

### Hospital Profile

A 204-bed acute-care facility that offers state-of-the-art diagnosis and treatment services, Cayuga Medical Center is a highly accredited, not-for-profit regional healthcare organization, and one of only nine rural referral centers in the state of New York. Cayuga Medical Center is dedicated to providing the highest quality healthcare in partnership with the community, one patient at a time.

### Solution

Patient LinkUp® Enterprise and Forms on Demand

### Results

- Estimated 10% cost reduction by eliminating the need to preprint and reprint forms
- Two hours per day, equivalent to \$30 each day, saved in manpower by no longer having to print and deliver documents

### Benefits

- Allows staff to concentrate on top priority: patient care
- Ensures patient identification accuracy
- Eliminates need to physically transfer admissions packet to nursing units
- Allows for cost savings by reducing number of preprinted and reprinted forms in admissions packet
- Creates professional looking, complete documentation and patient identification materials

## Cayuga Medical Center



Cayuga Medical Center at Ithaca has been providing healthcare to the citizens of Ithaca, N.Y. and the greater Finger Lakes region for more than 100 years. The fifth largest employer in Tompkins County, Cayuga Medical Center employs 1,000 healthcare professionals and has an affiliated medical staff of 200 physicians. Each year more than 170,000 patients use the comprehensive acute care and outpatient services. Cayuga Medical Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), an indication of their commitment to provide high quality healthcare services to the residents of Ithaca and the greater Finger Lakes region.

### THE CHALLENGE

Managing a high volume of patients and the associated documentation critical to their care is the duty of the dedicated admissions, nursing and staff level employees at Cayuga Medical Center. The team's efficiency was hindered during the admissions process due to their inability to print admissions documents anywhere other than the main registration area.



Managing the documents you can't live without™



## Cayuga Medical Center

All admissions documentation was printed at this central location and transferred to the appropriate floor using a pneumatic tube system approximately 10 to 15 times each day.

Patient identification information was not arriving in a timely fashion and employees often faced inaccuracies within the data due to the preprinting or reprinting of forms. In addition, the system necessitated main registration staff to preprint and send admission forms to their offsite registration areas allowing further room for error and delaying response to patient care.

### THE SOLUTION

A Standard Register customer for approximately seven years, Cayuga Medical Center had been using a previous version of Patient LinkUp® for their patient registration and printing of various medical records, including face sheets, insurance forms and patient care forms. In their efforts to continuously optimize operations and improve patient care, Polly Parsons, Information Systems Manager, and Diane Sidle, Director of Admissions, teamed up to implement Standard Register's Patient LinkUp Enterprise in addition to the Forms on Demand library.

Used in conjunction with Patient LinkUp Enterprise, the Forms on Demand library allows users to print forms, or groups of forms known as "kits," with or without patient demographic data to a network printer of choice. No longer does the nursing and admissions staff have to rely on hand written patient-specific information; the Patient LinkUp system has been integrated with Cayuga's existing MEDITECH hospital database to retrieve data and print automatically to the corresponding form fields.

Each floor of the medical center was brought live on the system, followed by the off-site locations, bringing quick and easy access to patient medical records and admissions documents. With minimal changes to the existing admissions process, the document automation system was accepted quickly by the team that now relies on it every day.

“We knew what we were looking for—we chose Standard Register based on their customer service, product line and their ability to take on the project and deliver us a system that we could immediately implement.”

– Diane Sidle  
Director  
Admissions



## Cayuga Medical Center

### THE RESULTS

With the enterprise document system in place, Cayuga Medical Center's forms are printed at the time of registration, eliminating incorrect patient information and the need to preprint or reprint forms. The ability to create wristbands, forms and barcode labels on demand with the document system now allows each nursing unit to operate autonomously of the admissions department.

**GREATER FOCUS ON PATIENT CARE** With the reduction in time spent on printing and reprinting forms, the staff can concentrate on patient care. It is no longer necessary for medical center staff to physically transfer forms from one floor to another using the pneumatic tube system. With the previous process, in addition to having to wait for tubes to arrive at the tube station, staff would also spend time printing and tubing extra labels for the nursing units and tubing to ancillary departments such as Pain and Oncology. An estimated two hours each day of manpower were used for the printing and transporting of various forms.

With Patient LinkUp Enterprise and Forms on Demand, staff can print directly to the patient's location. When patients arrive in the admissions department, their admission packet can be printed at the admissions desk and handed to the patient along with instructions on where to go within the hospital.

No longer is time spent waiting for patient records to arrive—documents are printed on demand, when and where they are needed.

**IMPROVED ACCURACY IN PATIENT DATA** Previously admission staff would have to preprint all forms that had to be sent to offsite locations. As Diane Sidle recalls, "Many times forms were not reprinted as they should have been and therefore corrections did not appear on the forms. Now with Patient LinkUp Enterprise and Forms on Demand all forms are printed at the time of registration, eliminating the need to reprint and having incorrect information." Now, staff can ensure that all information is up-to-date and accurate.

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– Diane Sidle  
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## Cayuga Medical Center

**INCREASED PROFITABILITY** Through the significant reduction in the number of preprinted and reprinted forms in an admissions packet, Cayuga Medical Center has realized an estimated 10 percent reduction in costs. By eliminating the need to reprint forms when corrections are made at the time of registration, the admissions staff is able to increase the number of patients they can accommodate, making their work day far more efficient.

**SMOOTH INTEGRATION WITH CURRENT ADMISSIONS PROCESS** Employees at Cayuga Medical Center are not only impressed with the ease in use of their new document automation system, but also value Standard Register's project management expertise. As Tony Votaw, Vice President and CIO states, "We will not implement another software package without a project plan similar to what Standard Register produced."

Using a "Train the Trainer" process, key staff members are shown how the system operates and soon feel comfortable to begin using the system as well as training others. The system is viewed as being very intuitive and shortens the learning curve for new hires.

**THE BOTTOM LINE** Timely access to patient information was an increasing challenge for the staff at Cayuga Medical Center. With the enterprise document system in place for more than six months, Cayuga has streamlined their patient information flow while simultaneously standardizing the admissions process across all facilities. A solution flexible enough to accommodate the continued growth of the medical center, Patient LinkUp Enterprise and Forms on Demand have paved the way for future process improvements and enhancements.

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