XEROX DocuShare®

DocuShare helps manage JCAHO and HIPAA at

Stevens Healthcare

Stevens Healthcare is both a hospital and a network of healthcare providers serving the community of Edmonds, Washington. And like all healthcare organizations, Stevens' operational procedures are monitored and regulated by various industry and government bodies, including JCAHO (Joint Commission on Accreditation of Healthcare Organizations) and HIPAA (Healthcare Information Privacy and Accountability Act). Stevens had been relying on a haphazard mix of paper files and information captured in Lotus Notes to keep track of the voluminous amounts of procedural and policy information it generated each year. However, the online Notes system did not allow easy access to information: it sometimes took weeks for new procedural and policy announcements to be disseminated to all points of the organization, potentially slowing the delivery of care and making compliance with regulatory requirements difficult.

"DocuShare is the only solution I've purchased here that's worked as sold. Nothing missing. Nothing to fix. It worked exactly like the demo."

—Kent Hargrave
VP, Information Systems
Stevens Healthcare

The Challenge

An upcoming JCAHO review in 2002 brought Stevens' current information management processes under intense scrutiny. Stevens' IT department knew that the organization's management of paper documents and digital information had to be upgraded in order to manage all the information and procedural documents required to prepare for the review. The IT group estimated that up to 70% of its information had been tracked by its staff in Lotus Notes, with the remaining 30% captured in handwritten notes and paper documents filed manually. Stevens needed a more functionally robust application to help clean up their existing files, integrate their paper and digital information, and establish a new, user-friendly document procedure that could be implemented across the organization to maintain the solution going forward. The solution had to be fast to implement, enable scanning directly into secure storage, provide indexing and searching functionality to facilitate coordination of paper with digital content, enable version control, and require little or no training for the average staff member to use.

Why DocuShare?

Stevens ultimately chose Xerox DocuShare to refurbish its information and document handling processes because, when integrated with Xerox multifunction devices, it met their primary criteria of direct scanning into files and folders with easy indexing, and it was simple for non-technical users to learn and integrate into their daily activities. But Stevens found DocuShare provided a number of additional benefits that made it exceptionally suited to the organization's needs. DocuShare's "drag and drop" capabilities through its Microsoft Windows Client interface provided the organization with an easy way to rapidly clean up and organize its existing electronic files, and integrate scanned paper files into a series of easily searched repositories. By integrating DocuShare with Xerox Flowport, Stevens now had an easy way to route scanned documents to support workflow collaboration and processes. Finally, DocuShare's intuitive version control provided a simple method to track and maintain control over numerous drafts of policy and procedural communications, something Stevens had previously struggled with.

The Solution

Customer Requirement	DocuShare Feature
Easy scanning of paper documents into secure, online folders	Direct scanning to DocuShare via Xerox FlowPort enables a document to be scanned once and placed directly in searchable format in the appropriate folder hierarchy, ready to be indexed and searched.
Ease of use for non-technical staff with varying skill levels	DocuShare provides benchmark ease of use, with an intuitive user interface that requires minimal training The average user can be up and running in minutes, while administrative functions can be learned in a matter of hours
Easy distribution and routing of documents for approvals, collaboration, and archiving	DocuShare integrates with Xerox Flowport to enable routing and distribution of documents
Manage frequently updated versions of HIPAA and JCAHO policies	DocuShare version controls helps maintain versions through multiple workflow and collaborative processes
Import hundreds of existing digital guideline documents and files	DocuShare integrates with Microsoft Client to enable easy drag and drop functionality from directory file structure or CD, retaining metadata
Security to protect confidential records and files	DocuShare supports Secure Socket Layer encryption and user permission controls to protect valuable content

Steven's HR department discovered they could scan and route large numbers of resumes—greatly accelerating their ability to review potential candidates.

The Results
Stevens' implementation of their new DocuShare document management and control initiative enabled them to achieve substantial benefits while preparing for compliance with their latest HIPAA review. They estimated saving 80% of the time previously required to manage these policies and procedures alone, enabling administrators to focus on more productive tasks. And the organization also increased the speed at which policy and procedural updates were distributed, having a real impact on the efficiency and quality of its patient care. For example, new JCAHO and HIPAA policies and procedures are now immediately available in DocuShare for instant access through a browser by pharmacists who distribute drugs, and for secure access by floor nurses involved in hands-on patient care.

Stevens also found that DocuShare provides superior support for workflow processes, replacing unwieldy hard copy documents with digital files and electronic records that enable easy collaboration and version control. And because DocuShare was so easy to use, training time to get even non-technical users up and running was minimal. Stevens estimates it takes 15 minutes to train before a user is able to intuitively grasp the user interface and get to work, allowing the organization to conduct most training over the phone.

DocuShare's ease of use soon moved beyond the management of regulatory compliance to other workgroups within the hospital. Stevens' Human Resources department now uses DocuShare to scan and store all incoming resumes, enabling them to easily route applicable candidates to the right contact. The organization has also adopted DocuShare to track all its management and labor reports, including meeting minutes, and all its finance department documents, including vendor contracts, purchase agreements, and provisioning plans.

The Future
Stevens expects to increase their number of seats as their need continues to grow beyond the departmental administrators that are currently using DocuShare everyday. A large number of Stevens' healthcare providers now view documents via Guest Access, enabling them to have access to patient records, policies, procedures, and other information directly through a Web browser. Use of Guest Access is also expected to increase as Stevens expands its HIPAA compliance methodologies beyond IT and administration to all its departments and staff, including physicians, who will use DocuShare directly on the floor to access and append patient records on the fly. Stevens expects to have its organization-wide deployment of DocuShare complete in the next 18-months—just in time to undergo its next round of JCAHO reviews. Overall they expect to see another 50 to 70% increase in time saved over their previous certification process, translating to roughly 1,000 staff hours saved.

About DocuShare
DocuShare® 3, a highly intuitive and secure, Web-based document management application, enables clients in document-intensive environments to dynamically capture, manage, and share information. Easy to use, deploy, and administer, DocuShare is the only cross-platform, document management solution to significantly reduce IT requirements resulting in lower TCO (total cost of ownership) and fast ROI (return on investment).

For more information on DocuShare, contact a Sales Representative at 1-800-428-2995, or visit us online at http://docushare.xerox.com.

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