



SKAGIT REGIONAL HEALTH TRANSFORMS DOCUMENT MANAGEMENT SYSTEM WITH ONE SOLUTION

Hyland's flexible OnBase information platform increases functionality, dependability, and integration with critical systems



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SUMMARY

Skagit Regional Health (SRH) partnered with Hyland seven years ago in an effort to overhaul its enterprise content services platform, create a central location for patient information, and automate key processes. The partnership has evolved from offering content services at one hospital to managing SRH’s entire network of hospitals and clinics. The result: Hyland’s OnBase solution has streamlined how documents are stored and shared; improved interoperability with the EHR, pharmacy, and other important systems; and supported major growth initiatives, including two EHR conversions.

“ Our transition to Epic was a very fast-paced, high-pressure conversion process with only a couple of people working on it from the Skagit side. We had a great team supporting us from Hyland, who made it possible to meet what would have otherwise been an impossible deadline. ”

— Alan Duke, document management administrator, Skagit Valley Hospital

THE CHALLENGE

SRH has a busy, expanding network in Mt. Vernon, Washington. As a result, several years ago, its aging document management system could no longer meet the health system’s day-to-day needs. The legacy technology was cumbersome, required too much manual intervention, and lacked key features such as color images. SRH needed a comprehensive enterprise content services solution backed by a strong technology platform that would provide greater functionality and help reduce the health system’s reliance on paper and manual tasks.

“At the time, most solutions were not robust enough to meet our growing document management needs,” says Alan Duke, document management administrator at Skagit Valley Hospital. “We needed to bring on an experienced partner who could help transform how we handled paper documents and processes as we grew our system.”

That’s when SRH turned to Hyland.

THE SOLUTION

To reconfigure how it managed paper documents, SRH initially deployed Hyland's OnBase enterprise content services solution at Skagit Valley Hospital. When the health system acquired Cascade Valley Hospital and several ambulatory clinics in subsequent years, once again it looked to OnBase to address its updated content management goals, including integrating documentation processes throughout the new facilities and different business offices. Hyland also oversaw the smooth transition to Epic, SRH's new EHR system.

The Hyland-Skagit partnership includes four key elements:

1. Streamlining and centralization of paper documents and processes.

Hyland deployed the OnBase platform, creating a central location for all patient information, including documents, images, faxes, video, lab results, and pharmacy orders in both black and white and color. By integrating OnBase with its existing systems, Skagit eliminated the need to print out documents and scan them into a separate document management system.

2. Automation of manual processes. The solution's native business process management capabilities allow documents to be indexed as they are scanned or pulled into OnBase, removing the need to manually enter information into indexing fields. The technology automatically routes documents and information to the right people at the right time.

3. Integration with the EHR and other applications. OnBase was configured to interface with SRH's existing systems, extending their functionality and enabling documents such as pictures and labs to be indexed into the EMR with relative ease. The platform interfaces with the following:

- EHR. OnBase provides access to all current and legacy-scanned documents within Epic.

Skagit Regional Health Facts

- Skagit Regional Health
- Mt. Vernon, Washington
- Not-for-profit
- 2 hospitals and 19 clinics
- 185 licensed hospital beds, 2,000+ employees
- Application integration: Epic, Stryker, Philips
- Departments using OnBase: clinical, HIM, patient registration, sterile processing

- OR surgical images. OnBase interfaces with Stryker in the surgery suites, importing images taken during procedures within 24 hours.
- Clinical reports and tests. Philips EKGs are saved to a folder, imported into OnBase, and auto-indexed into the EMR within 15 minutes. Mosaiq Radiation Oncology reports are also auto-indexed into the EMR. SRH is in the process of adding similar functionality for pulmonary function test reports and sleep studies.
- Sterile processing. Photos are taken of sterile instrument sets and indexed into OnBase to ensure they are clean and intact prior to use in surgical procedures.
- SRH business offices. Documents are scanned or imported via an OnBase OCR process to enable free-text searching.

4. Oversight of two major conversion initiatives. Hyland converted 4 million documents from SRH's legacy system to OnBase at the start of the partnership. More recently, during the switch from MEDITECH to Epic, Hyland oversaw the transition of 10 million documents. This project was accomplished over one year, involving a close partnership between Hyland and SRH. The highly trained Hyland/OnBase team provided ongoing expertise when it came to managing the intricate relationship between OnBase and Epic. Along with the conversion, Hyland took on the added complexity of deploying OnBase at SRH's newly acquired ambulatory clinics and Cascade Valley Hospital.

THE RESULTS

SRH has transitioned from implementing OnBase at one hospital to leveraging it across the entire organization with great success. OnBase offers increased dependability and the ability to share information in ways not possible before the partnership. Today, OnBase provides critical

KEY BENEFITS

- Comprehensive enterprise content services solution
- One central location for all patient information
- State-of-the-art scanning, indexing, and storage capabilities
- Automation processes that dramatically reduce manual work
- Advanced integration and interoperability with EHR and multiple systems
- Converted 10 million documents during Epic upgrade
- Flexible and long-term partnership resolves critical organizational and operational challenges



“ We thrive on building long-term partnerships with organizations such as Skagit Regional Health. This is a true success story and an example of how on-point collaboration, rigor, and a powerful technology platform with problem-solving capabilities can improve clinical and businesses processes.

—Susan deCathelineau, vice president, Global Healthcare Sales and Services

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information to clinical decision-makers, giving them quick access to clinical images and documents. By doing so, SRH:

Optimizes staff workflow. The system’s ability to automate several processes has created important changes for SRH. By automatically indexing documents scanned or pulled into OnBase, SRH has greatly simplified its remittance, admissions, and pharmacy processes. Staff no longer waste time manually tracking down patient information and are able to focus on high-value tasks.

Drives greater interoperability. OnBase is a highly configurable platform, lending itself to problem solving across the enterprise in unexpected ways. To this point, the system’s flexibility has enabled SRH to avoid purchasing expensive technology interfaces that cost as much as \$50,000 each.

In addition to cost savings, these new interfaces and processes improve clinical care efficiency and the patient experience.

Strengthens its vendor partnership. Hyland supported SRH through two conversion initiatives, including from MEDITECH to Epic, with minimal workflow disruption. Both were a success, thanks in part to the OnBase solution, which offers a stable and adaptable back-end platform. Additionally, Hyland's experienced implementation team helped SRH build a strong solution as it converted to Epic, providing key workflow recommendations and extra support to SRH clinic staff, who were new to OnBase.

"OnBase is a true enterprise solution and has been one of the most dependable systems in our entire suite," says Duke. "Ultimately, Hyland wants us to be successful. They are always eager to help us solve problems with a more elegant solution. There is no comparison between them and any other vendor."

About Hyland Healthcare:

Hyland Healthcare delivers a suite of unparalleled content and image management solutions to address the clinical, financial and operational needs of healthcare organizations. Globally, more than 2,000 healthcare organizations use Hyland Healthcare's world-class solutions to empower healthcare providers, inform critical decision making, and simplify information access and insight. For more information, please visit:

Hyland.com/Healthcare