

# Ardent Health Services

## SUCCESS STORY HEALTHCARE



### At a glance

- ▶ **Products in use:** Perceptive Content
- ▶ **Integration:** Infor Lawson, McKesson, IDX
- ▶ **Implemented in:** Health Information Management, Emergency Room, Accounts Payable, Billing, Health Plan

#### The opportunity

Volumes of paper were costly to process and made sharing information between departments difficult. Ardent wanted to move to electronic document technology that would increase efficiency across departments, while reducing the need for overtime and allow coding staff to work remotely.

#### The outcome

Perceptive Content has increased efficiency in AP and meets the needs of several departments with a low total cost of ownership. Ardent AP staff can handle more volume with the same resources, and work can be completed by coders remotely, eliminating the need to pay overtime or bring on temporary help.

With more than 9,000 employees, the Ardent Health Services network includes nine acute care hospitals, a multi-specialty physician group, a 220,000-member health plan and a nationally recognized medical laboratory.

In order to combat the mounting challenges of a paper-based HIM process and appeal to the desires of coders to work remotely, Ardent directors decided to move to electronic document technology. As HIM directors researched solutions, Perceptive Content document management, imaging and workflow stood out above the rest, thanks in part to Perceptive Software's commitment to development.

"This is a product with a lot of forward motion. It's clear that Perceptive will constantly be growing and gaining functionality as our needs continue to grow," said David Kyles, Ardent's Perceptive project manager.

Ardent implemented Perceptive Content in the health information management department, accounts payable, emergency room, and health plan offices. Integrating seamlessly with Ardent's existing McKesson, IDX and Lawson applications, Perceptive Content links documents to the corresponding patient or vendor transaction records in the respective business applications. Across the organization, documents such as patient records, physician orders, health plan enrollment forms, purchase orders, invoices, expenses and payroll documents are all electronically captured, organized and routed with Perceptive.

### Eliminating the costs of paper

Previously all patient documents from the emergency room were scanned into a solution that charged five cents per copy to be transmitted to other facilities. With each patient having up to 10 pages in his or her file, the costs for the service ran up to \$1,000 every day. Perceptive Content eliminates this cost entirely, while empowering all parties to share information immediately.

"By replacing our previous solution in the emergency room with Perceptive, we've saved about \$365,000 a year in that area alone," Kyles says.

“Using Perceptive makes our accounts payable teams so efficient that they can do the same volume of invoices with half the staff. We've freed up four people to focus on other accounting duties.”

David Kyles  
Perceptive Project Manager  
Ardent Health Services

Documents scanned into Perceptive Content are available immediately and accessible with one click from the McKesson patient record. Now a complete patient record is available instantly from anywhere, at any time, for any authorized user—emergency room staff, physicians, coders, billing or any others who need the information.

### Quick implementation leads to fast ROI

The short Perceptive implementation timeline provided a quick solution for Ardent HIM, enabling the organization to offer more flexibility to coders. The ability to pull up documents on the desktop from anywhere meets the needs of coders who desired to work remotely. Providing this option not only increases efficiency and reduces costs, it also helps Ardent stay competitive and retain high-quality employees. When there is too much work for one office, using Perceptive allows overflow work in one area to be completed elsewhere. Ardent employees in Tulsa or India can complete extra work, eliminating the need to pay overtime or consultant fees.

“In order to attract good coders, we needed to find a solution that would allow remote coding,” Kyles says. “Perceptive opened a huge door for us, and the cost savings was tremendous. We save about \$5,000 a week by not having to pay overtime or contract workers.”

### Doing more with less

The impact of Perceptive Software extends beyond HIM into other areas as well. Freed from the stacks of file folders, the accounts payable team in Albuquerque now processes 15,000 invoices a month with half the staff. The efficiencies gained have eliminated the need to bring on temporary help and enabled Ardent to reallocate existing staff to more mission-critical accounting duties. Shortening the payment cycle has also allowed Ardent to realize prompt payment discounts, and the instance of lost documents has been almost eliminated. While one accounts payable team could not account for almost 300 invoices before using Perceptive, now a lost invoice is a rare occurrence.

“Using Perceptive makes our accounts payable teams so efficient that they can do the same volume of invoices with half the staff,” Kyles says. “We’ve freed up four people to focus on other accounting duties.”

Perceptive’s ease of administration has led Kyles to empower AP managers as Perceptive super users. Managers control their own users and groups, creating the best solution for the needs of the department.

Having instant access to documents expedites many processes and simplifies others. For example, the internal auditing group based in Nashville can now perform audits without traveling to every hospital in the Ardent network. Accessing the documents from the auditors’ home offices saves considerable time and travel expenses, while reducing stress levels.

### Customizing the solution to fit every need

Kyles says the ability to easily customize Perceptive Content is what makes it valuable across the enterprise.

“Perceptive is not just one HIM solution or one AP solution,” Kyles says. “It gives us the flexibility to provide the best solution for every user’s specific need.”

For example, Ardent manages all the enrollment for its 220,000-member health plan using Perceptive Content. Once managers saw the impact of the solution, 30 more departments soon requested it.

Kyles says this kind of demand is typical, and he anticipates doubling the more than 2,000 users at the Albuquerque facilities over the next year.

Using Perceptive Content has allowed Ardent Health Services to move forward effectively and take advantage of other opportunities to become more efficient.

“Once people see what Perceptive can do, they start thinking about how they can improve their processes,” Kyles says. “Perceptive gets them thinking about the possibility to do more and more.”