



“I haven’t seen another company out there that meets our need for an enterprise solution.”

- Eric Spencer, Supervisor
Integrated Output Solutions,
Sutter Health Data Center

Saving Time & Improving Patient Care



Company Profile:

Company:	Sutter Health, www.sutterhealth.org
Type:	Medical Network: doctors, hospitals and other healthcare services
Network Size:	35+ hospitals and medical centers
Region:	Northern California
Forms Vol.:	4.5 million processed monthly
ERP:	Epic

Situation

Sutter, a Bottomline forms solutions customer for more than 10-years, has many different Inpatient systems in their 30+ hospital network throughout Northern California. Sutter’s recent migration to Epic® Prelude® (from Inpatient systems) presented new limitations on their ability to create forms. Various Sutter affiliates had complex form processes – each registration form required individual re-print, for example. Affiliate implementation also included registration packet customization for specific types of service, patient location or appointment, allergy information, resistant organism and ADA (Americans with Disabilities Act) processes. Additionally, Sutter needed help to stay in compliance with new state laws regarding language translation for patient forms.

Solution

After a systems evaluation, Sutter chose their trusted, long-time partner, Bottomline Technologies, to meet the following clear objectives, with a fully Epic-integrated automation solution:

- Gain cost-savings and efficiencies
- Standardize forms process across all affiliates
- Improve patient care by simplifying forms process
- Help support a true Electronic Health Record by producing forms in electronic format for CMS storage
- Provide a solution that complies with the state of California’s foreign language requirements
- Support “green” initiative to reduce paper usage (while saving costs)

The Numbers

Patient Care:	15-25% average reduction in patient admission time
Productivity:	Network-wide productivity among registration clerks increased by 2,250-4,500 hours per week (3-6 hours per clerk).
System Consistency:	Historical system uptime: 100%

Why Bottomline?

To make an informed decision, Sutter surveyed possible vendors. After an exhaustive evaluation, Sutter chose to continue with Bottomline during its migration to Epic. According to Eric Spencer, Supervisor, Integrated Output Solutions, Sutter Health Data Center, "Bottomline products have truly been built, tested and proven throughout the health-care industry. We have used this software with many different Inpatient applications over the years. Compared to competitors, Bottomline's forms solutions offer a simple migration and support of the processes is very manageable."

Results

Process

Sutter has implemented Bottomline's solution in all Admission, Discharge or Transfer (ADT) areas of 18 Sutter Hospitals. The ADT processes account for 60 percent of forms volume. Other areas include emergency department, HIM/medical records, business office, finance department and nursing units. Bottomline's solution now handles face sheets, registration programs, conditions of admission, general consents (financial agreements), detail bills, patient letters, patient receipts, patient armbands, labels and procedure-specific forms. As a result of its partnership

with a certified translation vendor, Sutter was also able to provide all patient and business forms in every language necessary by state law within Bottomline's existing, centralized and accessible forms engine.

All stated objectives were met, with more than 90,000 processes currently handled every day with no manual intervention. Running on an IBM® AIX® server, Sutter has had minimal administration of the Bottomline solution with 100 percent uptime for the past six years, before and throughout the migration to Epic and beyond.

Cost-Savings and Efficiencies

- Patient Care: 15-25% reduction in average patient admission time
- Productivity: Registration clerks now save 3-6 hours/week
- Consistency: Historical system uptime: 100%
- Scalability: More than 90,000 print processes every day with no manual intervention
- Compliance: Designing and generating primary patient forms on-demand in their primary language
- Costs: Reduced need for paper, associated supplies
- EHR Requirements: Electronic forms support EHR goals by creating documents for direct digital storage and retrieval

Integration to Epic

Sutter was able to integrate the solutions easily with Bottomline's ability to utilize basic operating system and networking techniques and standard Epic output. In addition, they were able to extend the value of the Bottomline solution even further by working with the Bottomline professional services team to integrate more complex Epic report types such as RTF and PCL.

Service and Support

From Spencer: "We have had great results working with Bottomline support and professional services. We have yet to have issues arise where we were unable to deliver a suitable solution to the affiliate or department. Bottomline has very knowledgeable, experienced and professional staff to assist us throughout the implementation initiative and when the solutions are in use. We have used services from Bottomline for more than 10 years and never missed a delivery date."

Moving To Network-Wide Adoption

In 1999, just two of Sutter's hospitals were using Bottomline's forms solution for process automation. This year, 2010, the number will reach 18 and Bottomline will help Sutter migrate all 30+ locations to the standard process by 2016.



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