

Kansas State Board of Nursing

When paperwork started getting in the way of productivity, Kansas State Board of Nursing selected Perceptive Content from Lexmark to help them get a handle on inefficiencies. With the requirements of integration, compliance support and cost-effectiveness, Lexmark technology was the perfect fit.

Challenge

The United States is experiencing an unprecedented nursing shortage. Now more than ever, the importance of timely issuance and renewal of nursing licenses is paramount. Paper, however, poses an uphill battle for state licensing agencies. It creates too many opportunities for lost or misplaced documents and slows application review and approval turnaround time.

Tasked with the job of licensing and renewing more than 2,000 nurses each month, KBON began to feel paper's burden in the way of productivity, storage and cost. The organization knew that an enterprise document management, imaging and workflow system was the key to getting a handle on inefficiencies. With requirements such as easy integration, compliance support and cost-effectiveness, only one system, Perceptive Content from Lexmark, fit the bill.

Solution

Seamless integration delivers content on demand

According to Guerrero, one of Perceptive Content's key selling points was the nonprogrammatic ease with which the product integrated with the existing, KBON proprietary licensing software system, as well as any future software changes.

"Perceptive Content evolves with our processes," says Guerrero. "One reason we chose the solution was its ability to tie it into any interface without having to hardcode anything." Guerrero continues, "Now, we are looking at a new XML-based application, and I knew that Perceptive Content also would integrate easily with it, without added cost. That's going to be a huge money-saver for us."

Guerrero investigated several process and content systems, but none matched Perceptive Content in functionality and cost effectiveness. And unlike some vendors, Lexmark uses an industry standard format for saving content, which is important for any business organization today,

Meet Kansas State Board of Nursing

Based in Topeka, The Kansas State Board of Nursing's mission is "To assure the Citizens of Kansas safe and competent practice by nurses and mental health technicians."

- ▶ **Number of divisions:** 3
- ▶ **Location:** Topeka, KS
- ▶ **Focus:** Nursing licensing & education
- Products in use:** Perceptive Content
- Integration:** Proprietary applications

Meeting compliance needs

Prior to Perceptive Content, KBON used microfilm to capture and store licensing paperwork. But the inefficiency of indexing, filing and retrieving documents by hand finally took its toll. The aged microfilm reader itself, held together by duct tape and paper clips, gave a visible clue that times must change.

"The state records policy requires us to keep all original applications for life," says Patty Brown, education specialist. "And the biannual renewal applications must be kept for 10 years, on site for five. You can imagine filing 2,000 records in 2,000 files each month. So we needed a solution to help reduce time-consuming, on-site storage."

Brown continues, "We're under the Open Records Act, so we get an average of 8-10 requests for copies of documents. We would spend an average of 15-30 minutes per request finding those documents, photocopying them, refiling them and getting them sent out."

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Adrian Guerrero

Information Technology Manager,
Kansas State Board of Nursing

Results

Perceptive Content alleviated the one-time, frustrating process by putting all documents at users' fingertips.

"Now it takes me less than a minute. Three clicks on the screen, hit print and I'm done," says Brown. "For our licensing applications, we use the date stamp on the Perceptive Content image to file and locate them. As a result, we probably save 30 minutes to an hour of filing time each day."

Enhancing disaster planning, safeguarding records

According to Brown, getting users up to speed was simple. "I can sit down with someone, show them how to access files with Perceptive Content, and in less than five minutes, they can do it on their own. You don't have to spend a lot of time figuring out the nuances of the program." And as for the state document storage regulations, Perceptive Content provided a safe alternative to paper and microfilm storage.

"Should something have happened to the building, such as a fire or tornado, (paper and microfilm) documents could have been lost," says Adrian Guerrero, IT manager. "With Perceptive Content, we safely and easily store documents on site and off site." Perceptive Content helps Kansas State Board of Nursing to fulfill regulatory storage compliance while introducing a new level of security for document usage. The Perceptive Content administrator secures certain document files as needed, using authorization and password-protection functionality to reserve certain information access for those users with a need to know.

Providing value for money

KS Board of Nursing originally purchased Perceptive Content for its licensing department, never anticipating all the ways it would apply the solution's scalable functionality, such as capturing and indexing all of the agency's IT department documents. Guerrero relates a specific situation where Perceptive Content came through in a pinch.

"I was in Chicago for a meeting and needed some documents from the office. Because of Perceptive Content, I was able to pull them up on the spot. Before, that information would be sitting in three-ring binders on a shelf. But with the



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new system, I can pull up key documents from anywhere with a secure internet connection." Another pleasant surprise? The time and cost savings of Lexmark's unique approach to implementation and product services.

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As with any technology investment, customers want solid support to back up the product. KS Board of Nursing is pleased to have found both in Perceptive Content and Lexmark.

"I'm amazed at how fast (the support team) responds to my questions," says Guerrero. "And the online support site features scripts and help files – really valuable tools that let you research and build projects independently without having to pay someone to come out to the office and do it for you."

Kansas State Board of Nursing proves that you don't have to be a huge organization to reap the benefits of powerful process and content technology.

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