How Skagit Valley Hospital Increased Dependability and Reduced Dependency with One Solution

Customer:
Skagit Valley Hospital

Industry:
Healthcare

Location:
Mount Vernon, WA

Organizational Size:
137 Licensed Beds

Integrations:
Meditech EMR

Departments Using OnBase:
Clinical
HIM
Patient Registration

The Solution

With a legacy document management system that could no longer meet its day-to-day needs, Skagit Valley Hospital faced the challenge of finding an enterprise content management (ECM) solution that not only replaced existing functionality, but added to it. That's when they turned to Hyland Software and OnBase.

With an overall goal of increasing dependability and reducing reliance on paper and manual processes, OnBase supplied Skagit with the increased speed and quality it required. Additionally, the ability of OnBase to integrate with Skagit's existing systems – like the Meditech EMR and pharmacy system – increased their value by extending functionality and creating one, central location for all patient information. Documents that had only ever been stored as paper, like high-quality color images, graphs and faxes, are now part of the electronic patient file as well.

> *"OnBase supplies us with the dependability and automation we require to continue to improve our processes and reduce our reliance on paper and the manpower it requires to manage."*
>
> – Alan Duke, clinical applications analyst, Skagit Valley Hospital

The automation of OnBase created big change for Skagit as well. By automatically indexing documents scanned or pulled into OnBase, remittance, admissions and pharmacy processes are greatly simplified. OnBase removes the need to manually enter information into indexing fields and automatically routes documents and information to the right people at the right time. This allows staff to focus on high-value tasks to speed processes while improving the quality of patient care.

A true enterprise solution, Skagit leveraged OnBase across the organization, speeding administrative processes while reducing costs so the hospital kept its focus on providing quality patient care and service.

The Return on Investment

Reduction of paper and steps from processes company-wide: By integrating OnBase with its existing systems, Skagit eliminated the need to switch between multiple systems and print out documents and scan them into a separate document management system.

One, central location for all patient information: Integrating OnBase with the Meditech EMR and other ancillary systems allows Skagit to add content to the patient file, such as pictures, video, lab results and pharmacy orders, creating a single location for all patient information.

Automatically route documents to end manual processes: Through automated indexing, OnBase immediately directs documents to the appropriate location and connects related documents. Staff no longer waste time manually tracking down patient information.

OnBase®
a Hyland Software solution