

Case Study

Healthcare agency gets digital process into shape

Automation reduces labor, errors and costs

Lifetime Care provides comprehensive care and support services to thousands of people in Western New York. By adopting an automatic indexing system that includes **Kodak** Scanners and **Kodak** Capture Pro Software, the agency has cut the cost of digitizing documents and improved access to patient information.

Situation

Lifetime Care made the transition to a digital workflow, scanning documents to record every patient visit. However, the staff was still spending too much time on manual data entry and filling in fields of data. What's more, managing multiple software platforms caused confusion and wasted time.

Objective

The agency wanted to reduce labor costs and improve data-entry accuracy by further automating their document management process.

Solution

Preprinted barcode labels were introduced to patient visit documents, eliminating the need for the staff to enter additional data. In addition, the **Kodak** Scanners were upgraded to **Kodak** Capture Pro Software Network Edition, which greatly simplifies the task of managing multiple software platforms.

Results

The solution has streamlined the data entry process, cut the error rate and freed staff members to focus on more important tasks. More importantly, by providing faster access to accurate information, it has contributed to improved patient care.

Lifetime Care has an average daily census of around 3,000 patients, and must be able to record and track large numbers of patient visits quickly and accurately. The agency took a step toward achieving this goal in the '90s by outsourcing its document scanning process. But the process proved to be time-consuming, costly and error-prone.

In 2000, Lifetime Care tried to improve the process by purchasing a variety of **Kodak** Products to bring scanning in-house. The move succeeded in reducing costs and significantly improved image quality. However, the process was still demanding as it required a staff of five people dedicated to manual data entry and filling in various fields for each patient visit. Plus, managing multiple software licenses and hardware dongles was demanding and complex. The agency needed a different approach to create a truly streamlined process.

“The **Kodak** Products and File360 have allowed us to manage documents for a minimum cost, while making access to information easier and ensuring that we achieve compliance.”

John Cauvel, Vice President for MIS and Infrastructure at Lifetime Care



Kodak Scanners used at Lifetime Care include **Kodak** i4600, i4200, i3400, i2600, i2800, i40 and **ScanMate** i1120 Scanners

Automation is the answer

With the assistance of Information Management Services (IMS), an Authorized Reseller of **Kodak** Document Scanners, Lifetime Care began adding barcodes to patient visit documents. These preprinted labels save staff members the additional task of completing required information, such as patient name and ID. When documents are returned to the home office, operators simply scan them and required index fields are populated automatically. The new process increases efficiency by virtually eliminating the need for manual data entry.

IMS has also gradually upgraded Lifetime Care's fleet of **Kodak** Scanners to the **Kodak** Capture Pro Software Network Edition. This has made staff members' jobs much simpler. "Our

people no longer have to worry about misplacing individual hardware dongles for each scanner or keep track of multiple software renewals," explained Mike Iadarola, Manager of IMS. "They now have licenses tracked from an individual location with one annual software renewal, which streamlines the entire process."

Less labor, lower costs

By greatly reducing the amount of manual indexing needed for patient visit documents, the capture software solution from IMS has allowed Lifetime Care to reduce costs.

"Now we're able to better optimize how we allocate our people's time," said John Cauvel. "IMS has helped us to not only greatly enhance the indexing process, but cut the error rate, and that has translated to better patient care."

Upload from anywhere

Kodak Scanners and Capture Pro Software also simplify Lifetime Care's physician order processing. Instead of having to be scanned from a central location, documents can now be scanned into the agency's File360 database from any of five satellite offices. "If a supervisor in Rochester needs access to patient information in Newark or Auburn, they can easily pull it up and search for any information field," explained Cauvel.

"Given the regulations that we have to live with, paper is going to be around for a while," Cauvel added. "What the **Kodak** Products and File360 have allowed us to do is manage those documents for a minimum cost, while making sure we achieve compliance. The system can point out missing information, which allows us to act on key data without wading through mountains of paper."

To learn more:

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