

# Strict Quality Assurance Program to Ensure Higher Integrity of Medical Records

## Overview

A nationally recognized health system for their excellence in cardiovascular care. They have also received “Best Hospital” as well as a “High Performing Hospital” designations for treating chronic obstructive pulmonary disease (COPD) and heart failure, and for performing heart bypass surgery by U.S. News & World Report.

## Problem

Due to a possible acquisition, the acquiring health system needed to ensure that their medical records were of the highest quality. Prior to the merger, their HIM department performed all scanning in-house but with staff turnover, it became difficult for them to maintain a consistent and reliable quality control program for scanning and indexing. After completing a full audit of all their digitized images (consisting of paper charts vs. scanned charts), there were some opportunities to improve some of the inconsistencies and overall quality of the records

## Solution

Being an established provider in the market, with demonstrated success in understanding medical records, DataBank was brought in with a tight deadline, given their request's high-profile nature. They needed to double check and re-index their previously scanned images to help resolve their outstanding issues and facilitate the acquisition process's completion. With their paper files boxed up, our team was given remote access to their system and asked to be a third-party auditor of all their charts, checking for inconsistencies between the scanned and paper charts.

## Results

Once DataBank completed the quality control process, the hospital could dispose of all documentation that they were once hesitant to destroy due to previous inconsistencies in the quality of their existing scanned records. This reduced the amount of physical storage space required for their documentation - also adding more integrity to previously scanned medical documents.