



# NUANCE

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## CASE STUDY

### HEALTHCARE INDUSTRY

## Abrazo Health Care

### Provider Credentialing Made Easy

#### CHALLENGE

- Medical Staff Office needed to efficiently scan more than 250 documents per month
- Files needed to be found quickly in a network folder containing thousands of images to enable quick association of the images with medical staff records in Midas+ software
- Existing scanning process consumed more than 40 hours of staff time each month and often required the use of temporary help to meet regulatory timelines

#### STRATEGY

- Documents scanned using eCopy ShareScan at the Medical Staff Office's MFP
- Using eCopy's Quick Connect functionality, documents are stored directly into one of four file folder locations and automatically named based on doctor ID# and date

#### RESULTS

- Time necessary to scan and store 250 documents per month has been reduced from 40 hours to about four, eliminating the need for temporary help
- Scan to E-mail functionality from the MFP have reduced fax volumes by 50 percent in the Medical Staff Office

#### ABOUT ABRAZO HEALTH CARE

Abrazo Health Care is a group of six specialized health care affiliates in Maricopa County, Arizona, which includes the City of Phoenix. Employing 5,000 medical professionals and support staff, Abrazo Health Care is committed to providing outstanding, accessible health care to its communities. In delivering its services, Abrazo Health Care has three priorities: Its patients, its physicians and its employees. By assembling and retaining a compassionate, dedicated team of professionals, Abrazo Health Care can fulfill its mission of providing the highest quality of care and service to its patients.

*"We originally had our new eCopy-enabled MFP in the Medical Staff Office as a demo. When the demo time expired and the company came to retrieve the MFP, our staff refused to let them take it. That's how much of a difference in their lives eCopy made."*

— **Linda Smith**  
Medical Staff Coordinator  
Abrazo Health Care

#### WITH A LARGE STAFF OF PHYSICIANS AND ALLIED HEALTH PROFESSIONALS...

who practice in Abrazo Health Care's various hospitals, its busy Medical Staff Offices were each spending more than 40 hours per month in the process of managing credentials and certifications for some 2,000 providers. Records include Drug Enforcement Administration (DEA) documentation granting permissions to prescribe controlled substances, malpractice insurance claims, state licenses and renewals, and medical certifications.

At Arrowhead Hospital alone, more than 250 paper documents arrive at the Medical Staff Office each month that need to be entered into the department's Midas+ system, a medical vertical software solution that includes modules for medical staffing and physician records. Individual documents can consist of as many as three pages.

## Abrazo Health Care Case Study

*“Each provider has to go through a re-application process every 24 months. We are required to send the CVO a list of the re-applicants, which amounts to about 40 per month, attaching the up-to-date certifications and licenses with that report. With eCopy, it is now much easier to compile and transmit these reports via email instead of using fax, and they also arrive at the CVO much cleaner and are easier to read.”*

— **Linda Smith**  
Medical Staff Coordinator  
Abrazo Health Care

In the previous process, the operator would load the document into the networked scanner, wait for it to scan, and return to her desktop to view the scan to ensure its quality using scanning software at the desktop. She would then save the scanned image to the appropriate network folder as a JPEG, open the Midas+ system and attach the document to the appropriate provider’s record. At about 11 minutes per document, this process had to be repeated for each of the 250 or so documents per month received by the Medical Staff Office and translated to more than 40 hours per month consumed with repetitive, nonproductive work on the part of Medical Staff Office personnel. In addition, manual file naming was error prone and could result in personnel having to re-scan the document in order to locate it within the network folder.

### THE MEDICAL STAFF OFFICE AT ARROWHEAD HOSPITAL INSTALLED AN MFP..

with eCopy ShareScan to streamline the process. In Abrazo’s implementation, the eCopy user interface displays five buttons, Scan to E-mail and four eCopy Quick Connect buttons: Scan to Licenses, Scan to Insurance, Scan to Controlled Substances, Scan to Other Certifications.

With eCopy, Medical Staff Office professionals can now scan documents in less than one minute. That means that what was once taking more than 40 hours per month of staff time can now be accomplished in about four hours.

### IN ORDER TO COMPLY WITH ALL STATE AND FEDERAL REGULATIONS...

– including DEA and Joint Commission on Accreditation of Healthcare Organizations (JCAHO) -- documents must be scanned and placed in Midas+ within certain time limitations. Prior to implementing eCopy, the department routinely hired temporary help to scan documents when they were unable to keep up with the volume. Now the staff is able to easily manage all scanning within the specific regulatory time-frames and no longer has the extra expense of, and potential errors associated with, using temporary help.

With the eCopy-enabled process, the operator simply selects a Quick Connect button, previews the document, and is prompted to enter the provider identification number and expiration date of the document, which automatically builds the file name. She hits send, and the file is automatically converted to JPEG, indexed, and routed to the correct file location for association with the provider record in Midas+. Another time saver is the ability to preview the document at the MFP.

According to Linda Smith, Medical Staff Coordinator, “It is very helpful to have the file name automatically built at the MFP. By seeing the file name I can verify that the document is going into the right place.”

Medical Staff Office personnel are now using eCopy to process all paper-based documents. This includes emailing documents instead of faxing, which has resulted in a 50% reduction in the department’s faxing volumes.

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