

Large-Scale Collaboration to Help Achieve HIMSS Stage 7 Certification

Overview

One of the largest and more extensive academic health systems in the Mid-Atlantic region. Composed of 14 hospitals and 19 outpatient centers, this health system continuously ranks in the top U.S. News & World Report's list of best hospitals.

Problem

All medical records were scanned post-discharge in an off-site facility so paper documents needed to be collected from all hospital locations and brought to one centralized location for processing. There was also a new initiative from IDN leadership to push to achieve the prestigious HIMSS Stage 7 certification (which requires all paper documents need to be scanned, indexed, and loaded back into their EMR within 24 hours of creation). Their processes were efficient, but they lacked the infrastructure to get their images processed within the HIMSS Stage 7 requirements independently.

Solution

Working with multiple internal departments over seven months, DataBank built a custom point-of-service scanning workflow, which allowed the health system to process all documents on the care floor within 24 hours of creation. Our teams co-managed the logistics with their OnBase and Epic environments, staffing, and the processing of all medical records - while also focusing on the various roles that would interact with the workflow. DataBank helped create programs to enable all clinical departments to stop relying on the paper and to utilize the information within their EMR for care and decision making.

Results

This revamped process allowed for digitized medical records images to be made available within their EMR pre-discharge. With the improved integrity of their medical records and the top-notch workflows, the health system was able to achieve HIMSS Stage 7 and are rolling the workflows out to all hospitals within their health network.