

"We had one mission in mind: to go paperless. Bottomline's Logical Ink® solution gave us the ability to leverage 21st century technology and eliminate paper forms when we opened our new cancer center."

– Peter Gimenez
Technical Support Manager
Griffin Hospital

Mobile Documentation Solution Plays a Vital Role in Helping Griffin Hospital's Center for Cancer Care Go Paperless

Provider Profile

Provider: Griffin Hospital

Type: Acute care hospital with Cancer Center

Region: Serving the Lower Naugatuck Valley region of Connecticut

Source Systems:
MEDITECH® MAGIC v5.6.5,
IMPAC® Mosaiq Version 1.60R8

The Results

- Saved money by eliminating paper, printing, scanning and storage costs
- Improved staff productivity and patient satisfaction
- Immediate validation of patient data in registration ensures that all forms and consent requirements are complete and accurate



Situation

Griffin Hospital is a 160-bed acute care community hospital serving more than 100,000 residents of the Lower Naugatuck Valley. Located in Derby, Connecticut, Griffin is the flagship hospital for Planetree, an international leader for patient-centered care. In 2008, Griffin Hospital was preparing to open a state-of-the-art cancer center that would provide access to radiation oncology, medical oncology and surgical oncology in a Planetree-inspired healing environment. One of the goals of the new center was to provide patient-centered care in a paperless environment. The management of patient consent forms and the patient signature process was an obstacle to achieving this goal.

Solution

Bottomline Technologies' Logical Ink® proved to be the ideal electronic consent solution for Griffin Hospital. According to Pete Gimenez, technical support manager at Griffin, "As part of the cancer center opening, we were implementing a new EMR for radiation therapy. However, it did not provide us with the ability to handle patient consents in a paperless manner. Instead, it required that we print the documents for signature and then scan them into the chart after they were completed and signed."

Griffin Hospital required a mobile documentation solution that made the management of consent forms not only paper-free, but also easy for both patients and staff. Logical Ink leverages mobile devices, digital ink and a pen-based interface to provide a simple and intuitive user experience. At Griffin Hospital's Center for Cancer Care, it has eliminated paper from the consent process by managing a variety of forms electronically, including:

- Advanced Beneficiary Notice (ABN)
- Authorization to use/disclose protected health information (PHI)
- Outpatient acknowledgement and registration forms
- Permission to undergo radiation therapy

Why Bottomline?

Griffin Hospital conducted its own online research and identified Logical Ink as a potential solution. "We set up an on-site demonstration and fell in love with the product," said Gimenez. "It met all our requirements, and when our Center for Cancer Care opened in October 2008, it was an integral part of the IT platform."

Results

A More Efficient Process

Logical Ink is fundamental to the registration process within the Center for Cancer Care. It works like this:

- Once the patient is pre-registered or an appointment is scheduled in MEDITECH, the patient's demographic information is transferred to Logical Ink via an HL7 interface.
- For each form, much of the information is already pre-populated and the rest is gathered from the patient and entered into Logical Ink, via mobile tablet, as part of the registration process.
- With the assistance of registration personnel, the patient reviews all the information to ensure that it is correct and then signs the e-form on the tablet.
- All areas that require either a patient's signature or initials are highlighted in color on the screen.
- After completion, the forms are sent to their IMPAC oncology system and indexed in the patient's record.

Improved Satisfaction and Efficiency

"The patients really like the system. Even older patients, who may not typically use computers, get very excited," said Susan Anderson, director, registration. "Logical Ink is also a big hit with our staff. It is definitely quicker, since most of the information is pre-populated. In addition, overall data accuracy and the percentage of completed forms are much higher than in a paper environment because you can easily QA the data right there and you are restricted from submitting forms if required fields are not filled in."

Service and Support

Bottomline personnel came on-site and within a few days had converted Griffin's consent forms into electronic templates using Logical Ink's form design tool. In addition, custom validation rules were implemented for each form to highlight required fields for the patient and to prevent the registrar from saving an incomplete form. "The support for the product has been outstanding, from system implementation and integration through ongoing support," said Gimenez. "I can't say enough about the Bottomline team: the support has been excellent," added Anderson.

Future Expansion

Due to the success of Logical Ink in the Center for Cancer Care, Griffin is considering extending the system to support the admitting process in other areas of the hospital. "We definitely would like to use Logical Ink throughout the hospital to reduce paper and improve efficiency and accuracy," said Gimenez.

About Bottomline

For more than 20 years, Bottomline has been focused on software applications that optimize document-driven processes. As a result, Bottomline possesses both the proven solutions and the tested domain expertise to deliver consistent customer value and significant return on investment.

A leader in payment, document and invoice automation, Bottomline's solutions have been successfully installed for more than 9,000 corporations, financial institutions and healthcare organizations around the globe.



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