

Large Hospice Provider Uses Mobile Capture App to Process Critical Care Documents up to 7x Faster



VITAS[®] Healthcare

ORGANIZATION

VITAS Healthcare
www.vitas.com

INDUSTRY

Healthcare

SOLUTION

- › Mobile capture
- › Workflow

CHALLENGE

- › 2M documents hand carried annually from care sites, primarily homes, to corporate offices
- › Prolonged processing time due manually handling of paper forms
- › High potential for lost/damaged documents
- › Mix of corporate issued and employee-owned mobile devices
- › Field workers have varied degrees of technical proficiency

KEY BENEFITS

- › Reduces the time to process from up to a week to less than a day
- › Eliminates lost and damaged documents
- › Significantly controls costs associated with document management
- › Eliminates 2M+ paper forms
- › App works on just about any mobile device, even BYOD
- › ILINX Capture Mobile app is intuitive and easy to use, even for the “technically challenged”

FIELD WORKERS NOW CAPTURE CARE DOCUMENTS WITH A MOBILE APP WHILE ONSITE WITH PATIENTS, REDUCING PROCESSING FROM POTENTIALLY A WEEK TO LESS THAN A DAY, AND SAVING VITAS FROM PROCESSING OVER 2 MILLION PAPER FORMS YEAR OVER YEAR

The largest provider of hospice and palliative care in the United States, VITAS Healthcare operates 44 hospice programs in 15 states. The organization also supplies home medical equipment and medications to patients while offering spiritual and emotional counseling to patients and their families.

About 10,000 professionals are dispatched by VITAS to patient homes to provide on-site care. Their roles are varied, and include doctors, registered nurses, home health aides, social workers, clergy and volunteers.

As their jobs require, this army of field workers must provide critical patient documentation to VITAS offices in a timely manner. Every year almost 2 million documents—lab results, insurance cards, admissions orders, medical POA, advance directives, etc.—are submitted.

Care documents, manually transported, take up to a week to process for billing

Until recently, the system used to get these documents processed required workers to carry them from patient homes and hand deliver them to VITAS offices, leaving documents vulnerable to being late, damaged or lost in transit. Further, it required field workers to spend precious time transporting them. The process was inefficient—the potential for long processing times, and the chasing of paperwork once filled, continued to increase overall costs.

Search for solution leads to mobile devices

Leaders in IT at VITAS started exploring technology options that would allow staff and subcontractors to capture

paper documents and submit the electronic version while on-site.

An internet search led them to a handful of possible technologies. Their goal was to find a technology solution that met the following criteria:

- › Because VITAS medical professionals travel to patients’ physical locations, they didn’t want to require users to haul special scanning hardware along—their goal was to leverage technology that the caregiver was already using
- › The interface should be easy to use—caregivers have all levels of technical knowhow, from high to low
- › The solution should quickly automate the capture of documents
- › Images of documents should be automatically optimized for readability and clarity
- › The transmission of documents should be highly secure to protect patient privacy



Vitas reached out to ImageSource, who are experts in solving any type of capture challenges, from conventional

to cutting edge. ImageSource knew they could solve this particular business problem with a combination of their ILINX technologies. VITAS moved forward with ILINX Capture Mobile for easy on-site capture using smartphones and tablets, ILINX Capture Workflow for routing, approval and indexing and ILINX Content Store for content storage and possible retention management.

VITAS automates on-site document capture and processing with ILINX

Now VITAS caregivers can use company issued phones or just about any type of device they already own—from smartphone to tablets—to capture images of documents and submit them for immediate processing via an Android or iOS mobile app.

The field worker simply downloads the ILINX Capture Mobile app from the App Store or Google Play and goes through a simple set-up process after launching the app by entering user name, password and server info.

These three pieces of information let the app know what features and functionality will be available to that particular user, and will kick off the appropriate workflow once a document is submitted.

USING THE MOBILE DEVICE APP HAS ALLOWED VITAS TO PROCESS DOCUMENTS IN A FRACTION OF THE TIME IT PREVIOUSLY TOOK. IN ADDITION, VITAS IS FAR LESS LIKELY TO WASTE TIME DEALING WITH LOST OR DAMAGED DOCUMENTS.

Onsite capture is quick, easy & highly configurable

Once set up is complete, the app allows VITAS field workers to capture a document in a few simple steps:

- › Lay the document on a flat surface
- › Hover the device over the document so it fits into the image window—iOS will automatically snap a photo, both iOS and Android apps will auto-crop to the edges of the document
- › Supply minimal metadata in indexing fields, while automatic database looks up can be utilized to ensure data quality
- › Submit document & indexing data with a simple click

Flexible administrative settings allow for a limitless number of configurable user settings that both control restricted/exposed functionality within the app and initiate different workflows upon submittal.

Automated workflow launched to complete processing

After a caregiver clicks the submit button on the mobile app, ILINX Capture Workflow is automatically launched. Documents flow to a queue where they are reviewed and routed to a medical record system. Before being released, documents are automatically converted from a default JPG format to another format.

Saving time, improving accuracy and meeting compliance in an easy-to-deploy solution

The new on-site mobile capture solutions implemented by VITAS has provided value in multiple ways.

Using the ILINX Capture Mobile app has allowed VITAS to process documents in a fraction of the time it previously took. Processing has been cut from up to 7 days to just 1. In addition, VITAS is far less likely to waste time dealing with lost or damaged documents.

From an ROI perspective, the ILINX solution is allowing VITAS exceed their targeted benefits goals by cutting paper handling by 2+ million forms annually, significantly controlling the costs associated with document management.

Technology



ILINX CAPTURE

A simple-to-use and highly scalable web-based platform for ad-hoc or transactional capture to full batch-level production operations.

ILINX Capture automates capture from both paper and electronic sources and transform it to a variety of digital formats, functional data, or both. Using a powerful, easy-to-configure workflow engine, ILINX Capture delivers critical information to the systems that manage your business processes.

ILINX CAPTURE MOBILE

Capture from your smartphone or tablet and push content into your business processes for immediate consumption.

The ILINX Capture Mobile app extends the capture footprint of ILINX Capture. From your device, capture, index and route images to workflow. Gain competitive advantage by capturing on the go to accelerate business transactions and eliminate lag time.

ILINX CAPTURE WORKFLOW

Automate the flow of data and documents with improved visibility—optimize your information operations in step with your dynamic business environment.

The robust workflow component of ILINX Capture simply accelerates any business process, maximizing the number of transactions your organization is able to direct, approve and complete every day.

ILINX CONTENT STORE

An easy-to-use, powerful, web-based content repository with built-in capture.

ILINX Content Store provides secure and affordable search, storage and management for all of your document types and digital assets. Users and administrators can access ILINX Content Store on a desktop or tablet delivered through a browser.

www.imagesourceinc.com



ImageSource, Inc

360.943.9273 T

360.943.4449 F

image@imagesourceinc.com

www.imagesourceinc.com

612 Fifth Avenue SW

Olympia, Washington 98501