To optimize their Epic EHR and help create a single medical record, Vidant Health chose Perceptive Content as their enterprise content management platform. Users can now capture, store and index diverse types of content and link it within the Epic EHR, making complete patient information accessible within daily workflows.

**Challenge**

**Focusing on Patients, Not Paperwork**

In eastern North Carolina, Vidant Health strives to deliver safe, quality care to more than 1.4 million people in 29 counties. With a service network encompassing 1,488 beds in 8 hospitals plus physician practices, home health, wellness centers and more, the Vidant organization is poised to serve. But with more than 12,000 clinicians and additional employees at work, efficiency and streamlined care coordination are crucial to optimal business and health outcomes.

Vidant’s ongoing quest to maximize service excellence is evidenced by the organization’s many industry accolades, including the John M. Eisenberg Patient Safety & Quality Award, inclusion among U.S. News & World Report’s “Best Hospitals” and Vidant Medical Center’s Magnet® designation from the American Nurses Credentialing Center. Vidant is also one of Hospital & Health Networks’ “Most Wired” hospitals—for the 10th consecutive year—and a Stage 6 provider on HIMSS Analytics’ electronic medical record adoption model. This commitment to leveraging information technology to optimize healthcare delivery has enabled diverse process efficiencies and productivity enhancements to improve both business and health outcomes.

**Facing Scanning Obstacles**

On Vidant’s road to achieving a single, complete medical record, one of the speed bumps they faced was paper scanning. While it sounds simple enough, it actually presented a complex challenge. Disparate proprietary and homegrown scanning solutions peppered the Vidant hospital network, creating process inconsistencies and standalone silos of data that inhibited information sharing and decision-making in both the clinical and financial areas.

“Driving paper out of the system is a signature challenge of our industry,” says Tanya Thompson, Director, IS Enterprise Applications for Vidant. “Our 2007 Epic electronic health record (EHR) implementation brought us a substantial step forward in the effort to modernize processes. We are now focused on leveraging the electronic record as the foundation that will bring numerous clinical and business processes into the digital era.”

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**Meet Vidant Health**

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- **Clinicians:** 12,000
- **Patients:** 1.4 million
- **Location:** 29 counties in eastern North Carolina
- **Hospitals:** 8

**Products in use:** Perceptive Content, Perceptive Interact for Epic
The Advantages of Seamless Epic Integration

Collaborating with Lexmark represented a giant step forward in creating a single, streamlined, enterprise-wide content management solution to remove data management obstacles and foster process efficiency. Bolstering the complete health record. With Perceptive Content in place, Vidant users can now capture, store and index content within their existing applications with the Epic EHR at the center. Diverse types of content can be easily captured from numerous sources and instantaneously shared with users within the context of a relevant clinical or business process.

"Having an enterprise solution that accommodates both business and clinical processes has presented a tremendous advantage," Thompson says. "From an ease-of-use standpoint, there is a single content management solution to roll out and support. We've created a seamless means to build and access a complete, electronic record on a single system."

Thompson credits the success of the content management implementation to two key factors: constant engagement of end users and working with Lexmark staff as extensions of her own Vidant team.

"We have benefited from a really good staff who know the tool and who have engaged steadily with the end users throughout implementation, training and support—the whole lifecycle," she said. "And Lexmark resources worked really closely with our own. We felt like they were extra team members."

Looking to the Future

With a solid Lexmark partnership characterized by commitment and responsiveness in place, Thompson said she looks forward to increasing the content management opportunities. Among her goals are integration to a new computer-assisted coding solution, adding OCR in the accounts payable department and incorporating patient signature forms into the system.

"Project requests for additional functionality are flowing in every day," says Harrison. "People are truly realizing the potential for this type of integration."

Results

Hassle Free Go-Live

Early anecdotal evidence indicates the Vidant staff are adapting quickly and easily to the new imaging solution.

"I saw several HIM managers enjoying a holiday breakfast just a few days after go-live and said, 'It must be a pretty good sign that I see you here,'" Thompson says. "They laughed and agreed that things were going very well, that they hadn't experienced the reduced productivity they expected as they adjusted to a new system. When you see three major medical center HIM managers taking time to sit and chat five days after go-live and all is fine, that's encouraging. Something is working right."
A One Stop Shop for Clinical Content

With Lexmark solutions in place, Vidant clinicians can electronically access the complete electronic health record and all pertinent content from a single location. No longer do they have to be in specific physical locations—a certain unit or even in the building—to access what they need to make decisions for a patient. Anytime or anyplace they have access to a computer, clinicians can view a complete patient chart.

“Clinicians and staff now have visibility to scanned content within the Epic EHR without having to launch and log in to separate systems,” says Mitch Harrison, Supervisor of Information Services for Vidant. “That is a huge improvement in the overall user experience and offers significant productivity gains.”

Thanks to Perceptive Content, Vidant clinicians and staff, both in patient care and in business process roles, can incorporate relevant patient information. From patient registration details to insurance cards, living wills, consent forms, histories and more, information about patients is connected to the Epic EHR.

“I cannot emphasize enough how beneficial it is to have a single, enterprise-wide imaging solution that staff across our organization, across all of our locations, are using,” Thompson said.

Perceptive Content also integrates with the organization’s PeopleSoft financial system so that employees can, with the click of a button, view all content related to their area of financial operations. “From clinical to financial roles, staff can act with confidence that all necessary information is included in their queries,” Harrison said.

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