

Surgery Department Grows 20% Without an Increase in FTEs

Large Suburban Hospital Streamlines Workflow and Increases Physician Satisfaction with HealthWare Systems' ActiveFORMS & ActiveXCHANGE

“*We're always thinking of different ways we can use the solutions from HealthWare to even further streamline our workflow and standardize our processes. They coordinated with us to make sure our specific needs were met, and the outcome has been excellent.*”
— *Manager of Business & Informatics, Surgical Services*

Case Study: ActiveXCHANGE + ActiveFORMS

A hospital (that is part of one of the top healthcare systems in the country and the largest fully integrated healthcare delivery system in Illinois) has chosen both ActiveFORMS and ActiveXCHANGE to address various challenges it has come to face.

The Challenge

One of the busiest areas of this large Hospital is the Surgical, Endoscopy, and Ambulatory Services Department. With 700-800 patients coming in monthly, the department spent a lot of time dealing with paper. Manual tasks included putting stickers on forms by hand, sorting through a multitude of faxes, and filing miscellaneous documents. The hospital needed a way to automate these processes.

Additionally, each pre-surgical document was faxed to team leaders in every specialty area, rather than simply to the specific area that needed it. These paper faxes were hard to locate among piles of irrelevant documents and were lost on a regular basis, eating away at physicians' valuable time and leading to extra work for staff who had to try to find the faxes and/or request new ones.

The Result

In order to tend to the issues caused by their manual processes, the facility first installed ActiveFORMS. With this software, the hospital is able to easily manage a library of electronic forms, all of which include standard patient demographic data and bar code identifiers. Staff no longer have the need for blue cards or bar-coded labels, or the significant expense of pre-printed forms.

Next, the facility turned to ActiveXCHANGE to tackle its fax situation. As their Manager of Business & Informatics, Surgical Services explains, "HealthWare Systems helped us adapt their [ActiveFORMS] system to our processes, so we knew they would be able to meet our need for the automated faxes. By implementing [ActiveXCHANGE], we were easily able to automate our department workflow."



Organization

Large Suburban Hospital

Problem

Excess time and money devoted to manual processing of faxes and paper handling; lost physician orders

Solutions Delivered

ActiveFORMS, an electronic forms library; ActiveXCHANGE, an automated, fast, and cost-effective system for accessing the hospital's fax data

Key Metrics

- *Located in Downers Grove, IL*
- *Over 950 physicians on staff, covering nearly 60 specialties*
- *17,000-square-foot Endoscopy and Ambulatory Center offers 39 patient rooms and 7 procedure rooms*
- *\$45 million surgical pavilion contains 15 operating rooms, 18 private patient recovery bays, centralized sterilization processing, and 38 private patient beds in a same-day surgical unit*

Benefits

- *Surgery department has grown 20% without an increase in FTEs*
- *Increased physician satisfaction*
- *Automated workflow*
- *Accurate, complete physician orders*
- *Elimination of lost physician orders*
- *Cost savings through significant decrease in paper use*
- *Substantial reduction in processing time of patient charts*

The Result

The center's IT Telecommunications Manager oversaw HealthWare's installation of ActiveXCHANGE, which was completed over the course of a single week, and observed the vendor's thorough and accurate training of staff: "[HealthWare provided] great project managers and they're very knowledgeable about the product. The knowledgeable people on staff make it a huge success, in addition to the prompt customer service. **It was very seamless.** They took the time to train us and really went into great detail about how it was going to work. They were so good to work with. One week we were on our old system, the next week we were on ActiveXCHANGE." Now that the system is live, this Regional Healthcare Center can confidently rely on HealthWare to keep it running smoothly and provide updates as the hospital's needs change.

Benefits

Thanks to its switch to ActiveXCHANGE, this Regional Healthcare Center has seen a "substantial ROI," according to the IT Telecommunications Manager. "Because the application can run on top of our existing RightFax infrastructure and virtual environment, costs have decreased. We aren't charged by the number of pages being faxed, like most other fax server systems. With HealthWare, it's a monthly fixed price."

Using the hospital's own infrastructure came with another benefit- the elimination of delayed information. ActiveXCHANGE was able to integrate easily with the existing technology at the center, including EPIC, and created a faster, more streamlined system for storing, organizing, and accessing the hospital's multitude of fax data.

This Regional Healthcare Center is **now able to quickly, reliably, and securely send and receive large volumes of faxed information.** Faxes are clearly organized and managed so as not to compromise patient care or incur additional expenses due to inefficiencies or missing information. ActiveXCHANGE helps provide information in a timely and structured manner to patients, physicians, and staff, improving overall satisfaction for all parties. As the IT Manager indicated, the facility is extremely pleased with its decision to use ActiveXCHANGE and highly recommends HealthWare Systems to other facilities seeking similar solutions.

About ActiveXCHANGE

HealthWare Systems' ActiveXCHANGE is a comprehensive, paperless solution for efficiently managing all faxed data and documentation, images, and data feeds electronically. There is no need for referring physicians and third party testing facilities to change their behavior; they simply continue to fax information as they do today. ActiveXCHANGE converts all faxed communication to electronic documents which are then incorporated into electronic workflows for review, evaluation, and acceptance prior to the patient's date of service.

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.



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