

"I haven't seen another company out there that meets our need for an enterprise solution."

- Eric Spencer
Supervisor Integrated Output Solutions
Sutter Health Data Center

Automated Forms Processing Saves Time and Improves Patient Care for Sutter Health



Provider Profile

Provider: Sutter Health

Type: Medical Network

Network Size: 40+ hospitals and ambulatory care centers

Region: Northern California

Forms Volume: 4.5 million processed monthly

HIS: Epic®

The Numbers

Patient Care: 15-25% average reduction in patient admission time

Productivity: Network-wide productivity among registration clerks increased by 2,250-4,500 hours per week (3-6 hours per clerk)

System Consistency: Historical system uptime of 100%

Situation

Sutter Health, a Bottomline forms solutions customer for more than 10 years, has many different inpatient systems in their 40+ facility network throughout Northern California. Sutter's recent migration to Epic Prelude® presented new limitations on their ability to create forms. Various Sutter affiliates had complex form processes – each registration form required individual re-print, for example. Affiliate implementations also included registration packet customization for specific types of service, patient location or appointment, allergy information, resistant organism and Americans with Disabilities Act (ADA) processes. Additionally, Sutter needed help to stay in compliance with new state laws regarding language translation for patient forms.

Solution

After a systems evaluation, Sutter chose their trusted, long-time partner, Bottomline Technologies, to meet the following objectives with a fully Epic-integrated solution:

- Gain cost-savings and efficiencies
- Standardize forms processes across all affiliates
- Improve patient care by simplifying forms processes
- Help support a true electronic health record (EHR) by producing forms in digital format for CMS storage
- Provide a solution that complies with the State of California's foreign language requirements
- Support "green" initiative to reduce paper usage while saving costs

Why Bottomline?

To make an informed decision, Sutter surveyed possible vendors. After an exhaustive evaluation, Sutter chose to continue with Bottomline during its migration to Epic. According to Eric Spencer, Supervisor of Integrated Output Solutions for the Sutter Health Data Center, "Bottomline products have truly been built, tested and proven throughout the healthcare industry. We have used this software with many different inpatient applications over the years. Compared to competitors, Bottomline's forms solutions offer a simple migration and support of the processes is very manageable."

Results

Process Improvement

Sutter has implemented Bottomline's solution in all Admission, Discharge or Transfer (ADT) areas of 18 Sutter hospitals. The ADT processes account for 60 percent of forms volume. Other areas include the emergency department, HIM/medical records, business office, finance department and nursing units. Bottomline's solution now handles face sheets, registration programs, conditions of admission, general consents (financial agreements), detail bills, patient letters, patient receipts, patient armbands, labels and procedure-specific forms. As a result of its partnership with a certified translation vendor, Sutter was also able to provide all patient and business forms in every language necessary by state law within Bottomline's existing, centralized forms engine.

All stated objectives were met, including more than 90,000 processes handled every day without manual intervention. Running on an IBM® AIX® server, Sutter has had minimal administration of the Bottomline solution with 100 percent uptime for the past six years, before and throughout the migration to Epic and beyond.

Cost Savings and Efficiencies

- **Patient Care:** 15-25% reduction in average patient admission time
- **Productivity:** Registration clerks now save 3-6 hours/week
- **Consistency:** Historical system uptime of 100%
- **Scalability:** More than 90,000 print processes every day with no manual intervention required
- **Compliance:** Designing and generating primary patient forms on-demand in their primary language
- **Costs:** Reduced need for paper, associated supplies
- **EHR Requirements:** Electronic forms support EHR goals by creating documents for direct digital storage and retrieval

Integration to Epic

Sutter was able to easily integrate the solutions due to Bottomline's ability to utilize basic operating system and networking techniques and standard Epic output. In addition, they were able to extend the value of the forms solution even further by working with Bottomline's professional services team to integrate more complex Epic report types such as RTF and PCL.

Service and Support

"We have had great results working with Bottomline support and professional services," added Spencer. "We have yet to have issues arise where we were unable to deliver a suitable solution to the affiliate or department. Bottomline has very knowledgeable, experienced and professional staff to assist us throughout the implementation initiative and when the solutions are in use. We have used services from Bottomline for more than 10 years and never missed a delivery date."

About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides cloud-based payment, invoice and banking solutions to corporations, financial institutions and banks around the world. The company's solutions are used to streamline, automate and manage processes involving payments, invoicing, global cash management, supply chain finance and transactional documents. Organizations trust Bottomline to meet their needs for cost reduction, competitive differentiation and optimization of working capital. Headquartered in the United States, Bottomline also maintains offices in Europe and Asia-Pacific. For more information, visit www.bottomline.com.



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