

CASE STUDY



St. Peter's Health Partners Using Progressive Technology to Advance Healthcare



St. Peter's Health Partners increases quality outcomes by offering advanced technology treatments.

St. Peter's Health Partners provides the highest quality health care, supportive housing, and community services for the needy and vulnerable, and they offer advanced technology treatments to their patients in order to increase quality outcomes. St. Peter's commitment to excellence is evident in the awards and commendations that they have earned as the only ten-time recipient in the northeastern U.S. of the "Top 100 Cardiovascular Hospital" award and the nation's highest Magnet Hospital honor for excellence in nursing. St. Peter's has also won honors and distinction in other areas such as complex and rare cancer treatment, heart and stroke emergency care, women's heart care, and obstetrics.

With 165 locations, St. Peter's 12,500 employees strive to honor the dignity of patients, and they are dedicated to serving the poor and vulnerable. Their technology innovations include streamlining their revenue cycle management with the use of Databound Healthcare Solutions™ EMUE™ automation assistant, which makes billings more efficient, accurate, and auditable.

To best support this large and complex organization, the IT department at St. Peter's saw the need to implement workflows and systems that would improve accuracy and ensure the most efficient use of personnel time. When running the scheduled OLIE/EMUE automation tasks such as payment postings, billing transactions and reporting, the IT department had important scheduled tasks to manage. When they first saw the need to streamline these tasks, the team at St. Peter's had developed a homegrown legacy reporting tool but realized there were areas that could be improved. Two people were watching the large number of email notifications and constantly monitoring to see if tasks had already started. After using their system for a while, the team saw the potential time savings and benefits in further streamlining the process and having more useful functionality such as integration with Microsoft® Task Scheduler, a tool that is used to create tasks according to the schedule you choose.

Streamlining Processes

When the St. Peter's team implemented Dashboard™ for real-time process monitoring, the solution gave IT personnel easy remote access to script status. The team gained new insight, control, and validation of processes by quickly monitoring scripts running across multiple machines, viewing upcoming schedules, and detecting problems earlier.

St. Peter's found that adding Dashboard to monitor their four IT workstations streamlined the 48 scheduled scripts and 36 on-demand scripts they ran 24 hours a day, seven days a week. Before implementing Dashboard, even though the IT staff knew approximately when these scheduled tasks were supposed to run, it was impossible to keep track of the numerous scripts and what had run successfully. With this old method of depending on individual emails for the status of all of these reports, looking in output logs for data and then writing to a report in Microsoft® Excel was still very labor intensive.

Once the Dashboard Real-time Process Monitoring solution was implemented, the St. Peter's IT team saw immediate improvement in the massive tasks associated with managing the IT needs of a large hospital. For example, now when scripts fail, the Dashboard product notifies the IT department with error details that help assist in troubleshooting. Also having a history of script runs helps IT personnel gather the necessary data should an audit be required.



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In addition, productivity has increased because IT staff can now log in remotely at any time from any location to check status of their processes, eliminating the need for on-site monitoring or VPN connectivity.

Implementing the System

With the flexibility of multiple Operating Systems, the solution is easy to implement in a wide variety of platforms and workflows. Petra Reichmann-Clary, Applications Analyst III at St. Peter's Hospital said "I have been involved in a lot of IT solutions, and the Databound Dashboard implementation was the most professional implementation I've ever been through. Databound put the user front and center with their consideration for how the users wanted to receive communication."

“I'm not sure how anyone could function without the Dashboard.”

Implementation is a simple remote process that usually takes about 15-20 minutes and is handled by Databound's customer experience team. The team creates and confirms the account and then guides the user through the registration process inside the EMUE application. This allows the machine to communicate with the Dashboard and gives the administrator the ability to add additional machines and users.

Measuring the Benefits

St. Peter's hospital has seen measurable benefits from using Databound's Dashboard solution. "Because

Dashboard is so comprehensive, we no longer have to maintain the homegrown reporting tool. We depend totally on Dashboard to communicate automatically from the scripts, and no manual tasks are required." said Petra Reichmann-Clary.

At St. Peter's hospital, Databound Solutions tied Dashboard to the workstations' Scheduled Tasks and the script is flagged if it has missed a scheduled time. "We didn't have a mechanism in place to notify us of successful file transfers, so Dashboard improves our processes by notifying us if files successfully transfer in and out. Our IT staff can now check on their scripts from any location, saving trips to the office and valuable time recovering from inadvertent errors," said Reichmann-Clary.

All the EMUE monitoring needs are now neatly presented with minimal effort. The IT staff can make sure that their scripts are processing as planned by using the remote feature to check on scripts from any location. Dashboard lets the St. Peter's IT personnel remote-check EMUE script status on multiple machines and/or different platforms, on one page, with history.

Petra Reichmann-Clary says "I'm not sure how anyone could function without the Dashboard."

Expanding Capabilities for Future

For future, St. Peter's may consider a configuration that gives them the ability to better control their script schedules using Dashboard. St. Peter's and Databound look forward to the future as they continue to use progressive technology to improve processes and advance healthcare.

for more information

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Databound Healthcare Solutions helps hospitals automate repetitive tasks, ensure data accuracy, and improve system interoperability. Databound also enables Indian Health services (IHS) hospitals to generate revenue and improve the quality of the healthcare they offer by finding additional insurance payers so they can receive higher payments.

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