



## Forms Automation Solution Provides Reduced Patient Data Errors and Decreased Costs to BJC HealthCare

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**Mary Robinson**

Project Manager, EDMS/Forms Management, BJC HealthCare

### ORGANIZATION

BJC HealthCare

### SOLUTION DELIVERED

An automated and easily manageable electronic library of forms, ActiveFORMS, for use across the multi-facility organization.

### KEY METRICS

- ✓ 26,622 employees and 3,790 physicians;
- ✓ Net revenue of \$2.9 billion;
- ✓ Utilizes three different HIS systems at nine different sites;
- ✓ Processes approximately 40 to 50 thousand transactions daily via more than 1,100 deployed workstations;
- ✓ Employed nearly 415,000 total forms in 2007 and close to 300,000 so far in 2008;
- ✓ Offers through ActiveFORMS more than 3,000 different forms.

### BENEFITS

- ✓ Multi-facility performance;
- ✓ Easy management of library of electronic forms;
- ✓ Elimination of resources and costs through ‘as needed’ forms printing;
- ✓ Increased staff productivity through pre-printed patient demographics on forms;
- ✓ Error reduction through positive patient identification on forms;
- ✓ Simple management of charts.

One of the largest nonprofit healthcare organizations in the United States, BJC HealthCare serves urban, suburban and rural communities throughout the greater St. Louis, southern Illinois and mid-Missouri areas and includes 13 hospitals and multiple community health locations. Just recently, BJC and its physician partners at Washington University School of Medicine, one of the top medical schools in the United States with significant graduate and research programs, was recognized for the 16th consecutive year by *U.S. News & World Report* as one of ‘America’s Best Hospitals.’

Offering services including inpatient and outpatient care, primary care, community health and wellness, workplace health, home health, community mental health, rehabilitation, long-term care and hospice, BJC continually seeks ways to improve and transform its delivery of healthcare services. In addition, with more than 25,000 employees and almost 4,000 physicians organization-wide, it requires solutions that can be used throughout its various departments, programs and facilities.

### CHALLENGE

When Mary Robinson, Project Manager, EDMS/Forms Management for BJC HealthCare, joined the BJC team, the organization had recently implemented an automated electronic forms solution to deal with the excessive amount of pre-printed paper forms in different versions floating around its various facilities. When new versions of forms were ordered, the older versions were being stockpiled but were still accessible to BJC staff. However, those older versions didn’t always include revised dosage amounts, leaving open the possibility of patient care being affected.

Although BJC knew it needed an automated forms program, the solution that was put in place needed to be a multi-facility application. The forms also required a standard design so that staff traveling between the various departments and facilities could access a familiar format.

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*“A big part of the criteria for BJC was that the application was truly multi-facility and that whatever vendor was brought in would address that,” explained Robinson. “With our current solution, people who go between facilities can recognize the form at another facility because it looks like what they’re used to. Each of our facilities has come up with a form committee so that staff members are familiar with the standardized forms.”*

### SOLUTION

The solution to which Robinson is referring is ActiveFORMS from HealthWare Systems, located in the city of Elgin, Illinois, approximately 40 miles northwest of Chicago. HealthWare Systems is a leading provider of innovative software solutions designed to improve workflow processes throughout the revenue cycle. With the ActiveFORMS solution, BJC is able to easily manage its library of electronic forms without the need for blue cards or bar-coded labels. In addition, forms are only printed when needed in a true ‘on demand’ fashion, eliminating waste, storage costs and the repurposing expense of eliminating older versions.

### RESULTS

*“HealthWare Systems was able to configure their system to our large facility needs,” remarked Robinson. “We’re one of the only large healthcare organizations that doesn’t have the same health information system at all of our facilities, but they’ve been able to accommodate us with their system. Not many applications are able to do that. ActiveFORMS is truly multi-facility.”*

The way the solution is set up at BJC, each department sees and has readily available only its own forms and printers, not the forms for other departments, resulting in increased staff productivity. Robinson and her staff spend much less time searching for a specific form and, because the patient demographic information comes pre-printed on the form, they don’t have to write it by hand each time.

*“The intrinsic value of this solution is that through the positive patient identification on each form, there isn’t a chance of documents getting confused between two charts,” remarked Robinson.*

Though the ActiveFORMS solution has provided innumerable benefits to BJC, Robinson likes that HealthWare Systems isn’t so large of a company that they are unable to provide a lot of personal attention to her and her staff. The feedback from BJC employees on ActiveFORMS has been positive across the board. According to Robinson, *“It has become invaluable – the staff can’t live without it. It’s like a staple, part of their daily workflow. The solution has integrated itself very well into each facility, and those who use it are crazy about the idea of the patient information being on the forms because it makes the charts so easy to manage.”*

*“The solution is really easy to use for our customers and makes them happy,” added Robinson. “HealthWare Systems provides really good support on every level – I’ve never seen a vendor be so responsive so quickly. I give them an A plus!”*

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### Contact HealthWare Systems

Web: [www.healthwaresystems.com](http://www.healthwaresystems.com)

Email: [sales@healthwaresystems.com](mailto:sales@healthwaresystems.com)

Phone: 877.362.7772