

Increasing Indexing Quality & Speed with DataBank BPA

Overview

The largest and most extensive health care system in the state of Delaware. They have a vast network of outpatient services, home health care, urgent care centers, 3 hospitals with free-standing emergency department, a Level I trauma center and a Level III neonatal intensive care unit, a comprehensive stroke center, and regional centers of excellence in heart and vascular care, cancer care, and women's health.

Problem

As the health network had a growing number of outpatient locations and limited resources, their HIM department was struggling to keep up with indexing all of the records on behalf of these ambulatory facilities. Due to competing priorities and variations in indexing processes, their old workflows were causing large-scale delays and internal communication errors.

Solution

The health system decided to outsource the classification of their ambulatory records. Remotely from within the customer's EMA environment, DataBank performs de-duplication and strict quality control measures to ensure that images are indexed accurately and on a standardized format. Due to DataBank's long-standing knowledge of medical records, our teams are better able to index their charts to the health system's exact criteria and better manage their workflows more efficiently, allowing them to better navigate additional volume ebbs and flows.

Results

These process improvements allowed the health system to ensure patient information was accessible and indexed correctly within a centralized location. This saved the health network from hiring additional full-time employees and allowed them to reallocate existing resources to more mission-critical tasks such as patient care.