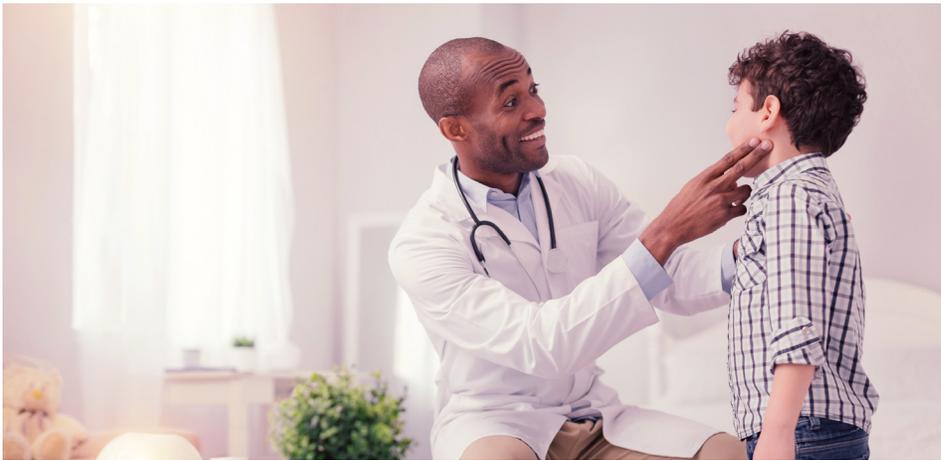# Improving Patient Care
While Reducing Costs

"To better serve our community, we needed to move from cumbersome, paper-based systems with high costs to a more efficient electronic system."

– Mara Bryant, Associate Vice President White Memorial Medical Center

ABOUT WHITE MEMORIAL MEDICAL CENTER

White Memorial Medical Center (WMMC) is a not-for-profit teaching hospital that provides a full range of inpatient, outpatient, emergency and diagnostic services to communities in and near downtown Los Angeles.

CASE STUDY SNAPSHOT

The Challenge

- Need for secure, readily accessible records to improve patient care

- Managing hard copy administrative records was slow and unreliable

- Array of documents to manage from myriad departments and processes

- Government regulations required detailed tracking and reporting on who accesses patient information

The Solution

- Xerox® DocuShare® Content Management Platform

- Xerox® multifunction printers

- DocuShare workflow solution for pharmacy automation, and connector to medical records system

The Results

- Single view of patients' medical records as well as business and administrative information

- Easy, secure access to information using a range of search criteria

- Thousands of pages digitized and indexed

- Automation of processes such as billing, admitting and pharmacy medication order processing

- Improved efficiencies increase time and resources devoted to patient care

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CHALLENGE

White Memorial Medical Center (WMMC) is a not-for-profit, teaching hospital that provides a full range of inpatient, outpatient, emergency and diagnostic services to communities in and near downtown Los Angeles.

The hospital needed to maintain secure, readily accessible records to provide excellent patient care, contain costs and qualify for future government electronic health records (EHR) incentives. Patient information had to be available on a highly controlled basis to medical staff, insurance companies, attorneys, billing analysts and auditors.

Managing hard copy administrative records was slow and unreliable, resulting in inefficiencies throughout the hospital. WMMC needed a solution that could also handle documents from inpatient admissions, patient financial services, the pharmacy order processing system and ther departments and processes. Plus they required detailed tracking and reporting on who accesses patient information and when, to satisfy overnment regulations.

SOLUTION

The hospital chose the Xerox® DocuShare® Content Mangaement Platform to help set up a customized and integrated system that provides a single view of a patient's medical records along with business and administrative information. The system lets medical and administrative staff find and retrieve information using a range of search criteria such as medical record number, date of birth, admission date and more.

To convert existing hard copy documents, the Xerox team set up the interface on the Xerox® multifunction printers (MFPs) to enable scanning thousands of pages in an efficient and onsistent way, capturing needed data, delivering the electronic documents to the right DocuShare folders and starting process workflows. Users in admitting, patient financial services, the emergency department, nurses' stations, pharmacy, and offsite storage scan documents into automated processes such as billing, admitting and pharmacy medication order processing.

Using DocuShare's advanced workflow features to automate pharmacy order processing, scanned physician orders are put into an electronic queue where they are reviewed by pharmacists, approved, filled and sent to the nurse's station of the requesting unit.

RESULTS

The fundamental shift from paper documents to an electronic content management system delivered immediate benefits. Information is secure, easy to find and retrieve, and can be shared with authorized people within and outside the hospital. The improved efficiencies translate to more time and resources devoted to better patient care. Integrating the paper-based and administrative records with the central patient medical records system allows physicians to review a patient's history immediately, as medical decisions need to be made. Records can be accessed across departments and changes made to a document or digital image are tracked and captured as new versions, providing a complete history of the changes for regulatory compliance.

Automating the Pharmacy order processing system enabled management to restructure the pharmacy department from one centralized unit to a decentralized model which provides better staff and resource usage. Pharmacy management now has real-time insight into order volumes and status which enables them to balance workloads by adjusting shifts and staff deployment.

> "During a recent H1N1 flu attack, half our pharmacy staff was out ill. I was able to login from home at all hours to review the flow of medication orders, and trouble-shoot if an order was delayed."
>
> **Thao Nguyen**
> Director, Pharmacy Services, White Memorial Medical Center

XEROX® DOCUSHARE®

Xerox® DocuShare® is the easiest way to digitize, automate and manage your business content and processes whether on-premise or in the cloud.

Whether you have 10 employees or 100,000, this mobile-friendly, intuitive, cloud-enabled enterprise content management platform has the tools to help you start working better today.

Learn more at **xerox.com/ecm**

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