North Kansas City Hospital

Through seamless integration with Lawson, Cerner and McKesson systems, Perceptive Content provides North Kansas City Hospital with direct access to the associated documents directly from these applications, saving valuable time for employees whether they're helping co-workers or caring for patients. Instant access to documents increases efficiency and allows employees to focus on providing quality care.

Challenge

As the busiest healthcare facility in the Kansas City area, North Kansas City Hospital knows that efficiency in the healthcare business is good for the bottom line. It has found Lexmark Healthcare process and content management solutions bring greater efficiencies that also result in higher employee morale and attention to quality patient care.

The hospital is a 451-bed facility providing a host of inpatient and outpatient services to the community, handling 21,600 admissions, 106,600 outpatient visits and 56,500 emergency room visits each year. A leader in high technology and exceptional patient care, North Kansas City Hospital has a reputation for early adoption of cutting edge technologies and care-improvement programs.

To maximize efficiency, address storage limitations, streamline time consuming administrative processes and save costs, the IT team at North Kansas City Hospital decided to implement a process and content management system. After carefully evaluating several vendors, North Kansas City Hospital chose Perceptive Content from Lexmark. Hospital officials selected Perceptive Content because it could easily integrate with any of their business systems, including Lawson and Cerner, as well as be used on its own to manage and organize contracts.

"We did the research, and Perceptive Content is by far the easiest, the most cost effective, and the best there is out there," says Karen Arora, North Kansas City systems administrator.

Solution

Paper out, productivity up

A driving force behind the document management project was human resources, where the weight of more than a million paper files for the hospital's 3,000 employees had the filing room floor in danger of collapsing. Since the implementation of Perceptive Content, the overstuffed file cabinets have been completely eliminated, resulting in significant cost savings and additional office space. "We estimate that, just in HR alone, Perceptive Content saves us about $100,000 a year," Arora says.

Meet North Kansas City Hospital

For more than 50 years, Northland residents have considered North Kansas City Hospital, "the little hospital on the hill," as their hospital. While it is now a metropolitan medical center serving patients in the Northland and beyond, North Kansas City Hospital still provides the same compassionate care it did when its doors opened in 1958.

- ▸ **Location:** Kansas City, MO
- ▸ **Physicians:** 550
- ▸ **Focus:** Acute care

Product in use: Perceptive Content

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Karen Arora
Systems Administrator
North Kansas City Hospital

Results

Improving information sharing hospital-wide

Eliminating the file cabinets was just the beginning. Now the days of walking all over the hospital for information are gone. When documents such as invoices, purchase orders or packing slips are scanned into Perceptive Content, the documents are linked to the corresponding transaction record in Lawson with a single click. Integration provides context for the documents, saves time spent keying in data, and reduces data-entry errors. Once linked to the associated Lawson record, any authorized user can access the documents they need from within the Lawson application.

"Perceptive Content saves us hours and hours of time," Arora says. "It used to take days to track down a purchase order, but now it takes less than a few minutes."

Accounts payable clerks use Perceptive Workflow to route invoices to managers for approval. Twice a day, Perceptive Content checks approver queues and sends an e-mail to managers who have items to review. This streamlined process allows North Kansas City Hospital to process payments faster and take advantage of discounts they missed with a slow, paper-based system. In human resources, a complete personnel file on every employee is available at the click of a mouse, allowing associates to respond to requests immediately.

"Perceptive Content improves productivity, not just for the HR staff, but also on the manager and employee side because we don't have to wait a long time for them to find files," Arora says.

Streamlined EOB processing

North Kansas City Hospital discovered it could expedite EOB processing using Perceptive Content's EOB Agent. Under the old system, staff had to print out EOB files received from insurance companies and manually scan them into an old imaging system. Each page contained information on several patients, so each piece of paper had to be scanned multiple times. Even with 10 people working on it, the office was nearly a year behind in scanning EOBs.

Patient accounting is also now simplified with Perceptive Content. When insurance providers send EOBs electronically, Perceptive Content receives the file and automatically splits it up, linking appropriate pages to each patient's record in the hospital's McKesson application. In addition, all EOBs from the old system were easily imported and are now available in Perceptive Content. The group can now keep up with the incoming documents and has nearly eliminated the backlog.

Quicker turnaround on patient care

Providing instant access to doctors' orders has led to better patient care. Orders are immediately scanned into Perceptive Content and linked to patient records in Cerner for instant processing, ensuring nurses get the supplies and equipment they need to better serve patients. Only authorized personnel have access to patient information, supporting the hospital's HIPAA compliance plan.

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"Perceptive Content has had a great impact on our quality of care," Arora says. "The patients are the winners in the long run because now, instead of having to shuffle papers around, the nurses can actually be nurses." Employees are also winners because their jobs are easier. Arora says end users are often surprised by how easy the software is to use. "Perceptive Content is so easy and fast," she says, "that everyone asks, 'That's it?'"

Ease of use and flexibility mean Perceptive Content can be deployed in any department with quick results. North Kansas City Hospital plans to expand it enterprise-wide to compound the benefits. Employees in the home health and risk management departments are eagerly anticipating Perceptive Content in their offices, knowing it will bring them more time and less frustration.

Read and watch more stories of success from our global customers at www.lexmark.com/success

lexmark.com/healthcare