

# Improving patient care through workflow automation.

Provide a more complete solution, resulting in a simpler and more efficient working environment.

## Challenge

- Files take up too much physical space
- Sharing patient information in a secure and timely manner
- Replace cumbersome paper-based patient files with a fast, secure and more efficient electronic solution

## Solution

- Reduce time and cost of record processing
- Facilitate sharing of patient information between departments
- Centralize patient documents accessible from core applications
- Work universally, in all departments

## Results

- Streamlined operations
- Enabled better collaboration within departments
- Improved regulatory compliance
- Improved reliability and increased security
- Reduced physical storage costs

## Company profile

The Children's Hospital of Boston, MA is a 347-bed comprehensive center for pediatric healthcare. As one of the largest pediatric medical centers in the United States, Children's offers a complete range of healthcare services for children from birth through 21 years of age. The hospital records approximately 18,000 inpatient admissions each year, more than 150 outpatient programs, and emergency services care for more than 300,000 patients annually.





“The beauty of this customized solution is the ease of use for the hospital staff. Working with Nuance has made this process seamless and extremely efficient.”

Alex Khayat  
Manager of Architecture, Standards and Emerging Technologies  
Children’s Hospital of Boston

Additionally, the hospital performs 120,000 radiological examinations every year. Children’s is home to the world’s largest pediatric research facility, with 1,200 driven scientists and staff.

**Challenges.**

With malpractice lawsuits and questionable care becoming all too common in the headlines over the past few years, Children’s Hospital decided to take initiatives to improve patient care. There were thousands of paper-based patient records in numerous departments with some dating back as far as the mid 1960s. These files were not only very difficult to navigate and locate, but they also took up a great deal of physical space in each department; in many cases, full rooms were being used to store these files.

Furthermore, sharing vital patient information within departments did not happen in a timely manner and required a great deal of internal effort. This important

and often time sensitive task often started with an email or conversation between departments, followed by more emails and conversations for clarification.

To achieve maximum efficiency, time and cost savings, the hospital wanted to implement a new infrastructure that would effectively connect all departments and replace cumbersome paper-based patient files

Children’s Hospital Boston required a solution that would:

- Reduce time and cost of record processing
- Facilitate sharing of patient information between departments
- Centralize patient documents accessible from core applications
- Work universally, in all departments

### **Solution.**

In evaluating many different technology options, Children's Hospital instituted help from Nuance. The hospital did not want to completely alter the way work flowed into each department; their hope was to streamline the process, enable better collaboration between departments by centralizing patient data, and help the staff work efficiently and be more productive. Being a "Hewlett Packard (HP) shop," Children's Hospital wanted to implement a software solution that would work seamlessly with their existing hardware and infrastructure. Users were already comfortable with the "scan to email" functionality on the HP multifunction devices (MFP), and it was critical to integrate this solution while incorporating the MFP functionality in the day-to-day tasks. The goal was to provide each department with a common understanding which would improve collaboration, shorten the learning curve, simplify IT administration, and create a common culture throughout the hospital that otherwise did not exist. The hospital didn't want a solution that involved external devices with separate scanners, keyboards and storage. These types of solutions had proven to be more complex to implement and had the potential for technical problems due to multiple hardware systems and accessories. With their existing workflow process in mind, Nuance developed a customized solution for Children's Hospital Boston using AutoStore software and HP MFP devices.

### **Results.**

A successful AutoStore implementation provided Children's Hospital staff with a smooth transition into a more complete solution, resulting in a simpler and more efficient working environment.

This solution helps:

- Streamline operations
- Enable better collaboration within departments
- Improve regulatory compliance
- Increase security
- Improve reliability
- Reduce physical storage costs

As a result, information is shared easily, documents are easy to find, and both physicians and staff are more productive.

### **Return on investment.**

Document storage costs run from \$200/month to over \$10,000/month depending on the volume. On an annual basis, each department can spend up to \$125,000 on physical storage only. Using Nuance's AutoStore solution, Children's Hospital will save over \$2M per annum on document storage costs. As more departments join the paper to electronic conversion process, the ROI will increase by 10% annually.

Contact us to find out how thousands of other hospitals use Nuance solutions to exchange protected health information securely.

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