



Case Study Facts:

CLIENT:

Arapahoe/Douglas
Mental Health
Network

DIGITECH SYSTEMS RESELLER:

D2Xchange, LLC

PROBLEM:

Needed to expand the capabilities of their electronic medical records system and manage more documents electronically

SOLUTION:

PaperVision®
Enterprise and
PaperFlow™

RECOGNIZED

BENEFIT: Enabled employees to electronically access any clinical record to improve productivity and patient care

Arapahoe/Douglas Mental Health Network Improves Productivity by 31% using PaperVision® Enterprise

After implementing an electronic medical records (EMR) system, the Arapahoe /Douglas Mental Health Network (ADMHN) recognized the many business efficiencies of managing electronic files, yet they were still dependent upon paper-based systems to handle ancillary documents and clinical records that required signatures. ADMHN needed a non-proprietary technology that would enable them to further enhance productivity by managing *all* medical chart records electronically.

After implementing Digitech Systems' Enterprise Content Management (ECM), ADMHN has seen significant productivity gains, better patient care, improved security, enhanced compliance and heightened confidence at every level in the organization.

The Situation

Founded in 1955, ADMHN (www.admhn.org) is a nonprofit community mental health center serving Colorado residents in Arapahoe and Douglas counties. With ten locations and approximately 250 employees, it provides professional, culturally inclusive mental health and substance abuse services, including individual, family, marital and group counseling therapies, outpatient services as well as a full range of residential programs.

In 2001, Eric Moore, CIO, immediately recognized the value of their new EMR system, which reduced paper-based inefficiencies across all ten office locations. However, signed treatment plans, progress notes, disclosures, advanced medical directives, court records, handwritten medication administrative records and photocopied ID cards were still managed with paper. Like the "old days," these records had to be couriered between offices.

Paper documents hindered productivity and increased the risk for information loss. Because charts had to be disassembled in order to make copies, it was not unusual for documents to be misfiled when charts were reassembled. Consequently, three employees spent roughly two to three hours each week searching for records. If a document couldn't be located, the search was escalated to higher ranks of management, burdening even more employees. Lost documents were a lesser occurrence, but once, a courier's vehicle was stolen. It contained charts in transit between offices. Luckily, all charts were recovered, but the event exposed the risks of a paper-based chart system. All in all, a comprehensive disaster recovery and compliance strategy was held back by their paper documents, and they couldn't afford to continue the risk.

ADMHN considered using their EMR system's imaging solution for other paper documents, but its proprietary technology limited the flexibility and would hamper their choice to switch EMR systems in the future. They needed a separate records system that would seamlessly integrate with their EMR. Most of all, they wanted a simple system that would be easy for employees to adopt and use.

Key Benefits

- Improved productivity by 31% for administrative employees
- Enabled clinicians to make faster, informed decisions and spend more time with patients
- Cut monthly audit preparation time by 25% , reduced audit findings and saved auditors 96 hours of labor each year
- Reduced the risk of lost documents and enabled comprehensive disaster recovery
- Enhanced compliance with HIPAA regulations and prepared the organization for future federal electronic health record requirements

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The Solution

Moore worked with a Digitech Systems reseller and chose PaperVision Enterprise because of its low cost, non-proprietary technology and easy integration. "We liked what we saw and we didn't have to spend money for features we didn't need," he said. PaperFlow and PaperVision Enterprise, the document capture and on-premise ECM system, was implemented quickly, because integration with Netsmart's CMHC/MIS suite and eCET® technology was flexible and simple.

Today, five scanner operators capture 2,400 pages of chart records each week. An integrated login allows 200 employees across all locations to access both the EMR and ECM systems for any clinical record. On average, 100 employees are simultaneously accessing documents. "Because of the tight integration and single sign-on, employees adopted and use the technology with minimal PaperVision Enterprise training," he said.

Recognized Benefits

Information is easy to manage and share across all ten locations, so business runs smoother now. By accessing documents electronically, administrative employees eliminate approximately 125 hours of search time each year, increasing productivity by about 31%. Now, managers stay focused on business instead of missing documents, and clinicians immediately have the information they need to make rapid decisions about treatments. "Clinical staff can pinpoint information easily, so they can spend more time with clients and less time hunting for critical documents," said Moore. "We're improving the quality of our care."

Facing more than 100 information requests each month, ADMHN now provides records in

"I don't know how we functioned before our EMR and PaperVision Enterprise systems. It's the source of our productivity and makes a world of difference. I have been doing this for 35 years, and I can tell you that it has revolutionized our business."

-Sherry Engleman, RHIA, Health Records Information Manager

minutes instead of days. Customer questions are answered with just a few clicks of the mouse, and responding to court requests is easy with quality images that meet court

standards. "PaperVision Enterprise enhances our productivity—now, we're all about efficiency in delivering high-quality care," said Moore.

Audit processes are easier too, because they take less time and result in fewer audit findings. Monthly quantitative audit preparations used to require two and a half days of tracking down charts, but now they take just five hours. "State auditors are tickled to see our ECM system," said Moore, who estimates that they save about 48 hours of labor on each semiannual audit.

With reliable ECM technology and quality service and support from their Digitech Systems reseller, D2Xchange, Moore feels ADMHN is better prepared for any challenge the future may bring. PaperVision Enterprise protects confidential files and reduces the inherent risk of managing paper files; thus, improving security, compliance and disaster recovery. Security features, reporting functions and data restoration provide documented evidence for HIPAA regulations. Plus, with Medicare and Medicaid fraud investigations on the rise, Moore is confident he could quickly provide all the proof he would need to respond to an investigation. "The American Recovery and Reinvestment Act (ARRA) is requiring electronic health records, and security regulations are getting stricter each year. With PaperVision Enterprise we're a step ahead, and we're ready for all of these changes," he said.

About D2Xchange, LLC

D2Xchange is a full-service provider of data and document management solutions to capture, manage, retrieve and distribute information more effectively and securely. By providing paperless office solutions, they help companies access information faster, share data and documents more efficiently, improve customer service and satisfaction, streamline paper-laden work processes and increase productivity. To learn more, visit www.d2xchange.com or call 866.329.8599.