

"Bottomline's forms management solutions have proven to be a critical component of our strategy for achieving improved patient and employee safety."

Yvonne Padilla
IT Systems Administrator
Asante Health System



Advanced Forms Automation Helps Asante Health System Improve Safety and Reduce Costs



Provider Profile

Provider: Asante Health System

Type: Community-owned, governed tax-exempt organization

Network Size: Two hospitals plus regional healthcare partnerships

Region: Serving nine counties in Southern Oregon and Northern California

HIS Host System: Epic®

The Results

- Increased operational efficiency
- Decreased forms costs
- Improved patient and staff safety
- Improved staff productivity
- Better compliance with regulations

Situation

Asante Health System, based in Medford, Oregon, provides comprehensive medical care to more than 550,000 people in a nine-county area. It includes the 378-bed Rogue Valley Medical Center, the 125-bed Three Rivers Community Hospital and additional healthcare partnerships throughout the region. Asante Health was seeking to improve overall efficiency and decrease costs by reducing their dependence on paper and manual data entry. The use of pre-printed forms was costly and the reliance on manual processing was inefficient and presented a risk to patient safety and satisfaction.

Solution

In 2003, Asante Health selected Bottomline Technologies to provide advanced forms automation for clinical and business office forms within their facilities. Users throughout Asante Health—including registration, clinical care, pharmacy, human resources and finance—now depend on Bottomline's forms delivery and workflow solutions to not only manage document output, but also to drive important patient care and safety processes. In addition, Asante Health saves additional money by eliminating the need for expensive pre-printed forms.

Why Bottomline?

Asante chose Bottomline Technologies because of its solution's versatility, including routing of reports, forms and billing documents. The ultimate goal

for Asante was to reduce annual spending with their forms vendor and to implement an enterprise-wide solution that would be managed by the IT department, but serve all clinical and business needs for their hospitals.

Results

Asante leverages Bottomline's advanced capabilities to deliver benefits throughout the organization, including:

- Interfacing with Epic to capture key information, eliminating the need for manual data entry
- Using captured data to create and format documents and messages
- Applying business rules and workflow management to deliver critical output to the right destination at the right time via printer, fax, email or file import

As a result, Bottomline has helped Asante dramatically improve the efficiency of a variety of document-driven processes throughout the enterprise, specifically saving the hospital hundreds of hours per year.

Improving Patient and Staff Safety

Asante uses Bottomline's solution to identify "at-risk and violent" offenders and alert all affected departments and personnel that the patient will be coming to their location within the hospital. "Patients that are intoxicated or violent are a risk to themselves and other people," said Yvonne Padilla, application analyst at Asante Health System.

“We use Bottomline to proactively notify nursing, security and other relevant personnel so that precautions can be taken and extra security can be deployed if needed.”

Here is how it works: Patients are flagged as “at-risk and violent” in the HIS. Through a system interface, this information, which includes notes on the nature of the risk, is passed to the Bottomline solution and a “violent patient flyer” is generated and printed at appropriate locations. Simultaneously, texts are sent to alert nursing and the security officer on duty of the risk.

Helping Meet Core Measures Requirements

Asante also uses Bottomline’s solution to help meet the Centers for Medicare and Medicaid Services (CMS) Core Measures requirements for multi-drug resistant organisms and vaccines. If a patient is flagged with a multi-drug resistant organism, the Bottomline solution sends an alert through text and mobile channels to registration and nursing so that they can take proper precautions and prepare adequately to manage the patient. The system also helps manage forms documentation for pneumococcal and influenza vaccines. Depending on the age of the patient, the correct CMS form and other required documentation are automatically produced.

Keeping Up With Medications When Systems are Down

Having an accurate record of medication administration is vital for both patient care and patient safety. In order to ensure that this information is always at the nurse’s fingertips, Asante implemented an on-demand printing application, which works in conjunction with its Bottomline solution, to ensure that a record of patient medication is

available during scheduled or unscheduled downtimes. The solution takes pharmacy information from the HIS and generates an hourly record of all medications administered to each patient during his or her stay. If the system goes down, nurses can access and print this information locally from a PC.

“Because of our success with [Bottomline], we are planning to migrate this application to Bottomline’s MedEx® platform,” said Padilla. MedEx is an advanced on-demand printing solution and will be used throughout the facility for the on-demand printing of forms and packets.

Delivering Information Where and When It’s Needed

Asante takes full advantage of Bottomline’s business rules and workflow capabilities to route and print documents in the right format at the right location at the right time. Some examples are:

- Upon registration, forms requiring a signature print at the admissions desk. Other patient-based forms, including wristbands, are printed so the patient can move from registration to the floor with proper identification.
- Information is received from the radiology system and automatically generates PAC order forms and routes them to the right departmental location and printer.
- Labels and wristbands of all types and sizes are created to meet specialized needs. This includes printing a variety of small labels for obstetrics, neonatal and neonatal intensive care units. The system accepts codes that integrate with Zebra and other thermal label printers.

The Bottomline solution adopted by Asante is extremely versatile and has been adapted to support many other document-driven processes across the hospital. For example, the human resources department uses the system to produce barcoded timesheets and to generate reports that assist in tracking employee events such as terminations, department and name changes. Asante also produces barcode labels that will later be scanned into the electronic health record (EHR).

Cost Savings and Efficiencies

- **Cost Reduction:** Eliminated pre-printed forms and reduced labor requirements
- **Patient Safety:** Alerts, documents and downtime reports help staff better meet patient safety requirements
- **Patient Care:** Easy access to registration packets ensures the right care is ordered
- **Staff Safety:** Alerts notify staff of potential “at-risk and violent” patients as well as infection risks
- **Compliance:** Generates patient forms and notifications to meet CDC Core Measures requirements
- **Productivity:** Speeds registration process and saves 100 hours per year by automatically routing forms and labels to the correct department and printer
- **Efficiency:** Reduces manual data entry and improves workflow



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