

Aspirus Case Study: The “Complete Patient Record”



At a Glance



Aspirus is a non-profit, community-directed health system based in Wausau, WI. With more than 4,300 employees, Aspirus serves people in 14 WI counties and the UP of Michigan through a series of affiliated hospitals; home health and hospice care; pharmacies; critical care and helicopter transport; durable medical goods; skilled nursing homes; an affiliated physician network; a philanthropic and research foundation; and an extensive clinics network.

Key Business Objectives

- Eliminate paper and manual processes hospital-wide
- Integrate with Epic and Lawson
- Maintain flexibility to start small and expand
- Ensure document management platform can scale enterprise-wide to meet future demands

Key Results

- Allow IT focus on business problems, not software problems
- Solves clinical and business frustrations with one solution
- Builds on success to foster end-user adoption
- Ability to manage entire RAC Audit process in easy-to-view executive dashboard

The Client

The best minds, the best equipment, the best hearts. Aspirus' passion for excellence has led them to the forefront of technology. The hospital uses technology to advance medicine not just in the 321-bed hospital, but throughout the region surrounding Wausau, Wisconsin.

The Challenges

The IT department knew that physicians were frustrated that not all patient information was available at their primary source – the Epic EMR. They still needed to go back to paper to get the full patient record.

In administrative departments, staff couldn't get everything they needed from the Lawson system they worked in everyday.

Not only that, Aspirus also wanted to make sure they were prepared when a RAC auditor came knocking on the door. The IT department wanted to solve all of these problems with a single, scalable solution.

The Journey

Aspirus looked at three different document management solutions and chose Hyland Software's OnBase from solution provider Naviant, Inc. "OnBase gave us the opportunity to grow in increments. It works with our two 'kings of the hill,' Epic and Lawson," says Chris Plaisance, Director of IT Solutions.

The Solution

OnBase®
a Hyland Software solution

IT started small, but kept the big picture in mind. "User adoption is always key to a successful IT project. We started in one department, and let others see the impact and success of OnBase. Then we could expand out to different departments more easily. It improves adoption and takes fewer resources," says Plaisance.

IT Starts with Completing EMR

The first priority for the IT department was to look at anything physicians needed in the Epic EMR (lab results, emergency department visits, referrals, etc.). That would let IT solve physicians' frustrations and have the most direct effect on improving patient care. Before OnBase, HIM stored those documents on microfiche and then on CDs. However, they still took too long to access and were too labor intensive to dig up. Aspirus first converted the 13.5 million documents into electronic files in OnBase.

Now, HIM centrally scans patient documents into OnBase. They are all linked to the Epic EMR. Clinicians simply click a link in Epic and related patient content opens up. HIM also automated deficiency completion, speeding up billing processes. The solution let the HIM department decrease outsourced scanning, saving \$100,000 annually.

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Business Departments Reap Benefits Too

Once word got out about how OnBase was helping physicians and the HIM department save time and money, other teams approached Plaisance and his staff. Aspirus expanded the solution, including the addition of Human Resources (HR) and Legal departments.

HR kept employee files on a large carousel file cabinet that took up too much space. Now, those documents are in OnBase and are just a mouse-click away from HR Lawson screens. In Legal, contracts kept in file cabinets are now managed in OnBase. The solution notifies staff when contracts are due for continuation or termination so nothing falls through the cracks.

OnBase continues to prove its value and now includes Patient Financial Services, Patient Registration, Accounts Payable, Quality Management, Fiscal Services and Patient Education. The IT department also has requests for 30-40 different projects.

“When our affiliates hear about OnBase, they come to us wanting it,

too. It’s important to us that OnBase can grow with our organization and evolve outside our four walls,” says Plaisance.

Ready When a RAC Auditor Is

With RAC audits looming, the IT team was called on again. Aspirus first looked at Excel spreadsheets to handle auditor requests. “Excel can’t handle the communication between departments or manage the RAC time constraints, and it wouldn’t connect our documents and processes,” says Bob Wiederhoeft, Director of Applications.

With the OnBase RAC Administration Solution, Aspirus can manage the entire audit – documents and progress – in an easy-to-view dashboard. The solution will also let Aspirus find trends in the RAC response. That way, the next audit can be even more efficient.

Why OnBase?

As healthcare organizations strive to achieve a complete EMR and cut costs, OnBase makes it easy for IT to integrate the EMR with documents for

a full patient picture. Because it’s an enterprise solution, OnBase requires fewer IT resources, encourages user adoption and lets IT focus on business problems, not software problems.

About Naviant, Inc.

Naviant, headquartered in Verona, WI, is a full-service business process management provider for innovative and complete solutions to critical process and document flow challenges.

The company’s suite of business process and document management services comprises strategies and tools that lift healthcare organizations to a fully collaborative enterprise.

As a certified solutions integrator and support provider for best-in-class solutions and technologies, Naviant also has a state-of-the-art records center for data and document storage, scanning and conversion services.

For more information, please visit www.naviant-inc.com or email solutions@naviant-inc.com.