

ApplicationXtender helps community mental health organization improve patient and staff experience



CENTER FOR LIFE MANAGEMENT

CLIENT

Center For Life Management

PROBLEM

Ten-year-old document mgmt system no longer evolving with company.

SOLUTION

ApplicationXtender & ECM Toolbox Workflow

BENEFITS

Improved customer and staff experience, reduced insurance card updating process time, ensured provider access to patient records, improving patient care, shortened time to return lists of final document medical records, reduced manual processes freeing staff to perform more value-added work.

CHANGING LIVES, SAVING LIVES

The Center for Life Management (CLM) doesn't measure success in units sold or dollars made. As one of ten community mental health centers in New Hampshire, the organization measures its success through customer experience and patient care. CLM provides traditional mental health services as well as help with substance abuse issues through its offices in Derry and Salem to more than 5,000 patients per year. 'Changing Lives, Saving Lives' isn't just the organization's tag line—it's CLM's mission.

Data is a key part of how CLM accomplishes this mission. Patrick Ulmen, Vice President and Chief Information Officer at CLM, explains, "We don't only deliver services, but also bill for the services, document the services, store records associated with the services, and then mine those records to figure out what we are doing well and what we can do better. We then take that information and drive it into improving services to realize our organizational mission."

CLM wanted to replace its ten-year-old document management system because it was not evolving. Ulmen began a search for an industry-leading system with a strong ROI.

"We wanted a system that would help us realize our mission and do it in a responsible way," says Ulmen. "Non-profits are mostly about staffing—any money we put into technology potentially takes money away from staffing. So whatever solution we chose had to enable staff to do their jobs better."

Reduced insurance card updating time by up to 24 hours



Patient records accessed 88% faster



Freed staff for value-added work at higher compensation



“The value goes well beyond staff savings — it’s the customer experience. We really do believe technology helps us achieve our mission. All I have to do is sit downstairs and watch staff interacting with the customers and I know we’re delivering it.”

- Patrick Ulmen, Vice President and CIO Center for Life Management

He continues, “Many behavioral health organizations look at technology as a cost center and expense. At CLM, we view information technology as an asset to achieving our mission. Good data leads to good business intelligence. And good business intelligence leads to good decisions and solid operations.”

SOLUTIONS

After considering several solutions and working with its trusted partner, CASO, CLM chose ApplicationXtender® combined with ECM Toolbox Workflow. As a result of the technology, CLM has been able to improve the patient and staff experience, ensure patient care, and deploy staff to more value-added work.

CASO was instrumental in helping CLM implement the new solution, integrating it with systems such as e-prescribing, medication interaction checking, scheduling, and documentation.

“One of the reasons we moved on from our prior solution was that it couldn’t take integration to the next level, giving the users a less seamless experience and making IT less popular,” Ulmen states.

IMPROVING THE PATIENT AND STAFF EXPERIENCE

CLM utilizes ApplicationXtender plus ECM Toolbox Workflow to improve the customer experience at patient check-in. The new process has also increased staff productivity and reduced the completion time for insurance card updating by up to 24 hours.

Previously at patient check-in, the front desk staff took a patient’s insurance card and left the patient at the check-in window to make a physical copy. That copy was set aside and later moved into an electronic file where it was reviewed and stored. Another staff member then made an adjustment to the insurance record.

But now with ApplicationXtender and ECM Toolbox Workflow, the front desk staff asks the client if there has been an insurance change. If so, staff can check the card against what is in the ApplicationXtender system. If the information indeed needs to be updated, staff can scan the card without leaving the desk. Once the card is scanned, backend staff are automatically notified via Workflow of the new insurance information and they adjust the record. Check-in staff can therefore concentrate on making patients feel as welcome as possible as they prepare for their appointments.

Says Ulmen, “The value goes well beyond staff savings—it’s the customer experience. We really do believe technology helps us achieve our mission. All I have to do is sit downstairs and watch staff interacting with the customers and I know we’re delivering it.”



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ENSURING PROVIDER ACCESS, PATIENT CARE

ApplicationXtender also helps CLM ensure that its medical staff can access patient records even if the organization’s EMR goes down. CLM has recreated its final document medical record structure within ApplicationXtender. A copy of every final document related to CLM’s EMR is in ApplicationXtender.

With the often urgent nature of its services, CLM must ensure that staff can always access patient information. Ulmen uses the example of a suicidal patient going to an ER to illustrate the value of ApplicationXtender. If the ER calls a CLM provider in the middle of the night to get a patient’s information (including medication, appointments, and diagnosis) and the EMR is offline for some reason, the doctor can go to ApplicationXtender and look at the record straight from his or her phone.

“Our providers can sleep well knowing those caring for the patient have all of the information necessary to make the best decisions possible,” Ulmen says.

Not only does ApplicationXtender provide this capability to providers, but it does so quickly. Final document medical records can include approximately 500 documents. Prior to implementing ApplicationXtender, returning this document list to the user took approximately 25 seconds. But with ApplicationXtender, that time has been reduced to approximately 3 seconds—that’s 88 percent faster. In addition, the time necessary to return a document once it is selected has also improved. Ulmen says that more than 100 staff members experience this faster process daily.

This use case illustrates how CLM uses the tools to help deliver better customer care. CLM used ApplicationXtender in this capacity when it needed to perform a four-hour server update on the EMR. The organization took the EMR offline, and staff went into ApplicationXtender instead. It was a seamless process and patient care was not compromised.

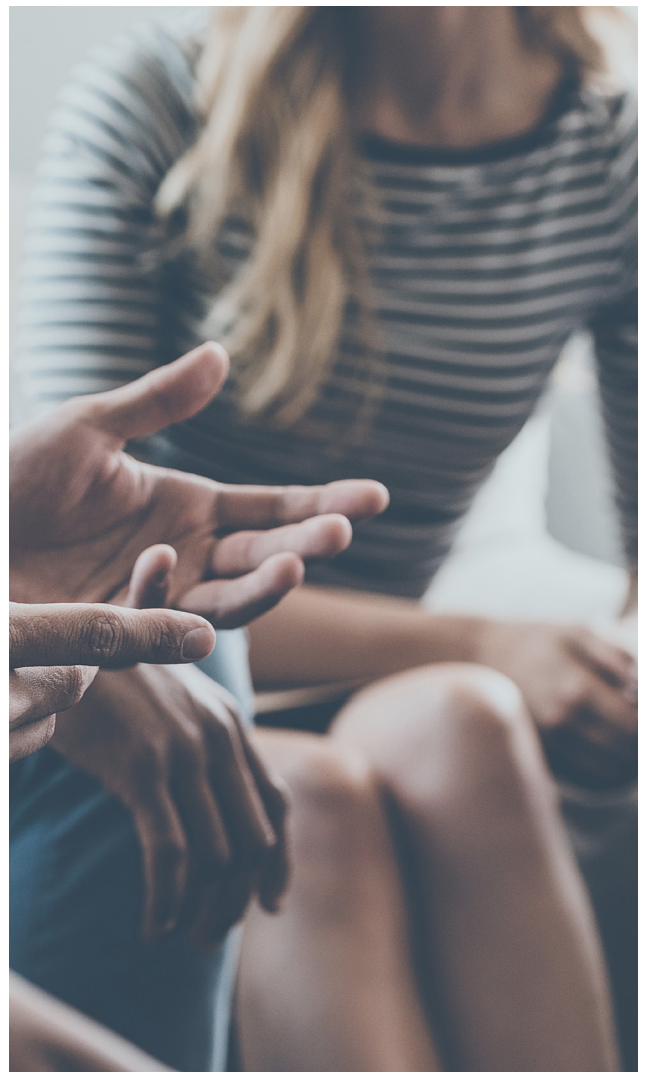
ENABLING STAFF TO DO MORE VALUE-ADDED WORK

The insurance card use case is just one example of how the organization uses the products. So far, CLM has used the solutions to automate some very specific situations that were requiring a lot of staff involvement and manual work.

“Our investment in ApplicationXtender and Workflow enables our staff to do less repetitive tasks and frees them to do more challenging, value-added work,” notes Ulmen. “That work is both more satisfying and also more likely to require higher levels of compensation—enabling us to hire people who are more developed and stay longer.”

CLM also utilizes the products to handle HR documents, such as resumes. Although the organization does not have the resources to justify implementing an HR management solution, it still needs to manage its HR records. ApplicationXtender and Workflow automate the workflow and processes associated with these documents and store them. This is just another use case example of how CLM can continue to get more out of the solutions.

ApplicationXtender and Workflow also make life easier for CLM’s auditors. The auditors simply look at the final documents in ApplicationXtender. The documents can’t be altered or modified. In addition, Ulmen doesn’t have to train the auditors to use CLM’s EMR. He just shows them how to search within ApplicationXtender, a significant time saver.



A LASTING PARTNERSHIP

Ulmen says that CLM is nowhere close to maximizing the investment it has made in ApplicationXtender and Workflow. As the broader healthcare industry seeks to transform itself to deliver integrated care across providers, Ulmen sees the products, as well as CLM’s relationships with CASO, as key pieces to making that transformation a reality for CLM. Transforming patient care and the staff experience in this way will help CLM further its goal of ‘Changing Lives, Saving Lives.’

Ulmen says, “I am very happy that I have established relationships with CASO and ApplicationXtender. I see our partnerships growing over the coming years.”

ABOUT CASO DOCUMENT MANAGEMENT

CASO has been an innovator in developing practical, cost-effective imaging services and document management systems since 1994. With a management team totaling more than 100 years of experience, they have a proven track record with even the largest commercial and government requirements. CASO is a recognized Circle of Excellence reseller with Digitech Systems. CASO offers a full-range of imaging services or a comprehensive custom solution tailored to each company, industry or specific project. They support hundreds of regional and national clients in government, finance, education, healthcare, manufacturing and other sectors. To learn more about CASO, call 888.388-2276 or go to www.caso.com.