



ST VINCENT HOSPITAL AND HEALTH SERVICES CASE STUDY

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OCIE REDUCES COSTS AND ENSURES BEST PRACTICES

"We couldn't live without it, we've incorporated OCIE into the daily work function. Everybody we rolled it out to loves this product."

Mark Carson
Manager of Data Center Operations
St. Vincent Hospitals and Health Services

St. Vincent Health is one of the largest and most comprehensive health care systems in Indiana. Based out of Indianapolis and with 16 Indiana hospital facilities, St. Vincent is dedicated to spiritually-centered, holistic care, which sustains and improves the health of individuals and communities.

St. Vincent Health is sponsored by Ascension Health. Ascension Health (www.ascensionhealth.org) is a Catholic health system employing more than 87,000 people in the United States with a network of more than 76 acute care, long-term care and other healthcare facilities in 15 states and the District of Columbia. Ascension Health was formed in 1999 as a new health ministry uniting the Daughters of Charity National Health System and the Sisters of St. Joseph Health System.

The St. Vincent Health ministry includes: St. Vincent Indianapolis Hospital; St. Joseph Hospital in Kokomo; Saint John's Health System in Anderson; St. Vincent Carmel Hospital; St. Vincent Women's Hospital in Indianapolis; St. Vincent Pediatric Rehabilitation Center in Indianapolis; St. Vincent Clay Hospital in Brazil; St. Vincent Frankfort Hospital; St. Vincent Jennings Hospital in North Vernon; St. Vincent Mercy Hospital in Elwood; St. Vincent New Hope in Indianapolis; St. Vincent Randolph Hospital in Winchester; St. Vincent Stress Center in Indianapolis; St. Vincent Williamsport Hospital; St. Vincent Children's Hospital in Indianapolis; and St. Elizabeth Ann Seton Hospital in Indianapolis.

St. Vincent Hospitals and Health Services had searched for an enterprise-wide solution to eliminate microfiche and reduce report printing. After careful review of the leading technology, the Indianapolis-based healthcare provider selected OCIE. The hospital's first year savings, directly attributed to OCIE, exceeded \$100,000.

Enterprise report and document image portal

Administrators and IS professionals regard OCIE®, the industry's first Web-based enterprise report management solution, as the process improvement platform that eliminates microfiche and drastically reduces paper consumption. OCIE is an enterprise report portal, an economical and ecological path to consolidate, archive, and Web-enable information from disparate reporting systems. OCIE collects reports and document images from anywhere within an enterprise. Information is automatically indexed, secured, and available for authorized users to view, search, analyze, annotate, data mine, and extract.

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OCIE cures an expensive dilemma

Before discovering OCIE, the St. Vincent payroll and patient billing departments faced an expensive dilemma. The hospital had constructed special rooms with sliding walls to manage a seven to ten year archive of paper reports and microfiche. As each room approached capacity, it became increasingly more difficult to locate information. The inefficiencies of paper, printing, and microfiche finally reached the critical stage and St. Vincent needed to avert a crisis.

In his evaluation process, Mark Carson solicited "customer buy-in" throughout the hospital and invited Donnell, the Application Service Provider and developer of OCIE, to present its solution to a wide range of potential users. Each "buy-in" session combined a live demonstration with a survey concerning ease of use, benefit to one's daily job, and potential savings-by-department made possible through OCIE. With overwhelming positive feedback, the hospital proceeded with a detailed cost analysis and requested a rapid implementation.

Secure, simultaneous access

"We've been able to eliminate a lot of paper," said Carson, "and we've taken OCIE beyond microfiche replacement. It is really a data distribution and research tool that saves us money."

Confirmed hard-dollar savings at St. Vincent exceeded \$100,000 in the very first year. Soft-dollar rewards proved to be of even greater significance. "Now we simply direct a report to OCIE and can have hundreds of people looking at it right away as opposed to printing 100 copies and waiting for them to be delivered."

According to Carson, "It's our responsibility to deliver data to many managers in separate facilities. We would print out one big report, a million line report meant for over 1,000 people, manually break it down, sort it, and distribute it. This was usually a three-day job for each report." He added, "With OCIE, we can take a large report meant for the same number of people and make information available on their desktop the minute it runs." OCIE blends with existing network capabilities, consuming minimal bandwidth by delivering reports in compressed HTTP packets. Information is password protected and secure down to the report level. Users connect to the OCIE repository via the Internet, intranet, LAN, or WAN.

Let's put that in OCIE

"We no longer need the labor to manually break down and distribute reports. We've freed up a lot of valuable time. We did not eliminate employees because of OCIE, but we've certainly freed them up to do other things instead of tearing down reports and stuffing envelopes." Carson continued, "It was also a security issue, breaking reports down, sticking them in interoffice envelopes, and sending them out to all these folks. Now we can take a one million line report and say 'let's put that in OCIE' and have the system automatically break it apart by cost centers or department sections. Users can now log in to OCIE and have access to only their data."

The cost savings realized from microfiche elimination, reduced paper consumption, and the conservation of wasted labor became readily apparent. St. Vincent also appreciated the substantial "hidden" cost savings. OCIE delivered on its promise of convenient, secure, rapid report delivery. Reports that contain sensitive information no longer sit in manila envelopes waiting to be delivered to managers. OCIE helps managers operate more efficiently because valuable information is now online and quickly accessible. Managers no longer need to dig through thousands of printed pages to extract critical data. OCIE makes this information available to authorized users with a few simple mouse clicks.

Another valuable feature is OCIE's ability to accept data from any platform. "If future systems are converted or changed, we can still output data to OCIE," says Carson. "Users do not have to learn anything new to access their data." Users once had to access multiple applications to retrieve information needed to perform job functions. Today, OCIE provides users "one-stop" accessibility to enterprise-wide information.

There are currently more than 900 OCIE users accessing more than 18,000 reports via St. Vincent's network, representing 230 different departments. According to Mark Carson, "Every week we get calls from users requesting more data on OCIE. We no longer have to sell users on the benefits of OCIE. They want it on their desktop. We just try to keep up with the demand."

Summary:

The OCIE enterprise report and document management application from Donnell consolidates information from disparate reporting and imaging systems within an enterprise and helps users to view, archive, mine and perform research on that data via a single, easy-to-use, Web-based interface. Users connect to their information through a PC or Java-enabled browser with LAN, WAN, Internet, or intranet access.

OCIE creates a powerful process improvement platform in addition to its ability to eliminate microfiche and drastically reduce paper consumption. Through OCIE technology, the hospital's first year savings exceeded \$100,000. In addition to generating vast operational savings, the speed, accuracy, scalability, and security of this system advances the customer's data management capabilities, providing St. Vincent's with more flexibility and power to meet emerging trends in the healthcare industry.

Closing Comment:

We believe it a noble enterprise and our mission to combine technology and problem solving talent to help out customers fulfill their mission statements. Today's technology decisions can have sweeping ramifications which impact far more than back-office processes and procedures. Without question, technology decisions have a direct impact on an organization's bottom line. Donnell offers a wide range of services, solutions, and consulting to maximize the technology investment of every customer.

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