POLAR IMAGING INC.
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Client:	**Woodstock General Hospital (WGH)**
Product/Service:	**Document Management & Scanning Solutions**
Industry:	**Healthcare**
Usage:	**Health Records**

Background

In 2014, Kathy Lavelle, former Director of Health Records, currently the CFO, came on board at Woodstock Hospital and quickly noticed there was a technology gap. "It was a challenge to access historical records, because they were still on paper. Clinical staff had to call Health Records, who then had to go search for the record. It was causing significant delays for clinicians who needed the information to provide the best care possible," said Lavelle. "We were already using PaperVision Enterprise, an on premise enterprise content management (ECM) service, for archive storage, so I was anticipating that we could leverage the existing technology in new ways." After expanding how PaperVision Enterprise was being used in the hospital and adding PaperFlow to handle their in-house scanning needs, they have improved access to information, reduced document retrieval times, and saved money.

> "Patient records are readily accessible with PaperVision® Enterprise, which helps clinicians make life-saving decisions. We're saving $437,500 every year in staffing, offsite scanning, and office supply costs, and efficiency throughout the Hospital has greatly improved."
>
> -Kathy Lavelle, Woodstock Hospital, CFO

Situation

Opened in 2011, the new Woodstock Hospital replaces the former hospital built in 1895. It is much more than a hospital; it is an essential resource to the quality of life for each person living in the area. The hospital has now expanded to become a 178 bed, full-service hospital that provides care to more than 55,000 people in the city of Woodstock located in Ontario, Canada and over 110,000 people located in Oxford County. The hospital takes pride in their proven commitment to the health and well-being of the patients and the community. Managing files that were on paper was tough, and finding patient records was becoming increasingly time-consuming.

"There was a lot of information still being stored on paper, so when a patient would come into the emergency room, we would have to take the time to physically find their old records," said Lavelle. "It was very frustrating for clinical staff to have to wait for information they needed to provide care, especially in the emergency room when decisions need to be made quickly." Security and auditing was another driver for change at Woodstock Hospital. Records that were on paper were easy to change for multiple people to view. "While the file was checked out, we couldn't track whether it had been updated or changed and you had no way to know who had viewed what or when," said Lavelle. Lavelle knew that if they could leverage the technology they already had, they could come up with a plan that would save the hospital money and provide a quick return on investment (ROI). The goal was to have a system that would improve the quality of patient care, improve document security and save the hospital money.

Key Benefits

- Saved $437,500 every year in staffing, offsite scanning, and office supply costs
- Reduced Records Department staff from 6 full time equivalents to 2.5, an annual savings of $295,000
- Return on investment of 258% and payback of 3 months, verified by third-party analysts from Nucleus Research

Solution

Woodstock Hospital worked with Polar Imaging, a document management and imaging company based in London, Ontario. The hospital wanted a system that would allow them to expand beyond simply storing old documents. The hospital now wanted to digitize their patient files and they chose to take advantage of the additional features of PaperVision Enterprise. Polar Imaging handled their scanning needs for more than 10 years, totaling more than 12 million pages. In 2015, the hospital installed PaperFlow to so they could start scanning in house.

Recognized Benefits

Retrieving documents instantly with PaperVision Enterprise has improved the efficiency of the entire Hospital, while reducing staff. The Records Department is no longer staffed 24 hours per day; instead of paying six full-time equivalents in the Records Department, only 2.5 are needed. Having the information all available online eliminates the retrieving and reviewing of paper documents by the coding staff. Each page of the record is still reviewed, but the process has greatly improved. Having all of the records readily available has enabled a reduction in the coding turnaround time and created efficiencies in data submission timelines.

They now scan about 3,500 pages a day, and the indexes are created automatically using a 2D barcode that pulls information in real time as the files are scanned. "Thanks to PaperVision Enterprise, the clinicians can look up information they need themselves, and the average number of calls per day has been reduced from 38 to less than six," said Lavelle. This saved the Records Department $295,000 a year in salary costs, and $25,000 in office supplies. In fact, this year they have dropped the office supply budget almost entirely, and their annual budget for document scanning offsite is now zero dollars, saving an additional $140,000. With a three-month payback, Woodstock has received 258% ROI, which was verified by an expert, third-party analyst.

Woodstock Hospital's patient files are now securely and accurately stored, so they are prepared to comply with PHIPA regulations, which requires the Hospital to notify patients and the Privacy Commissioner if someone sees their record who isn't supposed to. The auditing and reporting capabilities in PaperVision Enterprise allows them to track every single access, and identify any breaches that require reporting. Having digital records in the system also allows Woodstock to easily answer monthly lawyer and insurance requests, as files are now sent through secure email or file exchange. The efficiencies gained through this implementation improved accessibility of patient records, which helped advance the timeliness of patient care at Woodstock.

About Polar Imaging

We provide organizations with only the best document management solutions, scanning, equipment, and professional services in the industry. We do this to help strengthen our communities and our economy.

Our aim is to educate businesses on document management and imaging and to show them how to reach their overall business goals using innovative business technologies.
Having the ability to customize our solutions tailored to your specific requirements is something we feel is unique to us. Our solutions are adaptable and address the needs of not just one department, but virtually any department you need a solution for!