

Access

Efficient Information Management Leads to Better Patient Care for Truman Medical Centers



The Challenge

TMC faced the need for a highly structured information governance (IG) program to address long-standing challenges within its records management system. Decades of disorganized physical records across multiple departments had led to a lack of visibility into box and file contents, making timely retrieval and defensible disposal difficult. Manual chart pulls increased operational overhead, and the broader industry shift to Electronic Medical Records (EMR) added pressure to digitize a significant portion of patient files. A more disciplined IG approach was essential to drive efficiency, compliance, and modernization.

The Solution

With the design and approach in hand, Access was excited to partner with TMC to solve the intricacies and resource requirements needed to implement their new IG policy. This included finding a solution to index and catalogue thousands of existing boxes across multiple facilities and vendors. Additionally, identifying records suitable for disposition helped create a stable and sustainable model to ensure compliance.

In the end, TMC and Access developed a creative solution that included scanning, records storage, and secure destruction, and met TMC's operational and budgetary requirements. 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 reducing the volume of physical files in storage, TMC was able to lower ongoing document archiving costs and minimize potential liability—delivering immediate impact. The Access team collaborates regularly with TMC to identify records eligible for secure destruction and those that can be converted to electronic format. Leveraging Access's records management platform, TMC's users gained easy, on-demand access to critical documents through a secure, permission-based system.

About Truman Medical Centers

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, quality healthcare to the community through two acute care academic hospital locations, a behavioral health program, a long-term care facility, and multiple primary care practices.

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 of 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.

Additional benefits included improved efficiency for hospital staff in locating and retrieving records, streamlined retrieval processes through records management software, and faster, more responsive service for daily requests via the scan-on-demand system. Each of these benefits were further enhanced by a searchable database that has been customized to the organization's specific needs.



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

Seth Katz, Associate Chief Information Officer

About the Company

Access is the largest privately held records and information management 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, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.