

## BJC HealthCare Cuts Costs, Increases Staff Productivity, & Enhances Patient Safety with HealthWare Systems' ActiveFORMS



*"The solution is really easy to use for our customers and makes them happy. 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!"*

-Mary Robinson, Project Manager, EDMS/Forms Management  
BJC HealthCare

BJC HealthCare (recognized by *U.S. News & World Report* as one of "America's Best Hospitals" for 16 years in a row) is one of the largest nonprofit healthcare organizations in the United States. With thirteen hospitals and multiple community health locations, it requires solutions that can be used throughout various departments, programs, and facilities. To address recent challenges, BJC HealthCare has chosen HealthWare Systems' ActiveFORMS as its electronic forms solution.

### The Challenge

Prior to implementing ActiveFORMS, BJC was dealing with an excessive supply of pre-printed, paper forms in different versions floating around its multiple facilities. When new versions of forms were ordered, the older versions were stockpiled and still accessible to staff. One problem with this arrangement was that those old versions were not up-to-date and did not always include revised dosage amounts; if a staff member used an old form, patient care could be affected.

Before BJC could choose a solution to these dilemmas, the organization had to be sure it would work for all of its locations. The forms would also require a standard design so that staff traveling between departments and facilities could access a familiar format. As Mary Robinson (Project Manager, EDMS/Forms Management for BJC HealthCare) explained, "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."

### The Solution

BJC found its answer in HealthWare Systems' ActiveFORMS. With this solution, BJC can easily manage a library of electronic forms without the need for blue cards or bar-coded labels. Plus, forms are only printed when needed in a true "on-demand" fashion, eliminating waste, storage costs, and the repurposing expense of replacing older versions.

### Organization

BJC HealthCare

### Problems

An excessive number of pre-printed, paper forms; stockpiled old versions of forms, still accessible to staff

### Solution Delivered

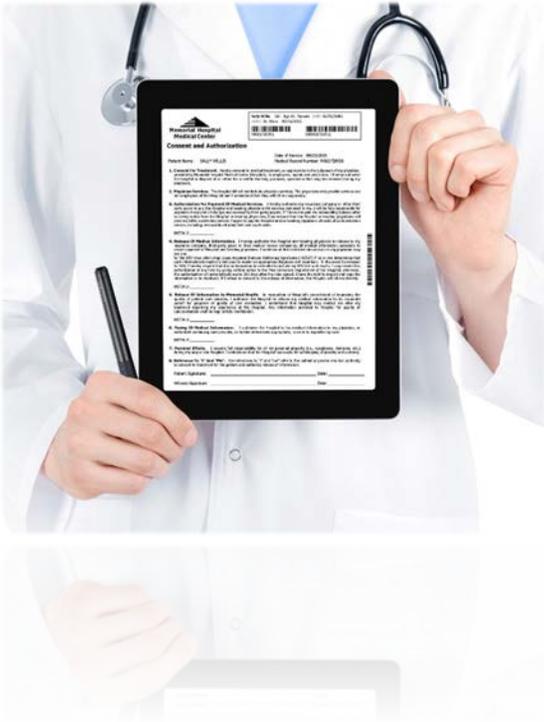
ActiveFORMS, an electronic forms library that eliminates pre-printed forms and ensures consistent documentation standards across facilities

### Key Metrics

- Located in St. Louis, Missouri
- 26,622 employees/3,790 physicians
- Net revenue: \$2.9 billion
- Utilizes 3 different hospital information systems at multiple sites
- Processes 40 to 50 thousand transactions daily via over 1,100 deployed work stations
- Uses more than 3,000 different forms

### Benefits

- Cost savings through significant decrease in paper use/storage
- Elimination of waste and repurposing costs of old versions of forms
- No more blue cards or bar-coded labels
- Increased staff productivity through pre-populated patient demographics on forms and less time spent searching for specific forms
- Enhanced patient safety through standardized documentation
- Improved JCAHO compliance



Not only has ActiveFORMS eliminated BJC's need for pre-printed forms, but it also ensures consistent documentation standards across facilities. Now, "people who go between facilities can recognize the form at another facility because it looks like what they're used to," Robinson explained. She further stated:

**"HealthWare Systems was able to configure their system to our large facility needs. 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 solution is set up so that 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-populated 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.

"Plus, **our required JCAHO audits now can easily be passed.**"

### ***The Benefits***

---

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." Robinson also noted HealthWare's ability to provide a lot of personal attention to her and her staff: "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!"

### ***About ActiveFORMS***

---

HealthWare Systems' ActiveFORMS replaces pre-printed forms with a streamlined electronic forms library. Electronic forms specific to the patient visit are instantly delivered wherever a patient presents, so there is no more guesswork for registrars or the need to print and stage documents ahead of time. ActiveFORMS ensures consistent documentation standards and forms can be easily updated in real-time without waste or repurposing costs. Healthcare facilities can truly go paperless using electronic signatures, transform legacy reports into user-friendly documents, and improve patient satisfaction with bedside registration.

HealthWare Systems specializes in integrating proprietary and third party patient access technologies into a seamless solution that ensures every patient encounter is financially and clinically cleared prior to date of service. Our solutions enforce data and documentation standards throughout the patient encounter. These benefits are provided as extensions to existing hospital information systems and other solutions. We provide the platform to "tie it all together" without replacing your investment in your current products and solutions.

### ***Contact Information***

---