

Citizens Memorial Healthcare



Organization-wide applications of Lexmark Healthcare innovations have supported Citizens Memorial Healthcare's conversion to a complete electronic medical record, earning the healthcare provider an impressive accolade: recognition by HIMSS Analytics as a Stage 7 hospital—the highest possible distinction—on its electronic medical record adoption model.

Challenge

For many organizations, a successful technology implementation signifies the end of an initiative. But for Citizens Memorial Healthcare (CMH), it instead marked new beginnings. Following an initial deployment of Perceptive Content, CMH—a healthcare system centered around a state-of-the-art 74-bed acute care hospital in Bolivar, Mo.—discovered countless opportunities to extend its implementation across the enterprise for far-reaching benefits.

CMH initially partnered with Lexmark Healthcare to help realize its pledge to eliminate paper-based medical charts that hinder healthcare team productivity and place care quality and effectiveness at risk. Lexmark Healthcare delivered the robust and flexible process and content solutions that would integrate with multiple host systems, enhance workflow and eradicate paper from the medical records department.

"There is no longer a chart rack out on the floor," says Denni McColm, chief information officer for CMH. "This has truly enabled us to eliminate the paper medical record and paper billing record, streamlining workflow and improving efficiency and accuracy. Everything is scanned at the point of service and becomes part of the medical record immediately."

McColm cited this transformation as a critical aspect of successfully delivering quality care and thriving as an organization in today's healthcare landscape. "We are able to meet objectives such as Meaningful Use requirements thoroughly and effectively," she adds. "We are getting the full benefit by eliminating paper entirely. There is no redundancy of workflow here, as is common in the industry."

In fact, CMH's conversion to a complete electronic medical record has earned the organization an impressive accolade: recognition by HIMSS Analytics as a Stage 7 hospital - the highest possible distinction—on its electronic medical record adoption model.

Meet Citizens Memorial Healthcare

Since 1982, Citizens Memorial Healthcare's (CMH) number-one priority and commitment is to its community's health improvement. As a fully integrated and nationally recognized healthcare system, CMH is proud to show how efficiently, aggressively and progressively health care can be delivered, within the confines of a solid community.

- ▶ **Location:** Bolivar, MO
- ▶ **Employees:** 1,500
- ▶ **Focus:** Acute care

Product in use: Perceptive Content

“The system now brings information proactively forward. This dramatically improves efficiency and accuracy, expediting the registration process. It makes a big difference not only for our registration staff, but for the patients going through that experience.”

Kim Tilley

Healthcare Information System Manager and
HIPAA Security Officer
CMH

Solution

A strategic solution

With CMH employees across the healthcare system leveraging Lexmark Healthcare solutions to instantly access the documents they need to complete daily tasks, doors to new ideas promptly opened. Users across the 30-site enterprise became eager for implementations to support their own functional needs and workflows.

“We chose a solution that allowed us to accomplish even more than we envisioned at the time we chose it,” says Kim Tilley, healthcare information system manager and HIPAA security officer for CMH. “It is truly a technology that allows for goals to shift and grow. Employees across the organization are aware of the Lexmark Healthcare solutions and have ideas on how to make it work for them.”

The ability to easily apply Lexmark Healthcare solutions to support diverse functions across the healthcare continuum stems from their flexibility and seamless integration with numerous front-end applications, she adds. Patented Lexmark Healthcare technology facilitated rapid, seamless integration with CMH's host applications, including MEDITECH®, Brightree® and Unisource®.

Initial deployment took less time than CMH had anticipated, as Lexmark Healthcare's solutions blended into CMH's workflow without altering existing processes.

Enhancing patient registration

“It just takes a little tweak to extend the technology to different settings,” Kim Tilley says. “We are not hemmed into any predefined workflow, as is the case with many offerings. With Perceptive Content, we are able to meet users' needs and support the ways they already work, but with greater efficiency and convenience.” The registration function is one area CMH has modernized with the use of Perceptive Content.

Scan-prompting and bar-coding now streamline the registration process, making a once time- and paper-intensive undertaking smoother and faster. Previously, the front-desk staff had to review a complete pick-list of forms—such as insurance information and HIPAA consent—required to register a patient. The hunt to determine which forms were on record and still current was manual and laborious. Now, scan-prompting provides digital pop-ups to show which documents are electronically filed, as well as their dates of origin and recent review. Upon scanning new paper documents into the system, bar codes on the documents help quickly and accurately date and store the files.

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Simplifying contracts management

Lexmark Healthcare solutions have also recently bolstered CMH's contract management workflow. In the paper world, contracts were distributed across the organization, managed and maintained by the various employees individually responsible for those relationships.



With Perceptive Content at the foundation, the newly digitized contracts are stored in a central electronic repository, eliminating the legwork once associated with locating a given current contract. In addition, the system now indexes the contracts and provides prompts to signal employees in advance that a contract will soon be due for renewal.

"It's such an intuitive interface and so easy to learn that there are any number of applications for the technology," Kim Tilley says. "It serves as a natural extension of the many applications people already use every day." This flexibility has also enabled CMH to begin digitizing the organization's fax system. The approach will eliminate the common dilemma of lost faxes, often an inconvenience but sometimes an outright danger when it involves care providers attempting to receive fax-based orders for patients whose cases originate all over the state.

Moving toward fully electronic health records

With Lexmark Healthcare's digital faxing solution, faxed orders will instantly and automatically be incorporated directly into patients' electronic charts. Lexmark Healthcare solutions have also positively impacted the business office, with explanation of benefits (EOB) forms now electronically indexed to patient accounts and electronic workflow supporting processes and reducing paper in the accounts payable department.

"We have targeted an endpoint of a completely electronic medical record," McColm says. "Information must be accessible to care providers while patients are in the hospital or the clinic, not after the fact when documents are traditionally scanned. Solutions like those from Lexmark Healthcare help us uphold our vision to ensure patients have a personal identity as they travel throughout our system and that their care teams have access to all information about their patients anytime and anywhere in the health system."

Results

A positive impact on patient care

These recent project extensions build upon CMH's initial implementation of Lexmark Healthcare technologies, which support virtually any file type, and allow CMH to capture and store clinical photographs as TIFF files. For example, patient photos from digital cameras and endoscope outpatient surgery images are imported into Perceptive Content to complete every patient's medical record.

"A physician told me that surgery photos from a laser printer were never quite the right color or contrast but said the images in Perceptive Content were of better diagnostic quality," says David Tilley, network administrator for CMH.

Lexmark Healthcare solutions also are helping CMH deliver state-of-the-art cardiology services. Some patients take home a portable Holter monitor that measures their heart rhythms for up to 48 hours. When he or she returns to the CMH hospital, output from the monitor is imported into Perceptive Content and linked with the patient's medical history. Before deploying Perceptive Content, each report of 40 to 120 pages was printed manually and sent to the cardiologist, delaying diagnosis.

"Perceptive Content has had a positive impact on patient care," McColm says. "A physician can view an endoscopy photo and make an immediate diagnosis from his office 40 miles away from the hospital."

“Perceptive Content has completely eliminated paper charts for every patient in the hospital and made all the information available to physicians when they need it, wherever they are.”

Denni McColm
CIO
CMH

Low cost, high ROI

Prior to implementing Lexmark Healthcare solutions, CMH's paper documents were stored in multiple locations on site. As the amount of incoming paperwork escalated, CMH was forced to store many records at an external location, which made the retrieval of medical records even more difficult. Perceptive Content has decreased storage costs and provides instant access to all documents.

“When an employee went to a document storage area looking for a specific record, he or she knew it was within 20 feet, but couldn't find it,” Kim Tilley says. “With Perceptive Content, users don't have to interrupt what they're doing because records are a just a click away.”

Lexmark Healthcare solutions also have greatly reduced spending on office supplies by eliminating photocopying, instead capturing documents electronically that are instantly available in CMH's MEDITECH health information system (HIS). After seeing Lexmark Healthcare technologies in action, CMH administrators reversed their decision to spend \$14,000 on a viewing station for surgery photos.

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In addition to reducing operating costs at CMH, Perceptive Content also is proving to have a low lifetime cost. Lexmark Healthcare does not require customers to sign a long-term maintenance agreement and has empowered CMH to independently administer the solutions through hands-on training and implementation.

“Lexmark Healthcare gave us the ability to fully customize our document management and imaging platform without having to pay service costs,” David Tilley says. “With most software companies, when you need to do anything complex with their products, you have to pay extra for it. That's not the case with Lexmark Healthcare.”

“Enabling organizations to extend solutions and use tools on their own is a great vision and philosophy,” McColm adds. Faster business processes, reduced overhead and increased productivity are just some of the benefits Perceptive Content provides at CMH. As the organization continues its document management expansion project, Lexmark Healthcare solutions will further support CMH's mission of providing quality care and service to patients across nine counties.

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