



Case Study: Northwestern Memorial Hospital

Chicago, Illinois

“ChartScan and ChartView allow multiple users to easily find and view patient information in electronic form, instead of having paper-based information go from one user to the next.”

—Randy Johnson, director of admitting and administration, Northwest Memorial Hospital

3M products at Northwestern Memorial Hospital

- **3M™ ChartScan™ Software**— Enables you to electronically capture patient records without increasing staff with our patented process
- **3M™ ChartView™ Software**— Single-source electronic document viewing tool
- **3M™ ChartScript™ Software**— Document creation and distribution application
- **3M™ Electronic Signature Authentication (ESA) Software**— Sign and edit patient documentation from virtually anywhere
- **3M™ ChartScriptMD™ Software**— Allows physician to create, edit and complete patient documentation
- **3M™ ChartFact™/ChartLocator™ Software**— Analyzes deficiencies, reduces chart completion time and simplifies chart tracking
- **3M™ ChartReserve™ Software**— Chart reservation management
- **3M™ ClinTrac™ Clinical Abstracting Software**— Clinical abstracting module

Proven results

- Reduced cost of multi-part forms by two-thirds, from three cents to one cent per form
- Saved close to \$60,000 on forms in first year, even after deducting one-time start-up costs
- Expect to save more than \$100,000 on forms in subsequent years
- Allowed faster access to patient information in emergency department from anywhere
- Enhanced privacy of protected health information with tight access controls
- Improved patient experience by streamlining admission process
- Raised compliance level for wearing of patient wristbands
- Enabled secure viewing of scanned patient information
- Saved “at least one-half FTE” with automated printing and faxing

Snapshot of Northwest Memorial Hospital

Type of facility: Northwestern Memorial is one of the nation’s preeminent academic medical centers, with expertise in cardiovascular services, women’s health, oncology, the neurosciences, orthopedics, transplantation, gastrointestinal disease, psychiatry and infectious diseases.

Number of beds: 750

Challenge: Find a solution to reduce high cost of multi-part admissions forms, make patient documentation available more quickly, and streamline the admission process to enhance experiences of patients, staff and clinicians.

3M solution: 3M ChartScan builds a scanned image database; 3M ChartView is a single-source electronic document viewing tool; 3M ChartScript supports document creation and distribution application; 3M Electronic Signature Authentication supports signing and editing patient documentation from virtually anywhere; and 3M ChartScriptMD allows physicians to create, edit and complete patient documentation.

Feature client finds most useful: Faster access to documents and lower cost of forms without costly forms redesign.



Northwestern Memorial Hospital

The challenge

Randy Johnson, director of admitting and administration at Northwestern Memorial, knew that if his facility could switch from pre-printed multi-part forms to laser-printed forms, they could save as much as \$100,000 per year.

“Every custom form we ordered cost around three cents—every form generated by laser cost only one cent,” Johnson says. “But at our facility, every initiative has to be looked at not only for its impact on finances, but also for its impact on the experiences of our patients and staff.

“In regard to impact on patients, the laser-generated documents are much more legible and available to clinicians sooner with 3M™ ChartScan™ and 3M™ ChartView™,” he continues. “And it is a lot easier for staff to generate these forms on a laser printer than to do it with the old process, which required an imprinting of the form on a patient plate.”

The 3M advantage

Northwestern Memorial found that up to 30 forms were being generated using the imprinting plate. “Now those forms are all generated with the information right on them, using ChartScan,” Johnson says.

The hospital is also transitioning to a system where patient identification—driver’s licenses, insurance cards, and other forms—will be scanned with 3M ChartScan and available to authorized users throughout the hospital with 3M ChartView for electronic viewing of patient records. In addition, patient demographic and other information will be available on the wristband via barcodes.

The results

Northwestern Memorial chose the 3M ChartView document viewing tool to allow viewing of scanned documents and to save the hospital the time and expense of delivering paper documents to individual users.

According to Carol Pierce, clinical systems manager, having electronic access to scanned documents has had a huge impact on the hospital’s revenue cycle. “Access to scanned emergency department records is essential for many different reasons,” she says. “For example, on the professional billing side, we have a batch file that runs every morning at 4 a.m. It sends anything that has been archived from the scanning process within the previous 24 hours out to our physicians group, which then sends it to their billing company. The faster documents get to them, the sooner the bill gets dropped.”

Pierce adds: “From a coding perspective, these records are available so quickly that many times the coders don’t have to wait for them to be assembled the way they did with paper records. When coders code from the scanned documents, the coding process gets started much sooner and the bill is dropped faster. In addition, there are no more misplaced paper records that can really slow down the process of getting charts coded and bills dropped.”

In addition, Northwestern Memorial has begun reducing costs and saving time with 3M™ Electronic Signature Authentication (3M ESA) Software, which allows clinicians to review, sign and edit documents in seconds. More than 500 clinicians currently use 3M ESA at the facility, and according to Pierce, “They love it—it has been wonderful.”

Northwestern Memorial has also begun implementing 3M™ ChartScriptMD™ Software, a template-driven clinician document creation tool. “We rolled it out first to the GI physicians,” Pierce says, “and now they are a bunch of happy campers!”

“Thanks to 3M ChartScan and 3M ChartView, we have a lot tighter control over security and privacy,” Pierce notes. “I think this information is a lot more private and secure since we implemented electronic viewing of these documents.”

Call today

For more information on how 3M solutions can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3Mhis.com**.



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