

Patient Acct	Last Name	First Name	Visit Date	Doc Status	Doc Type	Export Status	Patient Status	Notification Status
123456	DOE	JOHN	11/15/201	ACTIVE	ORDER	EXPORTED	ACTIVE	NONE
123456	DOE	JOHN	11/15/201	ACTIVE	CORRES	EXPORTED	ACTIVE	NONE
123456	DOE	JOHN	11/15/201	ACTIVE	ULTRASO	EXPORTED	ACTIVE	NONE

Barnes-Jewish Hospital Boosts Efficiency With the StapleWare® Deficiency Manager

Challenges

Barnes-Jewish Hospital is the largest hospital in Missouri and the largest private employer in the St. Louis region. They are consistently ranked among the best hospitals in the country for a variety of specialties, including cancer and urology. Like at many hospitals, the Medical Records department at Barnes-Jewish Hospital releases 10,000 or more patient records per month, and each release includes an average of 600 pages. To complete the Release of Information (ROI), records are printed from their 12 EMR systems. Until recently, the process was completely managed with paper, and records were carried from one station to the next as each step was completed. The pages were manually counted at least twice during the process, and all paper records had to be locked up at the end of the day to meet HIPAA requirements.

Barnes-Jewish needed a system that could manage the records electronically and securely. Records needed to be electronically captured from the EMR systems. Tracking and reporting were necessary to maintain the 30 day turn-around time for patient records as outlined by the Center for Medicare and Medicaid Services.

Solutions

After consulting with the Medical Records department, our document management experts installed DocuWare with Task Manager to manage, track and automatically route documents through the ROI process. The DocuWare Printer now captures the reports electronically from the 12 different EMR systems. The new Document Management Solution also included StapleWare® Deficiency Manager, which generates productivity reports for managers and automatically creates page counts for users.

Results

- **Boost Efficiency** – With StapleWare® Deficiency Manager, Barnes-Jewish Hospital was able to eliminate their paper-based records system, greatly increasing the overall efficiency and accuracy.
- **Deficiency Management** - Deficiency Manager ensures that all required documents are available in a DocuWare file cabinet before further processing, eliminating errors and delays in their ROI process.
- **Secure Records** – Once captured from their EMR system, patient records are now securely stored in DocuWare, and only available to authorized users.
- **Reliably Track Progress** – Managers and hospital administrators can now accurately track the progress of the ROI or other tasks with Deficiency Manager, which can create and send lists of missing documents to managers and staff.

“The ROI that was created had two major benefits to us, first it made it easier to manage the documents, and second, our documents are secure.”

Products

- **DocuWare ECM**
- **DocuWare Printer**
- **DocuWare Task Manager**
- **StapleWare Deficiency Manager**

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