

CASE STUDY

EFFICIENT INFORMATION MANAGEMENT LEADS TO BETTER PATIENT CARE



With two, acute care academic hospital locations, a behavioral health program, a long term care facility and multiple primary care practices, Truman Medical Centers (TMC) offers the largest inpatient and outpatient care for Kansas City hospitals. Steeped in Kansas City history, with roots that go back more than a century, Truman Medical Centers is an academic health center providing accessible, state-of-the-art quality healthcare to the community regardless of the ability to pay.

Location: Kansas City, MO

Industry: Healthcare

Benefits:

- Reduced storage costs and better risk control
- Faster identification and retrieval of records
- Time savings and increased employee efficiency

Challenge

TMC was looking to implement a highly structured information governance (IG) program as envisioned by the information management department. This rigorous approach was needed in order to address the high degree of complexity and challenges associated with improving TMC's long-standing records program.

The underlying opportunities for improvement included solving for the lack of knowledge and structure regarding boxes, files, and their contents, across multiple departments. This challenge restricted the ability to defensibly dispose of information and created a burden on the ability to produce records in a timely fashion. Charts were pulled manually, which added to their overhead. Furthermore, with the healthcare industry's transition to an Electronic Medical Records (EMR), a large subset of these patient files needed to be converted to electronic format.

The Solution

With the design and approach in hand, Access was a willing and able partner in solving the intricacies and resource requirements needed to implement the new IG policy. This included solving for indexing and cataloging thousands of existing boxes across multiple facilities and vendors. Identifying records suitable for defensible disposition and shredding created a stable and sustainable model for future record additions.

The volume of physical files and a rapidly changing healthcare environment presented a unique opportunity to work with Access' document management solutions; including scanning, records storage, and secure destruction.

TMC and Access developed a creative solution that met TMC's operational and budgetary requirements and created value for the long term. It was in this partnership that Access was able to differentiate itself from other options in the marketplace and solidify the foundation for a great relationship.

By optimizing ongoing document archiving costs and reducing potential liability for the organization by reducing the number of physical files in storage, immediate results were realized. The Access team works with TMC on a regular basis to determine which files can be destroyed, as well as those that can be delivered in electronic format. Using Access' best practice records management software, FileBRIDGE Records, TMC's users were provided on-demand and easy access to the records they needed in a highly controlled, permission-based system.

The Results

Through well-defined governance policy and procedure, the information management department has become the "backbone" of TMC, supporting the records and document needs for several crucial disciplines within the organization.

Over the course of the project, approximately 1,000,000 patient records were properly disposed through Access' secure shredding services, which is the equivalent of nearly 30,000 records boxes. This reduction in physical inventory resulted in more than \$5,000 in monthly storage savings.

The hospital staff now has the ability to locate and retrieve stored records back on-site and deliver to their stakeholders in an expedited fashion. The FileBRIDGE Records software provided easy identification and retrieval of records, while the scan on-demand system, provided speed and prompt delivery for all daily requests. Each of the benefits were a result of a searchable database that has been customized to the organizations specific needs.

“We needed a partner who knew and understood our commitment to the community and was willing to work with us, financially. Access quickly became our one place to go for all of our information management needs.”

– Seth Katz, Associate Chief Information Officer



To find out how Access and FileBRIDGE can help your business, contact our team today at **1.877.345.3546** or visit us online at AccessCorp.com/contact-us.

ABOUT FILEBRIDGE

From storage and document handling to on-demand digital file delivery with our FileBRIDGE platform, we offer the services and solutions that enable you to cross the bridge to less paper.



📞 1.877.345.3546

🌐 AccessCorp.com



About Access

Access is the largest privately-held records and information management (RIM) services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software including CartaHR, and secure destruction services. For 10 consecutive years, Access has been named to the Inc. 5000, the ranking of fastest-growing private companies in the U.S.