable results alone are enough, but the intangibles that guided the decision-making process were no less important. "The commitment to innovation, to improve, and to empower our staff is what drives us," Berthelot comments. "And that seems to be what drives 3M as well. Having that partnership has really helped us achieve our goals in a time of immense change. We're ready for anything that's coming next. That's a good feeling."

Call today

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