

CASE STUDY

REHABILITATION HOSPITAL OF THE PACIFIC E-FORMS MANAGEMENT AND RAPID IMPLEMENTATION



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Quick Facts

Care focus: Acute care and rehabilitation

Established: 1953

Departments using Access solutions:
Registration, clinical floors

Products deployed: PFS, EFR

Rehabilitation Hospital of the Pacific (REHAB) is the leading acute-care medical rehabilitation organization serving Hawaii. For more than 55 years, the 100-bed, not-for-profit hospital and three outpatient clinics on Oahu and Hawaii have been dedicated to providing comprehensive medical rehabilitation services.

The revenue cycle management team at REHAB decided that the facility could eliminate the cost of ordering pre-printed forms from a third party vendor, reduce paper use and waste and simplify patient registration by replacing addressographs and the current process with a forms automation system. After evaluating several products, REHAB chose the Patient Flow System (PFS) from Access.

“Access’s cutting-edge technology and knowledge of how healthcare systems work were decisive factors,” says Ruth Fearnow, systems analyst at REHAB. “Our positive interaction with Access’s sales and project management teams was also important.”

A Positive Professional Services Experience

Fearnow and her colleagues chose to roll out PFS and Access’s e-Forms Repository (EFR) in the patient registration department, and on clinical floors at the organization’s three outpatient clinics and nursing units. “The project manager was very accessible and responsive, which helped us stay on track during the project management process” Fearnow says. “The attentive, service-oriented project management and implementation teams were a great help in making the initial rollout.”

Access’s proven project planning and implementation methodology contributed to a hassle-free deployment.

“Because we did our preparation ahead of time, when the Access implementation team came on site, implementation of PFS and EFR went smoothly,” Fearnow says. “The implementation consultant was flexible enough to let me be hands-on with troubleshooting and that will help me administer the system in the future. We sent him home early because everything was finished sooner than expected.”





The Business Problems

Registering patients using addressographs increases overhead

Current form selection and preparation process for registration was a manual process

Photocopied forms look unprofessional and different versions are used around the hospital

Relying on a forms vendor increases overhead

The Solutions

Once most hospital forms are online, addressograph machines can be removed

Registration packets are customized for patients automatically and printed automatically, speeding admissions

Nurses can immediately access current versions of forms from any station and print a professional looking copy of that form

The cost of ordering pre-printed forms has been eliminated

At Access, most implementation consultants have a background in healthcare IT and all go through a comprehensive training program that prepares them to meet the needs of healthcare organizations.

“Our consultant was very knowledgeable and pleasant to work with,” Fearnow says. “I would recommend Access to other facilities based on my experience. Sometimes when you purchase software you come across surprises that complicate the project, but this wasn’t the case with Access. Their professional services team followed through on everything that was promised during the sales cycle, and this consistency was very helpful.”

Regardless of the size of a facility or its specialization, its nurses and other clinical staff have little time to spend mastering new technology. Fearnow found that REHAB’s staff members were up and running quickly with the Access system.

“Ease of use is one of the best things about Access’s PFS and EFR,” she says. “The solution does everything it needs to do simply and has a very clean interface, which made it simple for our end users to get going quickly.”

REHAB’s forms automation system is also proving to be easy to administrate.

“With PFS Server I’m able to see what’s happening every step of the way, so troubleshooting is easy,” she says. “I don’t need to contact Access’s support team very often.”

Simplifying Patient Registration

Prior to rolling out an electronic forms solution, REHAB’s patient registration department relied on addressograph machines. The registration clerks manually gathered admissions forms based on the specific forms each patient needed and then stamped patient demographics on those forms.

Now, when a patient comes to the registration desk, a registrar enters demographics into the QuadraMed Affinity HIS. Now, instead of gathering forms manually, registration runs an online report and the PFS Server captures the print stream, merges the patient’s information onto every form required for registration and prints the forms.

“Access’s PFS has definitely made the registration process faster and it provides a cost savings because we’re no longer purchasing forms from a vendor,” Fearnow says. “We will also be able to get rid of the cost and hassle of the addressograph machines.”

Saving Time on Clinical Floors



“Access’s PFS deployment is one of the smoothest implementations I’ve been a part of,” she says. “I highly recommend Access’s project management and implementation group.”

In addition to simplifying patient admissions, PFS and EFR are creating new efficiency in REHAB’s clinics. When a patient comes to a clinical floor, the nurses there have separate admissions processes. Previously, they used form packets that were preassembled by volunteers. These preassembled packets are no longer necessary now that the nurses can print on demand.

“With EFR our nurses can print forms on demand at their stations,” Fearnow says.

“They always know they’re printing the correct version and the forms look a lot more professional.”

As part of the implementation package, Access designed certain forms for REHAB, which helps the hospital get started on forms.

“Access’s forms designers are very responsive and good to work with,” she says.

IS/IT teams at most hospitals work with many products daily and don’t have time to wait on vendors for responses to technical inquiries. Fearnow finds Access’s professional services team to be responsive to her team’s needs.

“I give an A plus to everyone I’ve worked with at Access,” she says. “They communicate promptly and do their due diligence to make sure that our forms automation project is running well.”

Fearnow believes that the PFS suite will continue to meet her organization’s forms management needs.

“One of the reasons we selected Access was their advanced e-Signature product,” Fearnow says. “We hope to further improve our registration process with it.”





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