Orlando Health is one of Florida’s most comprehensive private, not-for-profit healthcare networks. Serving the needs of the community since 1918, Orlando Health’s facilities, advanced medical treatments and procedures and highly qualified staff have distinguished the network as a healthcare leader for nearly two million Central Florida residents and 4,500 international visitors annually.

With more than 2,000 clinicians on staff, Orlando Health offers a wide range of services, including Level 1 trauma, Level 1 pediatric trauma, Level 1 neonatal units, an accredited cancer program, a stroke center and more. Underlying all of these services is a strong “Patient First” culture at Orlando Health. And, technology has been critical to helping Orlando Health deliver on that commitment.

The Situation
One way that Orlando Health has leveraged technology to better serve its patients and support its clinicians is through the automated capture and online management of its patients’ medical records.

In 1997, Orlando Health implemented a Health Information Management (HIM) solution called Sovera HIM—an enterprise content management (ECM) solution implemented then and supported today by CGI, an IT solutions provider and partner of Orlando Health. Sovera HIM is a complete digital records management system that supports Orlando Health’s ultimate objectives and goals that included then and still includes today the centralized capture of patients’ medical records and automated workflow for medical record review and analysis. The results – productivity gains that allowed for the elimination of 34 full-time equivalents (FTEs); improved customer service, enterprise wide accessibility, and the increase of data volumes of --45% over time, as well as the implementation of their telecommuting program.

Faced with higher expectations for the availability and completeness of patients’ medical records and an increased focus on enabling electronic collaboration between clinicians, office staff and Health Information Exchanges, Orlando Health determined in 2009 that it needed a new front-end document capture solution that could support an increase in document imaging volumes to Sovera HIM and to Orlando Health’s clinical, patient accounting and practice management applications.

The Solution
Working with STAT Imaging Solutions and CGI, Orlando Health selected the ImageTrac® scanners from ibml as its capture hardware platform along with Taskmaster capture software from Datacap, an IBM Company.

The ImageTrac is a high-speed platform that scans documents in color and black-and-white and handles comingled document types – including 8 ½” x 11” pages and legal-sized documents — making the device ideal for patient records environments like Orlando Health. The scanners include an ink jet printer that sprays batch information on a batch cover, dual pockets to automatically out-sort document separator sheets.
The throughput of ibml's ImageTrac scanners especially appealed to Orlando Health. “It made more sense to capture documents with one device, using one employee, instead of using five scanners and five employees,” explained Juana R. Colon, RHIA corporate director of HIM, Orlando Health.

Colon recognized that this throughput was critical to meeting Orlando Health’s future requirements. “Knowing that Orlando Health was planning to grow, and that HIM was looking at consolidating functions and bringing on additional services, we needed a document management solution that would not only handle our records requirements at the time, but also would benefit other areas.”

The Datacap software uses predefined rules to increase the capture and indexing efficiency of information. For instance, a patient’s account number can be automatically extracted from one document and applied to all subsequent documents, and barcodes can be read to automate the indexing process. The software also includes a custom index interface with definable hot key and tab assignments to speed any manual indexing that may need to be performed.

The Operations Approach—Outsourcing Continues to be the Answer
Orlando Health had other operational, funding and staffing objectives and challenges that needed to be addressed in order for the implementation of this new capture solution to be a success. To overcome these challenges, Orlando Health determined that continuing to outsource its capture operations was the answer. Together with STAT Imaging, Orlando Health developed a hardware acquisition, delivery and operations model that addressed all of its staffing, funding and operational challenges. The operations are run on site at Orlando Health 7 days a week, 24 hours a day by STAT Imaging Solutions.

Orlando Health’s new capture solution went live on March 22, 2010.

The Results
The new capture solution has provided Orlando Health with tangible ongoing benefits:
- Enhanced services to clinicians
- Enhanced HIM processes allowing for decreased turnaround times in all HIM processes
- Enhanced patient care

Labor savings: With the new capture solution, Orlando Health achieved significant productivity gains that allowed for the elimination of 4 full-time equivalents (FTEs) for the Imaging vendor partner and reallocated the team members to process additional service lines, Colon explained.

Faster turnaround: Orlando Health previously turned around records within 24 hours — an impressive statistic. But using its new capture system, Orlando Health reduced this time to less than 10 hours from the time it picks up a box from any location.
Faster turnaround assists with prompt patient care by ensuring that documentation is available to clinicians in a timely manner. It also enhances the availability of the records for coding, which speeds claims submission, satisfies a requirement of ICD-10, and potentially decreases the number of accounts receivables days outstanding (DSO). It has also allowed for the increased telecommuting process in HIM allowing for the team members to complete their functions remotely enabling the team members to be more productive and happier.

**Economies of scale**: Orlando Health has leveraged its new capture system to provide ongoing and one-time imaging and document management services to other groups within the health system, including patient accounting, medical staff services, Central Business Office (CBO), and non-traditional areas such as The Howards Phillips Center. By creating a Center of Excellence, Orlando Health has achieved economies of scale, which has translated into cost savings of 4 to 5 percent per image. Expanding the use of imaging also allows other groups to free up valuable space / real estate that previously was used to store paper documents.

**Fewer errors**: The new capture solution automated the indexing of records, decreasing the error-prone manual tasks required by Orlando Health’s old system. “Now that there are fewer manual processes involved in indexing, we hardly get any phone calls regarding errors,” Colon said.

**Less paper usage**: The Image Trac’s ability to automatically out-sort documents allows Orlando Health’s vendor partner to reuse its separator sheets, resulting in an 80 percent reduction in paper for this purpose.

**Improved standing among its peers**: Word of the tremendous benefits that Orlando Health has achieved with its new capture system have spread throughout the Florida healthcare community, resulting in several of the system’s peers touring its facility to better understand the technology.

**The Bottom Line**
At a time when healthcare organizations are trying to balance requirements to electronify records with pressure to control operational costs, Orlando Health found an answer in a new capture solution and operations model. “We are extremely happy with the improved throughput and accuracy of our new capture solution and are very confident that it positions us well for the future,” Colon said.

**About CGI**
Founded in 1976, CGI Group Inc. is the sixth largest independent information technology and business process services firm in the world. With approximately 72,000 professionals located in offices and global delivery centers in the Americas, Europe and Asia Pacific, CGI offers a comprehensive portfolio of services including high-end business and IT consulting, systems integration, application development and maintenance, infrastructure management as well as more than 100 proprietary solutions. With combined annualized revenue of approximately $10.4 billion and an estimated order backlog of approximately $17.7 billion, CGI’s shares are listed on the TSX (GIB.A) and the NYSE (GIB) and are included in both the Dow Jones Sustainability Index and the FTSE4Good Index. For more information, visit www.cgi.com
About IBM Enterprise Content Management

IBM Enterprise Content Management software enables the world’s top companies to make better decisions, faster. By gaining control of unstructured information, companies can access, collaborate and influence business decisions in new ways, making content a first-class source of insight. With industry-specific IBM ECM solutions, companies can capture, manage and share content throughout its lifecycle to help ensure compliance, reduce costs and maximize productivity. The IBM ECM portfolio includes a wide array of capabilities that integrate with existing systems to help organizations maximize the value of information including: document capture and imaging; social content management; advanced case management; information lifecycle governance and content analytics. More than 13,000 global companies, organizations and government organizations rely on IBM ECM to improve performance and remain competitive through innovation. For more information, visit www.ibm.com/software/data/content-management

About ibml

ibml provides intelligent scanning and document capture solutions that drive business process improvements from the Point of Entry™. Combining hardware, software and services, ibml’s comprehensive solutions automate the most demanding document applications in banking, financial services, healthcare, government services, outsourcing and more. Every day, ibml customers in 42 countries rely on our technology to accurately and efficiently capture millions of document images.

About STAT Imaging Solutions

The leader in outsource imaging services with over 70 contracted facilities nationwide, STAT Imaging Solutions specializes in scanning and indexing paper documents created from ancillary and disparate systems to the electronic medical record (EMR). Their solutions are cost-effective, vendor-independent and focus on meeting client business requirements and turnaround times. For more information, visit www.statisllc.com.

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