

# Top hospital realizes local and global interoperability with ECM-EMR integration

*"The ideal goal is interoperability. That is really the best opportunity for optimal care... With OnBase, the information is at the right place at the right time, for the right person."*

– Robert S. Juhasz, D.O., Associate Medical Director

## The Challenges

- Make clinical documents available through the Epic EMR
- Give physicians access to patient documents during referrals

## The Results

- Augments Epic EMR for a more complete patient record
- Supports interoperability
- Creates more time for physician and patient interaction

## The Customer

One of the top hospitals in the U.S., the Cleveland Clinic treats patients from across the country and around the world. With the main campus in Cleveland, Ohio, the Cleveland Clinic also has more than 60 facilities across the region and in Florida, Canada and Abu Dhabi. In 2008, the health system recorded 3.3 million patients and 50,000 hospital admissions.

## The Challenges

The Cleveland Clinic realized true interoperability transcends hardware and software systems. The health system wanted to reach beyond simple data exchange to collaborate and share information regardless of location or facility, vendor or machine, file type or origin. That way clinicians would have all of a patient's information at the exact moment it is needed while staying in the Epic EMR.

## The Journey

The Cleveland Clinic turned to the OnBase enterprise content management (ECM) software suite to integrate clinical content like EKGs, photos, paper charts, forms, insurance information and much more. From the start, the health system knew OnBase would be one of the most important systems at the Cleveland Clinic, critical to users throughout the health system because of the information it would provide to clinicians.

Before implementing, the Cleveland Clinic collaborated with other large health systems using OnBase and the Epic EMR to learn their best practices. The health system learned two key lessons: centralized scanning improves quality and reduces costs, and creating a governance committee is important to establishing enterprise standards and prioritizing projects.

## The Solution

The Cleveland Clinic used the lessons learned from the other hospitals to bridge the gaps between its Epic EMR and the information that exists outside of it. With 22,800 users, the Cleveland Clinic has already made 1.9 million documents viewable through Epic and the number is growing fast. Now, physicians can focus their attention on making the best decisions and spending time with patients, not trying to locate paper records.

*“Having records online with OnBase enables physicians to crunch the process time and spend more time with people. This empowers patients to comment during the visit and provide more information, which contributes to better care.”*

– Robert S. Juhasz, D.O.

### **Immediate access, immediate adoption**

Scanned paper documents from the HIM department, EKGs, retinal eye scans, lab test results and much more is just a mouse-click away for authorized Epic users. With information so easy to access, Clinic physicians are quicker to adopt the new technology.

“If you put the results where physicians expect to find them, instead of just a message that the document is on its way, it is a huge win,” states Dan Slates, Director of Integrated Enterprise Applications. “The integration with Epic was seamless...we are just electronically enabling the physician’s normal workflow. There really wasn’t any end user training.”

### **Self-service referral research provides global interoperability**

It’s not just Cleveland Clinic physicians who are able to take advantage of the increase in information. The OnBase and Epic integration also extends secure access to the global healthcare community. “When referring patients from general family medicine and pediatrics to a specialist, physicians are able to pull up the record and see all of the previous notes of the referring physicians and procedures that were done. The feedback from colleagues has been excellent,” states Robert S. Juhasz, D.O., Associate Medical Director at the Cleveland Clinic’s Willoughby Hills Family Health Center.

By providing OnBase EMR documents to physicians with the Cleveland Clinic’s DrConnect (through EpicCare Link), consulting physicians who are not employees of the health system can sign-in anywhere via the Internet. They have self-service access to the relevant documents and information that contribute to better decision-making.

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### **Why OnBase?**

Bridging the EMR gap with the OnBase solution brings healthcare organizations closer to the goal of achieving meaningful and fully electronic medical records. It supports the Cleveland Clinic’s commitment to excellence in patient care through innovation, research and compassion, and it removes the processes that add time, frustration and cost without adding any value.

### **time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That’s effective document and process management.

That’s the OnBase difference.

Learn more at [OnBase.com/Healthcare](http://OnBase.com/Healthcare)

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a Hyland Software solution