



## Case study: CentraCare Health System



### Minnesota hospital system drives process efficiencies with Intelligent Data Capture

As one of the largest health systems in Minnesota, CentraCare™ is comprised of 8 hospitals, 11 senior housing facilities, and 8 long-term care facilities throughout central Minnesota. CentraCare offers patients the latest advancements in care, technology, and treatments close to home. Additionally, Carris Health is a subsidiary of CentraCare that serves rural communities in west central and southwest Minnesota with personalized care.

#### Quick facts



12.3k Employees



900+ Physicians & APPs



1.5k Volunteers



8 Hospitals



30+ Clinics



Urgent Care



3 Pharmacies



Home Care & Hospice



Senior Services



3 Outpatient Surgery Centers

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## Enterprise Content Solutions

### Background

The CentraCare and Quest Diagnostics<sup>®</sup> teams have a long-standing relationship, having worked together for more than 20 years. In 2001, CentraCare implemented **Quantum<sup>®</sup> Enterprise Content Solutions (ECS)** to capture patient and business operations data to help support and improve patient care, drive operational efficiencies, and lower costs. Quantum Enterprise Content Solutions continues to deliver consistent technology, new functionality, and tools to help support CentraCare's evolving needs, including supporting the transition to a new electronic medical record.

“**The support is dependable, and the staff are always great to work with in helping find solutions.**”

- Kim Holly, RHIT, Sr Application Programmer Analyst

### CentraCare by the numbers: Information maintained in Quantum ECS

1.5+ million

patients

105.5+ million

documents

38+ million

charts

### Challenges

With roots dating back to 1886, CentraCare creates numerous types of documents every day, including patient self-assessments and consent waivers. Hundreds of documents are sent daily from specific departments, including behavioral health, surgery, physical therapy, occupational therapy, speech therapy, and pediatrics. Additionally, the behavioral health department has patients complete self-assessments on paper rather than electronically to provide a comfortable way to share sensitive information. Scanning documents in bulk without processing key indexing values was a labor-intensive process prone to errors that was time-consuming for the CentraCare team to resolve manually.

Consultation records from external facilities are another type of document CentraCare manages daily that do not have identifying information. Staff found it very time consuming to manually prepare and scan hundreds of these documents together. Additionally, the variety and complexity of the materials sometimes resulted in issues that required quality review.

The CentraCare team looked to replace these labor-intensive processes with a more efficient workflow.

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### Solution

CentraCare worked with Quest Diagnostics to implement **Intelligent Data Capture (IDC)**, a feature of Quantum Enterprise Content Solutions, to help gain efficiencies and reduce scanning time. IDC provides indexing efficiencies of electronic and scanned documents that are indexed to Quantum Enterprise Content Solutions, and subsequently delivered to other systems, like the EMR, as needed.

The initial project scope involved 3 Health Information Management (HIM) departments using IDC with a total of 20 users in 3 different locations. The CentraCare team used the batch class feature to direct how a set of documents is scanned and created rules regarding where the documents go after scanning and validation. The user is then able to select the appropriate batch class at the front of the process and that set of documents is scanned in a single session in IDC.

To meet CentraCare's workflow needs, the Quest team configured the batch class to be able to recognize the document type by the header on the EMR's printed sheets, rather than the barcode. Sample documents were provided to train the system so documents could be indexed based on the document type. Batches with 70 pages or more were initially tested. If the system identifies a potential indexing error, it is presented to the user to correct as needed. Once all documents within the batch are indexed and validated, the entire batch exports to the appropriate patient record in Quantum Enterprise Content Solutions.



Quantum ECS enables organizations to manage paper and digital content throughout the healthcare enterprise with IDC.

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“The new IDC batch class completely eliminated a step in our workflow process,” said Kim Holly, RHIT, Sr. Application Programmer Analyst. “With this bulk batch class, we can tell the system once and then it knows how to process all of those documents.”

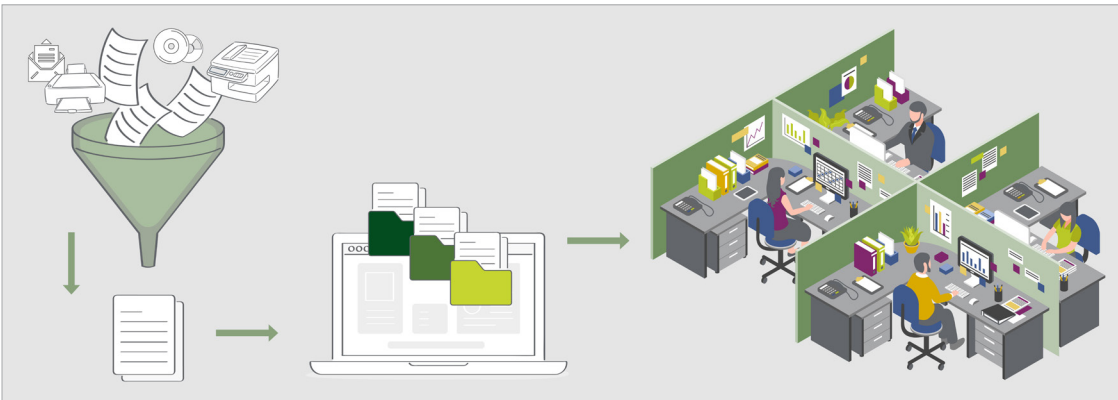
Quest Diagnostics' staff worked with CentraCare's scanning lead on how to implement the batch class scanning. The scanning lead then provided internal training to ensure all necessary staff members learned the system.

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### Results

IDC's patented technology created a completely new automated content intake process for CentraCare that accelerated the manual document-related workflows. The time required for batch preparation, document ingestion, and quality review was reduced by a total of 9 hours per week. Each department eliminated the need to manually index each document, saving each of the 3 department locations an average of approximately 3 hours per week.



Whether paper, an electronic fax, or other format, IDC quickly and accurately captures the content and delivers to the appropriate systems for immediate access.

“IDC definitely created efficiencies as far as moving large volumes of documents and capturing information correctly compared to the previous process,” said Holly. “Our teams can be more efficient and hands off when scanning by sending the same sets of documents daily in bulk as a batch class that can then be quickly validated.”

*CentraCare's staff agrees. Feedback from CentraCare's document imaging analysts includes:*

“IDC is wonderful for large batches that don't have to be split.”

“Our workflow process is now much better than when we started.”

“I really like it and use it all the time.”



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From a workflow process perspective, IDC has saved CentraCare staff time while also helping to ensure information is accurate. User errors are caught, there are fewer manual corrections, and CentraCare has a more consistent, fluid process to capture large volumes of documents, including information in paper formats that supports the behavioral health department.

“The concept of the IDC functionality overall is great because rather than simply copying data, it is optical and reads the images during scanning,” said Holly. “Our progress is exciting as our users are much more efficient with how the scanning to validation process of IDC works. IDC creates a more consistent process, and now our staff know that identifying a document type means that document is not going to be read any other way.”

Holly recommends the Quest Diagnostics team for implementation and customer support. The support is dependable, and the staff are always great to work with in helping find solutions,” said Holly. “Overall, it was a great experience and we’re very happy.”

CentraCare plans to roll out IDC to 6 remaining HIM departments, located in different geographic regions in the future. CentraCare may further reduce the number of document types managed to consolidate and optimize documentation processes. Looking ahead, CentraCare also plans to add additional document types to the batch class to continue to improve their capture and indexing process.

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**Quantum Enterprise Content Solutions** is an enterprise content management system designed to help hospitals, health systems, and large ambulatory groups drive operational efficiency. A patented, supervised machine learning capability automates the capture process and is capable of transforming structured and unstructured data into searchable and sharable content. Achieve enterprise-wide content management to promote better patient care, enhance operational efficiencies, and reduce the overall cost of healthcare. Deliver a single solution to efficiently manage all content, elevating access across the enterprise and automating processes. Enterprise Content Solutions provides users with the right access, in the right systems, at the right time.

Discover how Quantum Enterprise Content Solutions can manage your healthcare data to your exact requirements. To learn more, [contact us](#).