Royal Bournemouth and Christchurch Hospitals

This health trust located on England's south coast uses Perceptive Content to create efficiencies and save time and money by eliminating slow paper processes and streamlining daily tasks in Clinical Departments, Accounts Payable, Risk Management, Commercial Services and Human Resources.

Challenge

Daily business operations within the Trust were largely paper-based, but the Trust realised streamlining their administrative processes with process and content management technology would allow them to free storage space, create efficiencies and improve existing processes. Wanting to take advantage of the systems the Trust already had in place, managers looked for a solution with the flexibility to be easily integrated with various hospital systems, and the scalability to start small and expand to more areas over time.

Following due tender process in full compliance with EU and UK Public Procurement regulations, The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust selected Perceptive Content from Lexmark Healthcare.

"Our key driver was to introduce a document management solution to the Trust that would remove as much paper as possible. We selected Perceptive Content because of the time Lexmark Healthcare took to fully understand our requirements, their LearnMode technology, and the ease of integration with our existing host applications," said Jonathan Goss, Senior IT Project Manager at The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust.

Solution

Today the Trust uses Perceptive Content to create efficiencies and save time and money by eliminating slow paper processes and streamlining daily tasks in Clinical Departments, Accounts Payable, Risk Management, Commercial Services and Human Resources. Quick access to all documents from any application allows the organisation to free storage space, resolve queries more easily and aid document retention compliance initiatives.

Meet Royal Bournemouth and Christchurch Hospitals

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust manage the services at The Royal Bournemouth Hospital, Christchurch Hospital and a Sterile Supply Department at Alderney Hospital, providing healthcare for more than 550,000 residents of Bournemouth, Christchurch, East Dorset and part of the New Forest.

- ▸ **Location:** Bournemouth and Christchurch, England
- ▸ **Residents served:** 550,000
- ▸ **Facilities:** 3

Products in use: Perceptive Content

Lexmark™
Healthcare

> *"The commercial services department has benefited from productivity gains by using Perceptive Content. What used to take up to a half hour can now be done in an instant."*

Jonathan Goss
Senior IT Project Manager, Royal Bournemouth and Christchurch Hospitals

Streamlining invoice processing

The accounts payable department at the Trust processes approximately 72,000 invoices annually, but sending out paper invoices provided no tracking abilities, resulted in slow turnaround times, and left them open to the risk of loss. The streamlined invoice approval process is now almost entirely paperless. Accounts payable staff members scan invoices into Perceptive Content and electronically route them to the appropriate approvers. Rather than wait for papers to arrive, approvers at any location can electronically view, approve and route invoices back to accounts payable with a few clicks. Now documents, along with complete audit trails, are available instantly to any authorised user.

"Invoices come back in a timelier manner using Perceptive Content. We have more visibility of where invoices are in the approval process and which managers still have invoices waiting for approval," Goss says. "An added benefit has been that our accounts payable department is now able to work in electronic tandem with pharmacy and commercial services departments, sharing real-time access to the same invoice within Perceptive Content," Goss says.

This enables the resolution of queries without the need for printing or emailing, and ties in with and supports the Trust's strategic goal to reduce the amount of paper and standalone printers that it uses.

Results

Expediting the approval process, eliminating manual data entry

Seamless integration with all of the key Trust's business applications and Perceptive Content ensures the right documents are available directly from core applications and that data in all systems is consistent and accurate without the need for duplicate data entry. "Being able to hold all associated documents within Perceptive Content allows Trust staff to access all documents regardless of which system or process they were added to," Goss says. The accounts payable staff members enter invoice header details, such as invoice amount, vendor name and date, on an electronic form attached to the invoice image. When invoices are approved and routed back to accounts payable, the data is automatically transferred to the Trust's financials system, COA eFinancials.

Improving personnel management in HR

Human resources staff uses Perceptive Content to capture and organise more than 4,000 employee files, integrating personnel documents with the ESR (Electronic Staff Record) system in use by all NHS organisations. This means any employee's record within the ESR application also provides direct access to all personnel documents stored in Perceptive Content. "We no longer have to go through thousands of files," Goss says. "We can look up the person within ESR, hit the Perceptive Content search button, and if that staff member's file has been scanned, straightaway the user is presented with their files in Perceptive Content."

Using Perceptive Content also allows the human resources department to free storage space, where thousands of bulky files were once stored. Once all the existing personnel records are scanned, the department will recover additional office space for the staff.

Saving time and boosting productivity

Reducing the time to find documents was an essential objective of Royal Bournemouth's process and content management project. The commercial services department is recognising the time savings daily. Once delivery notes are scanned, they are automatically indexed and linked to the requisition system, PowerGate, using barcode recognition with minimal user intervention. When departments then call commercial services asking for proof of delivery, rather than stopping to search through paper files, the commercial services staff can quickly look up the delivery note in Perceptive Content, and either direct callers to the document or email them a digital copy. "The commercial services department has benefited from productivity gains by using Perceptive Content," Goss says. "What used to take up to a half-hour can now be done in an instant."

Sharing and protecting information

Using Perceptive Content to capture forms such as adverse incident reports, risk assessments, IOSH forms, closed claims and training records allows the risk management department to free storage space, reduce the searching time, and ensures sensitive documents are available only to those authorised to view them. Integration with the Trust's Datix system ensures supporting documents are at users' fingertips. Plans are also underway to use Perceptive Content to aid the implementation of robust document retention policies to ensure documents kept throughout the organisation have the proper lifecycle, supporting compliance with regulations.

Future expansion plans

Within a year of implementing Perceptive Content, the Trust has streamlined its processes, freed storage space, improved visibility of documents and eliminated the risk of loss. By creating efficiencies in multiple areas, along with a reduced need to print and store documents, the Trust anticipates realising cost savings that result in a high return on investment, as they continue to leverage the use of ECM technology to various other areas of the Trust such as Pathology, GU Medicine and Occupational Health.

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