

Success Story

Electronic Client Chart Management for Health & Human Services

Integrate paper charts and records with your Electronic Health Record (EHR) system for a complete Document Management Solution



KITSAP MENTAL HEALTH SERVICES (KMHS) is a private, not-for-profit community mental health center that provides both mental health and behavioral health care services to children, families, adults and seniors in Kitsap County. Located on the Kitsap Peninsula of Washington State, across the

Puget Sound from Seattle, their mission is "to shape the future of mental health through state of the science service delivery, community partnerships and advocacy."

CHALLENGES OF A PAPER-BASED PROCESS

The need to access critical files at a moment's notice is the primary reason for keeping them on-site and in paper form. However, at a certain point the volume of files needed on-site and the amount of documents within those files creates inefficiencies that can impede service delivery and quality of care to clients.

Paper charts were often needed in multiple places, limiting the productivity of the staff and increasing the associated risk of moving paper between physician and direct care staff. KMHS wanted to leverage their investment in **Pro-File (CoCENTRIXccp)** to provide a single view of a client's chart to both physician and clinical staff at the same time.

The project initiative was designed to move toward a unified digital operation by converting all existing and new paper documents to electronic format and converting/importing previous electronic health records and Pro-File attachments. At project start, KMHS had approximately 2.2 million pages of active client and employee paper documentation and over 655,000 previously scanned digital files to convert and import.

KMHS's medical assistants and staff were already scanning most of the newly generated paperwork. However, the process was time consuming and did not provide the desired accuracy and structure that KMHS knew they needed. KMHS desired an "elegant and intuitive solution that even a tech-challenged user can utilize with ease and comfort". The solution also needed to provide the Records Management team with the necessary tools to increase efficiency in their day-to-day operations.

KMHS selected Milner Technologies because of our established track record of providing seamless integration with their EHR system, the user friendly interfaces, and our ability to convert their existing paper and digital files onsite. We delivered a cost effective, turn-key solution using industry standard hardware and software-based proven technology.

"The way this project was handled I would not hesitate to use Milner for other areas of my company. We felt very comfortable during the entire process; you (Milner) really care about what we're doing as a company and how we can best achieve our technology goals. Milner overall has been a great organization to work with."

*Tracy Thompson, IS Director
Kitsap Mental Health Services*

KEY AREAS OF IMPROVEMENT / RESULTS

Ensure Instant and Continuous Access

> KMHS is able to provide **24/7 Physician and Clinical staff access** to client charts.

Integration with Existing EHR System

> KMHS now has **seamless integration with their Pro-File EHR system**.

Scanning Made Simple

> Scanning is **more efficient with increased accuracy** and intuitive categories.

Electronic Redaction / Annotation

> Allows KMHS to **redact protected information** that is prohibited from disclosure without having to duplicate the process each time for future disclosures.

Improved Service Delivery/Access for Staff

> Electronic client charts allow for **greater sharing** of pertinent information with physicians, clinical staff and others.

Disaster Preparedness and Recovery

> KMHS now has a system to **ensure access to client charts** in case of an environmental incident or disaster.

Complete Audit Trail

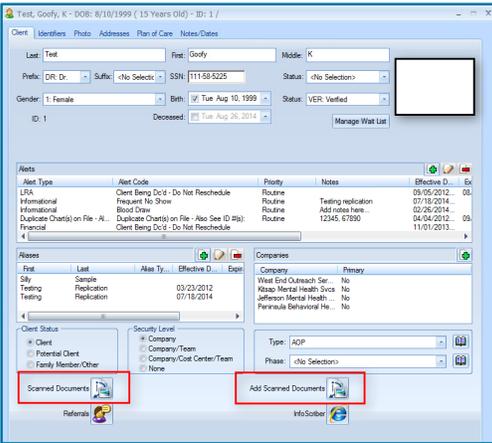
> Reporting available on all document activities and access.

ImageDirector eView for Health & Human Services

Milner Technologies was tasked to implement a turn-key solution for Kitsap Mental Health Services' to provide a seamless document/image integration with their **Pro-File™ (CoCENTRIXccp)** system. We provided all computer hardware, software licenses, professional services, training, and document conversion labor required to accomplish the goals of this project. The project was completed in eight (8) weeks.



To support **image integration into Pro-File**, Milner provided an interface allowing seamless access from the 'Profile of Client' screen in Pro-File to the electronic images archived in **ImageDirector eView**. With the click of a button KHMS physicians and clinical staff now have immediate access to their client files.

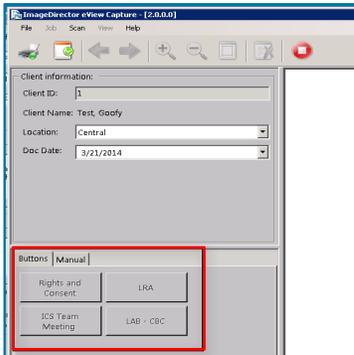


- The interface is routinely run from the 'Profile of Client' window through integrated buttons that allows users to view scanned documents in **Image Director eView** or add a document using **Image Director eView Capture**.
- When the button is selected it launches a connection to eView and **automatically passes the Client ID** from the on-screen client.
- To simplify training and increase staff acceptance, client charts are **structured exactly as they were in the physical paper form**, making it an easy transition for staff when accessing electronic client files.

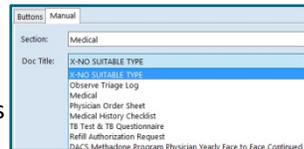
At A Glance

- Project Size:
 - 2.2 million pages scanned (client and employee files)
 - 412,000 images converted and imported from a previous EHR system
 - 243,000 Pro-File attachments imported into eView
- Project Completion: 40 days
- Operating Budget: \$24 million
- Serves: Kitsap County, Washington State
- Persons Served: 5,272 (2013)
 - 51% Adult Services
 - 24% E&T / Residential
 - 18% Child & Family Services
 - 7% Emergency Services

Utilizing the latest technology, the Records Management team has begun the process of converting newly generated documents to an electronic image, in lieu of filing the paper. Utilizing desktop scanners, document capture is performed daily as paper is received. The scanning process was significantly streamlined with **ImageDirector eView Capture**.



- Documents titles are pre-loaded, which enable consistent document titling and a more structured scanning process.
- The 'easy buttons' allows for a 3-click scanning process with quick access to the top 15 or most frequently scanned documents.
- Less routinely used titles are available under 'manual' window which is a drop down box that dynamically lists all available document titles for a desired 'section' – and still takes only a brief amount of time.



Using this identification data, scanned documents are automatically loaded in a secure, full-text searchable web-based document repository, and are available for viewing immediately. KHMS staff is able to search for and filter desired document images by client name, number, doc title, doc date or by utilizing full-text search capabilities.

Section List	Doc. Date	Sub Section	Doc Title	Location	Pages	Scan Date
★ Search document titles						
★ Adult Inpatient - (13)						
★ Client Intake/Admission - (1)	1/27/2010	TX Plan/PRAT	PRAT	Central	1	3/25/2014
★ Client Signed Documents - (9)						
★ Correspondence - (8)	9/1/2009	TX Plan/PRAT	TREATMENT PLAN AND CLIENT SIGNATURE PAGE	Central	4	3/25/2014
★ External - (1)	8/5/2009	Doctors	MEDICAL PROGRESS NOTES	Central	1	3/31/2014
★ Inpatient - (9)	3/31/2009	Service Notes	HOUSING PROGRESS NOTES	Central	27	3/25/2014
★ KHMS Clinical Docs/Tools - (8)	3/27/2009	Service Notes	PROGRESS NOTES	CENTRAL	1	4/18/2014
★ Laboratory - (9)	3/27/2009	Service Notes	PROGRESS NOTES	CENTRAL	1	4/23/2014
★ Legal - (9)	3/26/2009	Service Notes	OSAS DAY SUPPORT	CENTRAL	1	4/18/2014
★ Medical - (4)	3/25/2009	Service Notes	OSAS DAY SUPPORT	CENTRAL	1	4/23/2014
★ Pathways/GAF SA Treatment - (5)	3/25/2009	Service Notes	OSAS DAY SUPPORT	CENTRAL	1	4/18/2014
★ Release - (9)	3/25/2009	Service Notes	OSAS DAY SUPPORT	CENTRAL	1	4/23/2014
★ Residential - (19)	3/24/2009	Service Notes	GROUP	CENTRAL	1	4/18/2014
★ RX/Medication Records - (13)	3/24/2009	Service Notes	PROGRESS NOTES	CENTRAL	1	4/18/2014
★ Youth Inpatient - (8)	3/24/2009	Service Notes	GROUP NOTES	CENTRAL	1	4/23/2014
★ Paper Chart (Doc #1,000) - (1403)	3/24/2009	Service Notes	PROGRESS NOTES	CENTRAL	1	4/23/2014

Milner Technologies is a leading provider of document workflow and imaging solutions for Enterprise Content Management (ECM) and business process automation. We provide the knowledge and technology to leverage the value of document-based information (paper, jpeg, reports, fax, email, e-forms, etc.) by creating a single repository integrated with your healthcare platform (EHR) - truly completing the 360° view of patient information.