

Hospital Profile

As a regional medical center, Casa Grande's mission is to provide quality, cost-effective, compassionate healthcare services to the residents and visitors of Casa Grande and the surrounding communities. Following a \$25 million expansion in 2004, CGRMC brought its patient care capacity from 116 to 201 private patient rooms.

Solution

SMARTworks® Clinical Enterprise, including the Document Automation Module, Document Library and:

- HL7 Receiver
- Downtime Module
- Carbonless Network Laser Printers

Results

- Eliminated plastic card embossing system throughout hospital
- Cut patient registration time in half
- Transformed documents for future EMR initiatives including Cerner Power Chart
- Reduced labor associated with printing, stocking and identifying pre-printed forms
- Improved patient safety by introducing bar code technology for bedside scanning applications

Benefits

- Ensures accurate patient identification information appears on correct forms, facility-wide
- Downtime application allows for a seamless transition and continued patient care when the admitting system is down
- Eliminates need for handwritten patient identification information, thereby reducing errors
- Frees up storage space allowing for three additional work stations

Casa Grande Regional Medical Center



Casa Grande Regional Medical Center (CGRMC) is a full-service, community-owned, nonprofit hospital committed to providing quality healthcare to the Casa Grande Valley in a caring and compassionate environment.

THE CHALLENGE

In the world of healthcare, incorrect patient information can often lead to costly repercussions for both the healthcare provider and the patients. Casa Grande Regional Medical Center, located in Casa Grande, Ariz., was unwilling to take that chance.

Getting the correct information on the correct documents throughout the organization proved progressively more challenging. Routine inspections by standard-setting boards such as the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) brought Casa Grande's challenge to the forefront.

Decision makers within the healthcare system knew that if patient information was not legible, there was a high probability for missteps. Either running the wrong tests or acting on incorrect patient information could be tied to a staff member obtaining misinformation from unclear documentation.



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In addition, the embosser cards used hospital-wide were very costly, hard to maintain and caused the information coming through on multi-part forms to be inconsistent. On a portion of forms, the embossing didn't come through at times, while others were completed with handwritten information which only made matters worse.

Casa Grande Regional Medical Center knew they had to act fast.

THE SOLUTION

While Casa Grande was in search of a solution which would eliminate plastic card embossing, they were simultaneously looking to migrate to paperless electronic medical records (EMR) throughout their organization. A compatible document automation system was needed, and Standard Register offered the perfect fit.

With implementation of a Cerner electronic medical record system already underway, Casa Grande needed technology to ensure that patient documentation could be standardized and produced in a format that would work with the Cerner EMR. Casa Grande decided to devote their full attention and resources to improving the accuracy of patient identification.

Standard Register's SMARTworks Automation Module with Document Library not only standardizes forms which are utilized during the registration process on all of the nursing floors, but also makes labels available on-demand which is critical in Casa Grande's current paper environment.

"Standard Register's solution is a godsend when dealing with a hospital which relies upon thousands of countless forms, thousands of lab tubes—anything that pertains to patient identification," states Tony Moncayo, vice president of Ancillary Services for CGRMC.

Prior to SMARTworks Clinical Enterprise, the staff at CGRMC had to run from the main admitting area to the emergency room for every patient admission since there was only one functioning blue card machine. Streamlining the admissions process, Casa Grande has decreased registration time by at least 10 minutes per visit by automating the flow of patient documentation.

And thanks to Standard Register's systematic project management, the solution was easily implemented in the short time frame necessitated; bringing over 200 users live on the system.

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– Tony Moncayo
VP of Ancillary Services



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THE RESULTS

ENSURING PATIENT SAFETY AND QUALITY CARE Casa Grande Regional Medical Center now has the ability to capture, store and retrieve patient information and electronically route it to any department within the hospital, all while enhancing risk management capabilities.

SMARTworks Document Automation Module with Document Library minimizes the opportunity for inadvertent human error as all documentation is created from data provided by the patient upon admission. Information that is consistently required on forms, such as patient name, address, and other identifying data, is automatically incorporated into the forms when they are printed, increasing the accuracy and readability of key information.

Directors, nurses and physicians all have the ability to store, access and revise forms electronically, then print on demand to the patient floor of choice. By incorporating a unique bar code that tracks pertinent patient data on each medical record, information is immediately available for dissemination throughout the hospital and use with bedside scanning applications.

INSURANCE FOR CONTINUED CARE Since implementing their document system, CGRMC has, on one occasion thus far, relied upon Standard Register's downtime module during a five-hour Intranet outage. "The system provided fantastic workarounds which resulted in a seamless transition," states Moncayo.

With the optional downtime module, Standard Register provides a complementary offering to the suite of document automation products available to acute-care facilities. The downtime module addresses a need to produce legible and complete patient admission and identification documentation when network infrastructures are unavailable. It provides this solution by automating the process of generating documents using a PC-based application, not handwriting which is typically the process many facilities revert to when their networks are unavailable.

"Casa Grande Regional Medical Center would never implement a system without a backup plan in place," comments Moncayo. "The backup system is virtually invisible to the end-user allowing them to remain focused on immediate care, easing the patient's hospital experience."

IMPROVED FORM QUALITY AND SECURITY Many of Casa Grande Regional Medical Center's original forms were photocopies. As forms were continuously photocopied to reproduce patient records, the clarity and consistency of documents were compromised.

“With the Document Library, we were able to completely eliminate our forms storage area, freeing up space for three additional admissions work stations.”

– Anabel Bevan
Admitting Manager



Casa Grande Regional Medical Center

With SMARTworks Document Automation Module and Document Library, original forms are always available and the labor involved with printing, stocking and identifying pre-printed forms is significantly reduced. In addition, by eliminating storage areas full of documents, three additional admissions work stations were created.

The Document Library has also provided CGRMC staff with controlled access to forms used throughout the facility, restricting forms use to only those departments and users that require specific forms.

EASILY ADAPTABLE FOR SMOOTH INTEGRATION Both new and experienced users of the system find it incredibly easy to use. Utilizing data from the Siemens ADT System, SMARTworks Document Automation Module automatically creates the forms and kits needed for each particular visit type. These can include forms based on the Insurance Code, such as Medicare, and a Language Code for Spanish-speaking patients.

This automated form selection makes training new people easier and helps with compliance. All necessary documents are completed upon admission leading to a complete patient record which follows them throughout their care.

THE BOTTOM LINE Casa Grande's mission to provide quality, cost-effective, compassionate healthcare services is enhanced with the document management services provided by Standard Register.

The implementation of SMARTworks Document Automation Module and Document Library offers multiple opportunities for continued enhancements to admissions processes. For example, expansion of the platform, including signature and picture capture, will allow for even further improvements to patient service and security.

Casa Grande now has the ability to produce proper patient documentation which has impact throughout the entire patient stay.

