Simplify Access to Patient Information

Virtual Patient Records
Agenda

- The Current Healthcare Environment
- What is the Virtual Patient Records Solution
- How Does Virtual Patient Records Improve Care and Efficiency
- Virtual Patient Records in the Real World
- Implementation Options
- Benefits and Summary
- Q&A
The Current Healthcare Environment
What is Content?

- Amount of information is growing every year
- Includes structured, semi-structured, and unstructured data
- Over 80% of enterprise information is unstructured *

Includes:
- Contracts • Claims • HR Records
- Rich Media • Instant Messages • Manuals
- Patient Questionnaires • Web Pages
- Medical Records • Consultation Reports
- Consent Forms • E-mail and Attachments
- PACS Images • Papers • Forms • PDFs
- Legal Contracts • Invoices • Physician Referrals • Incident Reports • Laboratory Reports • Records • Images • Documents
- Audio and Video

Source: Fulcrum Research
“Being in compliance with HIPAA in the United States and/or with healthcare regulations in other countries is changing the way medical offices approach document management.”

- Document privacy
- Information privacy
- Information security

“For hospitals to be able to access patient outcomes efficiently, they should have an electronic patient records systems in place. This trend will be driven by the outcome-based or pay-for-performance revenue that may be lost if an organization cannot produce patient outcome information.”

“the ultimate goal is to have an individual’s patient records, medical documents, and complete health history in a secure electronic format that can be easily and securely maintained.”

- It is easier to control electronic documents than paper counterparts

Source: Business Solutions, February 2007
How is Information Stored and Accessed in Healthcare?

Prior to Patient Service:
- Registration
- Referral Notes
- AOB ABN

During Patient Service:
- Clinician Notes
- Enc/ Super Bill
- Images
- Results

After Patient Leaves:
- Follow Up Treatment & Tests
- Results
- PO Inv
- Pmt Posted
- Denial Mgmt
- EOB
How is Information Stored and Accessed in Healthcare?

- No single view of clinical or operational data
- Only 30–50% of data and content is stored electronically
- There is still a huge amount of paper that forms part of the clinical and operational business processes
Polling Question #1

With regards to your electronic health record, what percentage of the information is available on-line?

a) 0-25%
b) 25%-50%
c) 50%-75%
d) 75%-100%
e) We do not have an electronic health record
What is the Virtual Patient Record?

- Mckesson
- EPIC
- PICIS
- GE
- PeopleSoft

Data flows into the ECM
- Captiva/Documentum
- Document Routing
- Approval Process
- Central Patient View

Prior to Patient Service
- Reg, Referral Notes
- AOB ABN
- Scan Documents

During Patient Service
- PICIS
- EPIC
- GE
- McKesson
- PeopleSoft

After Patient Leaves
- EOB
- Epic
- GE
- McKesson
- PeopleSoft

Follow Up
- Treatment & Tests

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Example Use Case:
Patient Admittance – Current Environment

Medical records stored off-site

Limited access

Medical records are pulled from off-site storage

Medical records stored off-site from hospital
Example Use Case:
Patient Admittance – Current Environment

Doctor pulls the medical records

Doctor pulls information from EMR system

Medical Record

Doctor

EMR

Patient is admitted
Example Use Case: Patient Admittance – Current Environment

Care giver pulls records
Medical Record

Care giver pulls information
EMR

Multiple sources of truth
Example Use Case:
Patient Admittance – After VPR Implementation

Patient is admitted

Doctor pulls the information

Single point of access

Doctor -- Tablet

View all info

EMR

Written Record
VPR can be Applied Across the Whole Enterprise
Clinical Care Focus
HISTORY OF CASE: 47 year-old white female with (CT) UOQ breast.

CLINICAL DIAGNOSIS: Carcinoma of breast

POST-OPERATIVE DIAGNOSIS: Same

Surgery: John Myxell, MD Operation: Lateral mastectomy

EXAMINATION:

1. Left breast biopsy
2. Axillary lymph nodes
3. Contents of lateral mastectomy

GROSS DESCRIPTION:

Part A1 is labeled "left breast biopsy" and shows an old scar, after the end of section preparation. It consists of a single, yellow, round, measuring 3 mm, circumscribed, with a soft, thin capsule, surrounded by yellow fibrous tissue. On section, a gray, slightly frosted, moderate appearance is revealed. Sequential sections are submitted for permanent processing.

Part U2 is labeled "axillary lymph nodes" and is received fresh. It consists of two shrunken lymph nodes that measure without grossly discernible lymph node tissue. Both pieces are submitted into separate sections and submitted to the laboratory.

MICROSCOPIC:

Sections of part A1 confirm the histological diagnosis of infiltrating duct carcinoma. It is noted that the tumor cells show considerable pleomorphism, and mitotic figures are frequent (many and yet high-power fields). Many fields of histology are present within the tumor.

DIAGNOSES:

1. Infiltrating duct carcinoma, left breast
2. Metastatic carcinoma, left axillary lymph node (2), Level I
3. Lymph nodes, no pathology diagnosed, left axilla, Level II (2), Level III (2).
VPR Enables Workflow and Electronic Forms

- Bar-coded Form ID
- Pre-populated Patient Data
- Automatic notifications to affected departments based on content
Polling Question #2

- What aspects of a VPR are currently either implemented or scheduled for implementation in your organization?”
  a) Common repository for all patient related content
  b) Enterprise level scanning infrastructure
  c) Electronic medical record system in place
  d) Electronic forms in use in a clinical setting
  e) None of the above
“The beauty of the EMC Documentum platform is that it can reach across our entire organization, to clinical as well as non-clinical areas. We saw in the Documentum and Captiva solution the ability to extend our best-of-breed technologies and reengineer the way we run our business and the way we care for patients.”

- Nelson Gagnon, CIO
Establish a common repository with the ability to digitize paper for selected areas e.g.

- Ambulatory
- Inpatient
- Emergency departments
- Clinics

Provide information via existing system of records, EMR, billing, scheduling

Integrate with other content sources

Expand to other departments

Available for research
Real Life Example of VPR Evolution

Timeline

- **9/1/2004**
  Implementation of Outpatient Scanning
- **8/29/2006**
  Inpatient Scanning
- **4/29/2007**
  HR Records
- **1/23/2008**
  AP Scanning Corporate
- **3/26/2006**
  Outpatient scanning at 150 locations
- **9/3/2007**
  Initial eforms deployment

**Future:**
- Electronic forms (registration and clinical)
- Corporate HR documentation
- Center of excellence
- Enterprise class architecture
Benefits

- All Digital Content
- Centralized Document Storage
- Improved Compliance Capabilities
- Enhanced Data Integrity
- Ubiquitous Access
- Integrated Content and Processes
- Automated Workflows
- Value Achieved in First 12 Months

*Improved Patient Care!!!*
Do you have any questions?
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THE POSSIBILITIES ARE INFINITE