Case Study

Wayne Memorial Hospital

Summit Scripting Toolkit; Streamlining Workflow and Task Automation

CLIENT

Wayne Memorial Hospital
Goldsboro, NC

CHALLENGE

The need to automate inefficient data entry and eliminate manual processes while reducing data transcription errors.

SOLUTION

The Summit Scripting Toolkit enabled the hospital to automate countless manual tasks across the hospital enterprise including integration with 3rd party vendor systems.

RESULTS

One script alone saved ~$38,000 in the first year by automating the Material Management ordering and AP process with a 3rd party vendor- GHX thus eliminating paper requisitions at WMH.

PROFILE

Wayne Memorial Hospital located in Goldsboro, NC is a general medical and surgical hospital that also provides acute care treatment options. With 316 licensed beds and 267 staffed beds, the amount of data generated at the facility is considerable, as physicians work to care for a large volume of patients in an efficient manner. This is accomplished by more than 117 medical staff members who served 11,674 individuals through inpatient admissions in 2011. During that time, the hospital also handled 55,902 emergency department treatments, 13,180 surgical procedures and 122,536 outpatient visits.

The organization was among the first adopters of the Meditech 6.0 platform, which it has been running for more than three years to support its care initiatives. Wayne Memorial holds the distinction of being the second hospital to deploy Meditech 6.0 and the first to make a full conversion from the Magic platform.

CHALLENGE

After making the move to the Meditech 6.0 system, Wayne Memorial Hospital found itself dealing with operational inefficiencies as many of its employees had to spend significant amounts of time entering data and performing other tedious tasks that tended to be both time-consuming and mundane. At the same time, the issue of typing errors when inputting data and content manually created significant problems, as errors in the patient record system could easily turn into treatment errors.

At first, the hospital turned to a service provider to try to streamline its processes and free its employees from having to complete data entry tasks. Before long, the organization realized that it didn't make sense to pay a third party to take care of something the hospital IT staff could do on its own. To resolve all of these operational inefficiencies, Wayne Memorial Hospital turned to Summit Healthcare.

SOLUTION

Wayne Memorial chose the Summit Scripting Toolkit (SST) to automate manual workflow processes and data entry tasks. Since implementing SST, Wayne Memorial has created several scripts, automating tasks ranging from billing/accounts receivable to dictionary updates and patient registration processes. Since its initial deployment, the organization has used the technology to script special tasks about 10 to 12 months in advance. It also maintains a significant number of day-to-day processes that are scripted on an ongoing basis. With this level of scripting in place, the facility has been able to apply scripting to a number of key departments, and also implement the technology for a variety of purposes.

The hospital has used scripting in an effort to run reports on a scheduled basis, drop reports to file servers, make sure inactive dictionaries are managed effectively and to copy dictionaries. With these systems in place, it was also possible to use scripting to integrate between various vendor solutions, streamlining data sharing within the hospital.

RESULTS

The innovation fueled by the Summit Scripting Toolkit as deployed by Wayne Memorial Hospital has completely revolutionized operations in the facility, allowing for more efficient and effective care through better data maintenance. The ease of use and workflow improvements offered by the healthcare scripting system have paid dividends on the hospital's bottom line. One

"Implementing the Summit Scripting Toolkit has performed wonders for our facility," **explained Tim Fail, Sr. Financial Analyst, Wayne Memorial Hospital.** *"The technology has unlocked operational efficiency benefits that, while sometimes difficult to quantify, have delivered a very real return on investment on top of the intangible gains. We have been able to automate countless tasks and use the core technology from Summit Healthcare to consistently find new ways to improve our workflows."*

example alone saved approximately $38,000 a year by streamlining the automation between Wayne Memorial and GHX- a vendor that supports the Material Management ordering process. The script integrates the invoicing process between the MM and AP departments at Wayne Memorial and GHX. This integration has eliminated paper requisitions saving time, money and the environment.

Money is not the only area where resources were preserved through the scripting investments, as employees experienced a major reduction in the hours devoted to performing data entry tasks. The hospital reduced the amount of time spent manually keying information into one of its systems by a few days out of every month, while automating data sharing with another vendor platform saves employees a few hours on a daily basis. These kinds of results may not come with a fiscal number attached, but the costs savings are considerable and the benefits of giving physicians more time for patient care are too great to measure.

SUMMIT HEALTHCARE

Summit Healthcare is the choice of hospitals who want to take full control of their healthcare system integration and automation needs. Since 1999, we have worked to provide the industry with the most flexible integration and automation technology with complimentary tailored services and solutions.

Summit Healthcare has over 1,000 clients in the hospital marketplace, including close partnerships with complementary technology and value-added resellers. www.summit-healthcare.com

For More Information:

Summit Healthcare
35 Braintree Hill Park, Suite 303,
Braintree, MA 02184
Phone: 781-519-4840
Fax: 801-720-9545
www.summit-healthcare.com