



Case Study

UK Hospital's Trust leads the way to paperless health records

Kodak i660 and i780 Scanners drive unprecedented productivity

Merseyside-based St. Helens & Knowsley Teaching Hospitals NHS Trust is a pioneer in electronic records management. They are one of the first hospitals in the UK to stop using paper-based records in their daily operations.

Situation

With 90,000 new patients registered every year, the number of records was growing exponentially. The Trust knew that its labor-intensive paper process was outdated and needed to be replaced with a more efficient solution.

Objective

The Trust's primary goal was to improve patient safety and care by improving access to patient records. Saving money on labor and file storage was also a goal.

Solution

The scan-on-demand digital solution capable of handling over 250,000 visits annually includes **Kodak i660 and i780 Scanners*** integrated with custom **CCube** electronic document management software from OITUK.

Results

Physicians now have 100% access to complete patient records at every location, and the Trust has anticipated savings of over \$2 million dollars over five years on reduced labor and storage costs.

Instant access improves patient care

The Trust made the transition to electronic records management in 2011. All 27 hospital departments went 'live' after a 22-month rollout period. Over 500 clinicians and 130 medical support staff were trained to use the system.

The Trust can now guarantee that the correct patient file is always available when needed at every location. This was impossible with the old paper process, given the logistics involved in moving 7,000 records every week for 349,285 outpatient visits annually.

This landmark undertaking enables instant access to health records, enhances patient safety through 100% records availability, improves clinical effectiveness and saves money. Secure and simple to use, the system is built on an open platform and provides future expandability.

“Once we had been trained on the **Kodak** Scanners, they proved to be reliable, fast, hassle free with excellent image quality.”

Neil Darvill, Director of Informatics, NHS Trust

Less storage, lower costs

While this project is focused on improving patient safety and care, it also helps reduce operating costs significantly by eliminating paper files and the need for a storage facility. The cost savings are greater than first imagined because the Trust is only scanning the records it's required to keep, and destroying the rest. As a result, the library is shrinking faster than originally projected.

The **CCube** Solutions' electronic document management software (EDMS) installation is unique in the NHS for two reasons. First, a team of 52 people (moved from the previous paper-based records library) scans medical records on demand when patients enter the hospital, routing them through the EDMS. Digitizing only live files helps maximize the efficiency of the workflow.

Kodak i660 and i780 high performance production scanners are the engine of the process, handling between 120,000 to 130,000 pages per day. Barcoding is used to indicate that a new patient file is being scanned and/or to scan into different 'chapters.'

Second, a custom portal for the system was created by **CCube** Solutions to make the project ideal for this health records application – a first in the NHS. It offers a single, simple and safe point of access so that the treating clinician can see notes from other doctors and get a complete view of the patient's medical history.

Expanding the solution, and the savings

At the beginning of the project, the Trust started with health records for outpatient clinics only, but has since extended the service to all departments. This completely eliminates paper records for all patients entering the hospital.

Now that all departments are online and up to speed, the system is realizing its potential for productivity. After a patient's file is scanned for the first visit, there's no labor needed to prepare files for follow-up visits, freeing up staff to scan other departments' records.

Access to the system has been extended to GPs and other primary care professionals via a network which interconnects 340 sites in Merseyside. What started as a pioneering venture has become a proven solution for the entire Trust.



Want to learn more?

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* The **Kodak** i660 Scanner has been replaced by the **Kodak** i5200/**Kodak Ngenuity** 9090 DB; DC/9125 Scanners. The **Kodak** i780 Scanner has been replaced by the **Kodak** i5600/**Kodak Ngenuity** 9090 DC/9125/9150 Scanners.

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