

Freeing Employees For Higher-Value Tasks Using DataBank BPA Outsourcing

Overview

A top academic Mid-Atlantic based health system that is ranked among the nation's top hospitals by U.S. News & World Report in 2020.

Problem

In each of the health system's 400+ physicians' practices, they were manually indexing all external labs which required clinical staff to handkey lab values directly into their Electronic Medical Records system which resulted in numerous errors. Around 1,000 employees were involved in the document indexing process daily, which revealed a lack of standardization and consistency due to the manual entry. Occasionally, even physicians and nurses needed to key this information into their system - causing those high-paid specialty roles to perform administration work rather than performing critical patient care tasks.

Solution

The health system outsourced this manual work to DataBank which enabled their HIM department to eliminate the amount of errors within their ambulatory patient charts as well as to increase the overall turnaround processing time getting external labs into their EMR environment. To help the practices' staff feel more comfortable, DataBank set up a secure outbound communication platform to enable them to pick-and-choose which records they preferred to process in-house or to send to DataBank. This allowed the staff to dedicate more time to patient care but still process discrete data values in-house as needed.

Results

Due to the complexity of the healthcare system's indexing criteria, they wanted to utilize an advanced technology solution but also to be able to rely on the human element to analyze documents intelligently. To help meet those needs, DataBank was able to offer a hybrid approach that allowed them to reduce errors and improve turnaround times.