



HYLAND HEALTHCARE | CUSTOMER SUCCESS

ALLINA HEALTH

Content services is a core system for Allina Health

To give patients the best care possible, Allina Health (Allina) set a goal of “One patient. One record.” Shortly after implementing an electronic medical record (EMR) across the health system, Allina knew it needed an enterprise solution to manage the unstructured content — the paper, forms, faxes, clinical images and more — that would still exist outside of the patient record. It also wanted to eliminate the disconnected systems that slowed down care and operations in departments from Accounts Payable and Human Resources to the laboratories and Home Health Care.

Allina chose OnBase, Hyland’s enterprise information platform. Allina integrated OnBase with their EMR solution, Epic, as well as other line-of-business applications from GE and Lawson. Now Allina uses OnBase to electronically capture and securely store and manage patient content, improving information access and automating manual processes across its entire health system, benefitting Allina’s patients as well as its more than 29,300 employees.

Read on to learn why OnBase has become a core IT strategy for Allina.

HIM AND EMR INTEGRATION

No more chart pulls: Provide a more complete patient picture within the EMR

In order to provide more informed patient care, Allina’s clinicians needed a more complete patient picture, but a significant amount of patient information existed outside of the EMR. Even with Epic in place, many of Allina’s annual 1.2 million hospital outpatient admissions and 3.3 million clinic visits required HIM to pull charts. Each time a patient returned to Allina for care, caregivers had to request existing medical record information from the HIM department. With each request, HIM staff had to retrieve the physical record from an onsite fileroom or offsite storage vendor before it could be provided to the requestor for patient care.

Allina needed to provide clinicians easier and faster access to patient information.

Allina begins its digital transformation with OnBase

Allina knew that Epic didn’t easily collect unstructured content, like forms, notes, paper charts and so forth. That’s why the health system rolled out OnBase at

the same time. OnBase finds, controls and makes this information readily available to clinicians and staff from within the applications they already use and know, driving improvements in patient care and service while reducing operational costs.

Now HIM department staff scan paper documents into OnBase, where the information immediately becomes part of the EMR. Caregivers simply click a link in Epic and the relevant patient content from OnBase pops up. Users don’t need to learn a separate system or switch between applications. With OnBase, all of a patient’s information is integrated with the EMR, whether it originates on paper or as an electronic file.

Training is minimal and adoption rates are high. Plus, the integration allows OnBase to automatically index the data using information from Epic through HL7 messaging. This eliminates redundant data entry and minimizes the risk of human error, increasing accuracy and productivity. The integration also captures patient documents throughout the continuum of care, from registration and points of care to the billing cycle.

CUSTOMER

Allina Health

INDUSTRY

Healthcare

SIZE

1,812 beds in 12 hospitals
More than 60 clinics

LOCATION

Minnesota
Western Wisconsin

ONBASE INTEGRATIONS

BMC Software Remedy® CRM
Cerner BeyondNow® Homecare Software
Connexion
Epic ADT®/Prelude® enterprise registration and inpatient access software
Epic Beaker® laboratory information system
Epic Prelude® enterprise registration and ambulatory patient access software
Epic Resolute® billing software
EpicWeb® provider access software
EpicCare® clinical software
ImageTrend Billing System
Lawson™ Financials
Microsoft Outlook®
Oracle® PeopleSoft® HR Software
WriteFax
XIFIN® Accounts Receivable System

DEPARTMENTS USING ONBASE

Health Information Management
Patient Registration
Reference Lab
Hospital, Professional Services Billing
Home Health Care and Hospice
Accounts Payable
Human Resources
Design and Construction

In the first year, Allina realized a complete return on investment and continues to save year after year with OnBase.

Even though patient information is easier to access, OnBase security helps Allina maintain strict HIPAA compliance, protecting patient privacy by limiting access to authorized users. OnBase also offers audit trail tools to see who has viewed or modified documents.

Allina benefits from OnBase

Creates a more complete patient picture: OnBase allows clinicians and staff to access patient information directly from within the Epic interface, viewing historical medical information alongside current diagnostic information to support more informed decisions for superior patient care.

Protects patient privacy and follows HIPAA guidelines: Only authorized users access the information stored in OnBase, and only the information requested appears on the screen.

Decreases paper, storage and labor costs: By controlling its unstructured content with OnBase, Allina has dramatically reduced its paper dependence and has decreased the amount it spends on expenses like toner, paper, filing materials and storage costs. Through automating manual tasks, OnBase allows employees to redirect their energies to patient care and service.

REVENUE CYCLE

Taking paper out of the revenue cycle from start to finish

Several of Allina's departments had implemented their own document management solution to manage the information specific to their department's efforts. These separate systems created information silos that added complexity to processes and created operational bottlenecks. For example, even if a patient had registered at one of Allina's hospitals or clinics earlier in the day, if he went to a different location — even though it was within the same health system — the patient would have to provide his insurance cards and identification information again to registration staff.

Allina wanted all patient documentation quickly in one place.



Creating efficiencies across the enterprise

By rolling out OnBase across the enterprise, Allina consolidated various document management solutions in several departments, including its Revenue Cycle Management (RCM) area and Transportation Billing. Doing so ensures that patient registration and all related billing information exists in one secure, centralized repository, rather than in separate systems.

Now all revenue cycle documentation is in OnBase, and authorized users across the health system easily access needed billing information, improving revenue cycle processing and patient satisfaction.

More convenient for patients, faster for registration

OnBase integrates with Epic at all of Allina's hospitals and clinics. At patient registration, staff members enter patient data into the EMR, scanning in all required documentation, such as identification, insurance cards and consent forms. OnBase automatically indexes the information using data from Epic and attaches it to the patient record. Not only does this eliminate human error, it guarantees that all related information is stored together.

When patients return, staff quickly verify their information. Patients need only present IDs or insurance cards if they've changed since their last visit.

Managing EOBs consistently — no matter where or how they originate

After a patient is discharged, OnBase continues to speed up the revenue cycle.

Both RCM and Transportation Billing scan paper explanation of benefit statements (EOBs) and import those received electronically (via 835 processing). OnBase automatically indexes the data with information from the billing software.

Users retrieve the formerly paper EOBs with a mouse click in Epic Resolute. Since staff members prefer the format in OnBase, they open the electronic EOBs in it. Allina utilizes the business process automation tools in OnBase to create workflows that automatically route documents to the appropriate staff member. OnBase then routes the completed work to that staff member's manager for review. The reporting and tracking capabilities of OnBase provide a full view of the activities, helping to balance workloads while ensuring compliance.

Reduce space? No problem when all of your documents are electronic

Because RCM staff can securely access documents they need offsite, some of the payment posters now work remotely or from home. Not only does this improve employee satisfaction, it also frees up needed office space for other departments and patient care.

With their documents and data connected, Allina's administrative offices now have streamlined processes.

Better patient experience from registration and beyond

Elevates the patient experience at registration and expedites billing: When a patient registers, staff members verify insurance cards and IDs in Epic. If it's their first visit, staffers scan the necessary documents into OnBase. Once in OnBase, patient billing professionals also have immediate access to the documents. This way, the revenue cycle starts at registration.

Keeps EOBs in one place — whether received electronically or on paper: RCM scans paper EOBs and imports electronically submitted ones into OnBase. Users retrieve EOBs originating on paper simply by clicking on a link in Epic Resolute. Allina Medical Transportation indexes scanned documents with values taken from the ImageTrend billing system and users quickly retrieve the EOBs in OnBase. "Our staff recognize the advantages of using workflows — they even come up with new ones," said Kelly Paal, RCM manager at Allina Health. "Once you start asking questions, you realize you can make a big difference in terms of process improvement."

Improves employee morale and process visibility: "With the OnBase integration, staff can access everything they need through a secure online portal," said Paal. "Being able to offer employees the option of working remotely has allowed us to retain staff. We can also track our inventory now — working from 'oldest to newest' so that we know exactly what is outstanding. We really couldn't say that before."



AP AND HR

Boosting back office process speed

As pressure to control healthcare costs continues to increase, health systems have to maximize operational efficiencies anywhere they can. Allina recognized that paper wasn't just a problem in one or two departments, but in nearly every area of its healthcare organization. In its administrative offices, like AP and HR, paper bogged down processes — perhaps more so than in other departments. Paper creates inconsistent and inefficient business processes and Allina's line-of-business software applications only handled data, not documents. The combination made compliance and audits a constant, worrisome struggle.

While those administrative departments performed very different functions, they experienced many of the same frustrations — all of which were eliminated with OnBase.

Newfound efficiencies and process speeds up HR and AP

Allina's AP and HR departments centralized all of their documents into OnBase and integrated the solution with their line-of-business applications, including Oracle's PeopleSoft, Microsoft Outlook and its talent management software, Connexion. With their documents and data connected, Allina's administrative offices now have streamlined processes, creating consistency and ensuring compliance that puts audit worries to rest.

OnBase integration for Lawson speeds data entry for 40,000+ monthly invoices

Each month, Allina's centralized AP department receives upwards of 40,000 paper invoices, plus electronic data interchange (EDI) invoices. Now the department scans/imports all of the invoices into OnBase. Staff members enter data into Lawson from the image displayed on a second monitor. Then, they hit a hotkey and the data transfers to OnBase, which then automatically indexes the invoices using the information in Lawson. There's no duplicate data entry and values in each system are sure to match.

Making a difference 29,300 times: Cut response time to employees in half

With 29,300 employees and 20 business units, staying on the same page isn't easy for Allina's HR department. Paper only made communication and consistency more difficult. HR needed to standardize processes, but let the business units keep their independence. With OnBase, the department does just that.

HR has automated many of its tedious jobs with OnBase. It automatically performs tasks behind the scenes to create cases, update documents and perform mass changes. In addition, when an employee requests information, HR doesn't have to physically pull an employee file.

As a result, response times are now 50 percent faster. During its annual benefits confirmation, HR no longer hires temporary staff because the information is already in OnBase and doesn't need to be printed and filed into folders.

“OnBase has also helped us in our ability to comply with Joint Commission audits. Within months after OnBase was implemented, a surveyor showed up unannounced at a regional hospital for a spot lab review. The manager called in a panic, but not only did the audit go fine and quickly, the surveyor was wowed.”

Linda Laskow
Human Resources Director

The benefit of time

Gives AP staffers more time: By automating manual data entry tasks, OnBase improves accuracy while allowing associates to spend more time on higher-value tasks, like processing and exceptions.

Reduces HR response time to employees by 50 percent: In the past, when an employee made a request, it required HR to manually locate the employee file. Now, submitting an eform triggers OnBase to open a case in Remedy. Now staff view the related document directly from links on the Remedy screen. The OnBase integration also supports self-service. Employees use the My Allina portal to update information.

Reduces time, labor, costs and risks associated with records management and audits: OnBase archives PeopleSoft reports (e.g. payroll reports, benefits statements) and uses PeopleSoft files to automatically index the documents as well as make any mass changes to them.

Allina improved patient safety, increased efficiency and made its caregivers' lives easier when it deployed OnBase.

LABS AND HOME HEALTH

Innovating document management across the health system

As Allina expanded its OnBase solution, it discovered new and innovative ways to use OnBase to manage paper and processes. By implementing OnBase in its Reference Lab, Medical Laboratories and Home Health Care unit, Allina now has a detailed reporting tool that ensures compliance while providing remote access for field workers.

Before OnBase, trends and common mistakes were difficult to spot, which prevented the Reference Lab from proactively addressing them. And, as was the case in other departments across the health system, patient and billing documents took too long to find. This meant associates couldn't spend as much time with patients as they wanted to. Moreover, without a standard for pushing out policies and procedures, Allina risked compliance issues.

Digital transformation improves patient safety

Allina improved patient safety, increased efficiency and made its caregivers' lives easier when it deployed OnBase in the Reference Lab, the Medical Laboratories and Home Health Care unit.

Eight million tests, one solution to track issues

Allina's Reference Lab manages more than 8 million lab tests per year. In any lab, issues arise while processing lab results — couriers might be late, labels can go missing or get mismarked, specimens get too warm or too cold and so forth. But now, when an issue occurs, processors immediately fill out an OnBase eform to record the error. Monthly reports reveal issue trends found within the lab, parsing them by customer error, processing error or even courier error. The lab spots problem areas and trends and proactively resolves them.

On the billing side, many departments, including Operations, Customer Service and Billing, have immediate access to the documents in OnBase. If they need to see a requisition, they just click in the XIFIN accounts receivable system to open it. With quicker access to requisitions, Allina processes bills more efficiently and answers questions immediately, which improves customer service.

Improving policy knowledge and revisions

Without a standard for pushing out policies in the Allina Medical Laboratories, it was easy for staff to overlook or miss an update. With OnBase, policies are stored and monitored in one place. Allina tracks which medical director signed a policy and when, and new employees are sure to have the most recent versions. Allina is now always ready for an audit by the College of American Pathologists or the American Association of Blood Banks.

If a policy is revised, OnBase routes a draft for review. After it's finalized, OnBase sends it to a medical director to approve. After 11 months, OnBase automatically sends another reminder so staff members don't have to remember every review, nor do they have to wait for slow paper approvals or changes. Policies are always updated on time, keeping Allina in compliance with local, state and federal regulations.

Home health associates have more time with patients

Allina Home Health Care scans patient care and billing documents into OnBase so that associates don't need to carry or search through file folders while in the field. With patient documents accessible on their laptops, they have more time to spend with patients. OnBase also ensures that patient information is more secure with granular security settings, automatic audit trails and document histories..

Better tracking, more time

Improves lab issue tracking to reduce errors: To unite Epic Beaker® with XIFIN, Allina integrates them both with OnBase. Beaker sends requisition result data to OnBase and XIFIN. Lab staffers scan in the requisitions and OnBase automatically indexes them. If information on the requisition doesn't match what's in Beaker, OnBase catches the mistake and notifies the managers before it gets to Lab Billing, reducing mistakes made in both systems.

Ensures staff read and acknowledge policies, improving compliance in the Lab: With OnBase, Allina knows the most current policies are available and accessible to its employees. Document Knowledge Transfer protocols provide an audit trail of employee acknowledgement, keeping the health system in compliance.

Gives associates more time to spend with patients: Using HL7 messaging, OnBase pulls information from BeyondNow to index 5,000 clinical and financial documents per month. Associates access patient information securely on their laptops, not in manila folders, maximizing the time they spend with patients.



“ OnBase is a flexible solution. We can add whatever we need to as we continue to develop it. It’s a full-service project management system.”

Dwight Elthon

Senior construction operations manager
Design & Construction

A COMPLETE CONTENT SERVICES STRATEGY

For Allina, OnBase is much more than a tactical and departmental software solution. It’s a strategic, system-wide investment that delivers real value. It reduces paper and storage space expenses, while lowering labor costs by improving productivity. By adopting OnBase across the health system, Allina leverages its technology investment, enhancing its existing applications, minimizing its dependence on IT resources and increasing the value of the enterprise solution.

“We receive requests for software or hardware weekly and we ‘shop’ in-house first. We really don’t have to recreate the wheel. We just simply expand the solution,” said Julie Aschenbach, a team lead in the Information Systems department.

From registration and points of care to the billing cycle and AP, Allina eliminated those paper-based, manual processes that add time, frustration and cost while adding no value. That’s why Allina achieved a complete return on investment within a year of its initial OnBase implementation and that’s why Allina continues to save year after year.

As healthcare organizations across the U.S. strive to meet federal mandates for higher care at lower costs, Allina is an ideal model for an enterprise content services strategy that optimizes its EMR as well as other applications. With a more complete patient record — one that incorporates the information existing outside of EMR technologies — Allina has improved patient care, safety and security across the health system, realizing its vision: “*One patient. One record.*”

Learn more at [HylandHealthcare.com](https://www.hylandhealthcare.com)

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