Sharp HealthCare: On the leading edge of healthcare IT

Customer
Sharp HealthCare

Industry
Healthcare

Size
$2 Billion net revenue
4,000 Physicians
73,328 Inpatient admissions
681,974 Outpatient visits to its 7 hospitals
1,195,346 Outpatient visits to its 10 medical groups, which includes 6 urgent care centers

Location
San Diego, CA

OnBase Integrations
GE Centricity Business (IDX Flowcast)
Lawson
Cerner Millennium
Allscripts EMR (Mysis)
Allscripts Touchworks
mySharp Patient Portal
GE Centricity EMR
Cactus Credentialing
mySharp Patient Portal
3M 360 Encompass

Departments Using OnBase
Enterprise-wide

The Challenge

Named to *Hospitals & Health Networks* magazine's "Most Wired" healthcare systems list 14 of the past 16 years, Sharp HealthCare (Sharp) has a long history of innovation. It developed a lab system in the early 1970s, implemented clinical documentation in 1985, deployed an enterprise content management (ECM) solution in its claims department in 2003 and initiated a five-year rollout of an electronic medical record (EMR) in its hospitals in 2006.

Within six months of implementing ECM, Sharp experienced so many benefits in just that one department, it wanted to expand the solution across its entire organization, integrating ECM with its EMR and other core applications.

Sharp could rest easy. Its ECM solution is OnBase by Hyland.

The Solution

When Sharp began its deployment of Cerner Millenium® in the health information management (HIM) department at its flagship hospital, Sharp Memorial, Sharp quickly uploaded the hospital's unstructured content – everything from faxed orders and progress notes to the paper charts – into OnBase. By completing that project before the EMR system implementation, Sharp ensured that the information securely stored in OnBase could be immediately accessed from within the EMR as soon as the systems were integrated, bolstering user adoption of both systems.

"Memorial's HIM department became huge champions for OnBase," said Cathy Fuhrman, Sharp's manager of Document Imaging, adding that the strategy became a best practice with other Sharp hospitals following suit.

Working one department at a time, Sharp grew its ECM solution. Not only did it upload the business content of its different departments to ECM, but it also focused on how it could make process improvements. Utilizing the business process management tools in OnBase to automate manual tasks and create workflows, Sharp streamlined processes from the ER to HR. Sharp even worked with Hyland Software to build new business applications as opportunities arose.

OnBase by Hyland

"We were able to grow organically," Fuhrman said, adding that the scalable, flexible nature of OnBase allows Sharp to set its own pace. An OnBase customer since 2003, Sharp has several new projects underway, including scanning at the point-of-care.

Physicians and other providers enter orders and notes directly into the EMR and upload any paper in the chart to OnBase, destroying the physical copy to ensure HIPAA compliance. The initiative supports better outcomes for patient care by standardizing the EMR as the one source for patient information.

"Our goal is to have the entire hospital rely solely on the EMR for information," said Fuhrman. "At one Sharp hospital there is a 96% adoption rate for CPOE. But even with this high rate of adoption, we still generate more than 10,000 paper orders each month. Paper can never be eliminated, but it can be managed. Eventually there will be no paper chart on the floor."

Sharp is eliminating paper in its administrative offices, as well. Starting with the 2014 tax year, Sharp employees will be able to opt out of receiving paper W-2s. Reducing processing and mailing costs, Sharp's Payroll department will be offering self-service via Infor for employees to view and print their W-2s on demand.

Sharp will also be implementing OnBase Mobile Forms to allow employees and patients to fill out forms on tablets or iPads. The solution uploads the data to the appropriate line of business system, storing the image in OnBase.

"We'll be using this for Advanced Beneficiary Notices, consent forms – anywhere we ask employees or patients to fill out a paper form," said Fuhrman.

While it didn't have an enterprise-wide strategy in place when it first implemented the ECM solution, once Sharp realized its value, OnBase quickly became – and continues to be – a true enterprise-level core technology for the not-for-profit integrated healthcare delivery system.

The Difference

Completes the patient picture: With OnBase, all of the unstructured data – consent forms, patient IDs, written progress notes and more – may be accessed directly from within the EMR, giving clinicians and staff the ability to access the patient information they need, when they need it.

Provides disaster recovery: In 2003, the San Diego wildfires nearly reached Sharp's data storage vendor's facilities. The following year, Sharp developed a disaster recovery plan utilizing its ECM solution for data protection. "We understood the value of OnBase," Fuhrman said.

Streamlines processes: Pre-anesthesia evaluations and surgery and radiology scheduling are now processed through OnBase. "Paperless workflows have eliminated thousands and thousands of pages of paper that used to float around," Fuhrman said.

Expedites pharmacy orders: Before Sharp implemented Cerner Millennium, runners were sent to all the hospitals' floors to retrieve medication orders for the pharmacy department and nurses would fax the orders to the pharmacy department. Now the information routes via a fax server/OnBase and is linked to Cerner.

Supports paperless patient registration: Sharp partnered with Hyland to customize an existing module for patient registration. Now when patients arrive, the admitting clerk scans their driver's licenses and insurance cards. Patients sign off on an interactive tablet, which displays their conditions of admission in either English or Spanish. Sharp Memorial also offers a concierge service that enables patients who are scheduled for surgery to bypass the registration desk and be admitted directly to their rooms. Admitting clerks come to the room and input information to OnBase using mobile devices.

Improves accuracy: OBGYNs with high-risk pregnancy patients know that the hospital has the most up-to-date information should the patient present in the middle of the night. With OnBase, accuracy and patient care has improved and physician satisfaction increased, as well.

Eliminates paper in claims: In its initial implementation, OnBase eliminated the need to maintain and store the approximately 100,000 paper claims that are processed on a monthly basis in Sharp's managed care claims department, reducing three shifts of full-time employees to one. Six months after the solution went live in 2003, the department estimated a savings of approximately $70,000 a month.

Increases information access in finance: Sharp's finance department uses OnBase to electronically capture all of its paperwork, Fuhrman said. The accounts payable department scans invoices and links the information to Sharp's business application, which allows authorized users to review and approve the invoices quickly so the organization takes advantage of payment discounts and avoids late penalties.

Reduces the use of nursing and chart stations: At Sharp Memorial, clinicians walk the floors with "thin charts" comprising only a few days' worth of paper – relying instead on the OnBase integration with Cerner for patient information, Fuhrman explained.

Ensures compliance: Sharp's HR department relies on OnBase to securely store confidential employee information and its ability to restrict access to authorized users to support compliance with The Joint Commission. And, OnBase provides audit trails that make complying with HIPAA and other initiatives much simpler.

Facilitates best practices: "Using OnBase, we've been able to standardize procedures across hospitals," said Fuhrman. Sharp won the 2007 Malcolm Baldrige National Quality Award, as well as the gold level award by the California Council for Excellence for the California Award for Performance Excellence program. In 2009, the Greystone Group honored Sharp with the Best in Class Awards and *InformationWeek* selected Sharp HealthCare as one of the nation's 250 leading users of business technology.

Sharp has also been recognized by the American Nurses Credentialing Center (ANCC). Its Sharp Grossmont Hospital received the prestigious Magnet designation for its excellence in nursing practices and quality patient care. In 2011, Sharp was included among the Top 10 Best Places to Work, Large Hospital IT Departments by *Healthcare IT News*.

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OnBase®
by Hyland