

# Navigator

## 3M Health Information Systems



Dr. David Blumenthal, the Obama Administration's chief Health IT official, visited Maine Medical Center's Emergency Department in late July as HealthInfoNet announced that the state of Maine has begun operations of the nation's largest statewide electronic health information exchange.

## Meeting the challenge of emerging healthcare information technology and reform

Patients aren't the only ones who sometimes feel adrift in the sea of information that surrounds them. Healthcare providers can feel overwhelmed, too. Across the board, there's a growing sense of "the more we know, the more we need to know" as the complexity and quantity of information grow.

For healthcare providers, revenues are down and staffs are being cut as patients put off elective procedures. But at the same time, expenses are rising, so healthcare providers need to do more with less. Add a number of new government regulations, new technologies, and wide-ranging plans for healthcare reform—ARRA, ICD-10, preventable readmissions, MS-DRGs, state initiatives, and health information exchanges (HIEs)—and it's no wonder that providers are feeling the pain.

"Healthcare providers are under a tremendous amount of pressure to maintain the excellent level of care they give, while wrestling with a number of complex issues," says Jon Lindekugel, president, 3M Health Information Systems. "Our clients count on us to help them manage the massive amount of paperwork, data, and basic information in health care today. It needs to be accurate, accessible and efficiently shared. These are great challenges and unprecedented opportunities."

With coding applications installed in more than 3,800 U.S. hospitals, 3M Health Information Systems provides the coding and reimbursement software that healthcare providers and payers (private insurance, Medicare, and others) use. And as ICD-10 approaches, 3M is adapting its products and helping providers make the transition before the official changeover date in 2013.

### From paper to electronic records

Other 3M Health Information Systems products enable providers to move from paper to electronic records. This software uses speech recognition technology, transcription and other document management solutions to create electronic medical records.

"In the past, hospitals might take a week to create a paper record," Lindekugel says. "Today, the need for quick turnaround is at an all-time high in order to deliver high-quality care. Our products help a hospital capture, store, retrieve and manage patient information in real time."

Consider Mary Washington Hospital in Fredericksburg, Va. This acute-care facility had an outdated, paper-based system. Requests for files could take up to a week, in part because thousands of its paper files were stored in rented space off-site.

Within a year, working together with 3M, Mary Washington Hospital made all of

### How are we doing?

3M Health Information Systems values your feedback on how we are doing. As part of an ongoing effort to improve solutions and services and to help us become the easiest vendor to do business with, we encourage you to submit KLAS® evaluations of our products. We would also appreciate you sending us additional feedback through an open e-mail channel to our new Client Experience team (see page 3 for details).

#### KLAS Evaluations

KLAS independently monitors vendor performance through the active participation of thousands of healthcare organizations. We invite you to participate in a brief questionnaire regarding your

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its patient records available electronically or on microfilm. The outside storage facility was closed, information accuracy greatly improved, it was easier to track errors, and employee productivity soared. For example, the time needed to process discharge records was shortened from five days to 12 hours.

### A new world opens up

Once medical records are electronic, a new world of health information exchange (HIE) is possible. A number of state and regional HIE initiatives are underway, connecting the rapidly growing number of providers using electronic medical records and other systems. A statewide program in Maine, called HealthInfoNet, is now being piloted with 2,000 providers and 15 urban and rural hospitals serving 1.3 million people. HealthInfoNet is providing immediate access to patient data across healthcare facilities and Maine communities, leading to more informed treatment decisions that will save lives and reduce costs.

In Louisville, Ky., 1.2 million citizens will have access to a free health record banking service that will enable them to store and manage their patient data in a private and secure personal health record bank. Consumers can also choose to make the complete record available to providers at healthcare facilities in the greater Louisville area.

3M is the cornerstone of both of these innovative programs. “One year into its demonstration project, Maine HealthInfoNet sets a standard for achieving HIE sustainability,” says Lindekugel. “We are proud to be HealthInfoNet’s technology partner in enabling healthcare data exchange across the entire state. Improving the interoperability of clinical information can help reduce medical errors, control costs, and improve the quality of care for Maine’s citizens.”

3M products store records, link and cross-reference patient data, and even translate data from various sources into a common format that everyone can understand. For

example, 3M software can identify and associate all the different names used for the same drug.

3M’s highly scalable, interoperable HIE solution, consisting of the 3M™ Clinical Data Repository, 3M™ Enterprise Master Person Index, and the 3M™ Healthcare Data Dictionary, can achieve the highest level of data interoperability and has been proven in the U.S. at the regional, state, and national levels (e.g., Maine’s statewide HIE and the City of Louisville’s health record bank), as well as in large-scale global implementations. One 3M customer, the Department of Defense, has the largest electronic health record system in the world, connecting more than 100 facilities and 800 clinics worldwide. The Department of Defense can view their outpatient health records globally.

More than \$300 million is allocated in the 2009 economic stimulus bill for health information exchange, and there’s more to come. Over the next decade, it’s anticipated that \$100 billion will be spent digitizing health records in the United States. And that will drive \$500 billion in costs out of the current system.

“This industry is changing fast,” says Lindekugel, “and we’re doing everything we can to move at our customers’ speed.”

3M Health Information Systems delivers comprehensive software and consulting services to help organizations worldwide improve documentation, quality and financial performance across the healthcare continuum.

### » CONTINUED FROM PAGE 1 | FEEDBACK

3M product(s). KLAS keeps your input completely confidential.

To submit an evaluation, simply follow the steps below:

1. Log on to: [www.klasresearch.com](http://www.klasresearch.com)
2. Go to “Rate your vendor”
3. Follow the directions to complete the KLAS Online Evaluation

#### **MyClientExperience@mmm.com**

3M Health Information Systems has created a new Client Experience team to improve client satisfaction and build strong vendor/client relations. Understanding client needs is the key to our success. One tool to help us achieve this is an open channel of communication between clients and the Client Experience team. We invite you to share details about your client experience with us by writing to [MyClientExperience@mmm.com](mailto:MyClientExperience@mmm.com)

Thank you in advance for your feedback.



*“We want our customers to have a stronger voice. We’re centralizing client operations. We’re meeting regularly with top customers to solve real-time issues, and we also have a special team dedicated to improving the quality and consistency of their experience with us.”*

*Jon Lindekugel  
President, 3M Health Information Systems*

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



## Customer Profile:

AtlantiCare Regional Medical Center  
Pomona and Atlantic City, New Jersey

### Proven results

- Improved patient safety with greater document accuracy
- Drastically reduced clinician time spent on documentation
- Reduced turnaround time for patient documentation
- Saved approximately \$3,250 per month with only fifteen licenses
- Enabled clinicians to create, edit and sign documentation online
- Allowed referring physicians to receive updated treatment plan within minutes
- Operative reports completed and signed on same day as surgery and available for immediate online viewing

### 3M products used by AtlantiCare Regional Medical Center

- 3M™ ChartScriptMD™ Software—Front-end speech recognition and signature application
- 3M™ ChartScript™ Software—Transcribe dictation, edit speech recognized documents, and use automated distribution
- 3M™ Electronic Signature Authentication (3M ESA) Software—Sign documents anytime from virtually anywhere
- 3M™ ChartLinc—HL7, TCP/IP integration with host system

### Snapshot of AtlantiCare

**Type of facility:** AtlantiCare Regional Medical Center (AtlantiCare) is a regional teaching hospital offering a complete range of healthcare services, from perinatology to geriatrics. The Heart Institute at AtlantiCare is the region's only cardiac surgery center, and the City Campus is home to a Level II Regional Trauma Center.

**Number of beds:** 567

**Inpatient visits:** 22,920/year

**Outpatient visits:** 112,544/year


**Emergency visits:** 77,167/year

**Challenge:** Improve the accuracy of patient documentation for greater patient safety. Reduce the escalating cost of transcription; improve turnaround times for patient care documents; and save time for physicians.

**3M solution:** 3M ChartScriptMD document creation for physicians combined with the 3M ChartScript transcription and document management solution. 3M ESA for signing and reviewing of documents by physicians and other healthcare providers at any time.

### The challenge

Joy Greenway, CMT, physician relations for IT, was looking for additional ways to help AtlantiCare Regional Medical Center (AtlantiCare) keep pace with the growing demand for patient services. She had already responded to the rapid expansion of AtlantiCare by implementing the 3M™ ChartScript™ Software transcription and document management system. 3M™ Electronic Signature Authentication (3M ESA) Software had also been implemented to allow clinicians to review and sign patient documentation from anywhere. 3M ESA won the hospital's "Best Project Award."



“When it comes to patient safety, there is no room for guesswork. With template-driven document creation enabled by 3M™ ChartScriptMD™, the provider is in total control of his or her own documentation.”

– Joy Greenway, CMT, physician relations for IT, AtlantiCare

## The 3M advantage

Greenway worked with other decision makers at AtlantiCare to implement 3M™ ChartScriptMD™ Software, the template-based clinician documentation solution that allows clinicians to create documents in seconds.

A multi-disciplinary team from departments throughout the hospital was assembled to find the best ways to implement the new system, and to promote the use of 3M ChartScriptMD and 3M™ Electronic Signature Authentication (3M ESA).

Greenway has worked with physicians and others at the hospital to build more than 300 templates, including templates for trauma, radiation oncology, cardiac diagnostics, OB-GYN, plastic surgery, orthopedics, bariatric surgery, general surgery, neurosurgery and others. According to Greenway, the physicians are working with her because, “Once they’ve built a template, they won’t have to dictate the same words over and over again.”

“3M ChartScriptMD has made my life easier,” one physician says, and another notes, “I like using 3M ChartScriptMD to create a patient’s status check because the referring physician receives the updated treatment plan within minutes.”

The first phase of implementation was with only five licenses, but still resulted in savings of more than \$2,000 a month. “The implementation proved to be immensely successful,” Greenway says. “The product is user friendly and easily accessed remotely.”

3M ChartScriptMD demonstrations and training are performed on a weekly basis by InfoShare, AtlantiCare’s information technology affiliate. Greenway adds that a pilot team of physicians is creating H&Ps, consults, operative reports, STAT transfer summaries, discharge summaries and progress reports.

## The results

After the implementation, transcription costs plummeted and turnaround times “have dramatically improved,” according to

Greenway. “In addition, clinicians love being able to create, review and sign documents from anywhere using 3M ChartScriptMD and 3M ESA.”

AtlantiCare’s ChartScriptMD Patient Care Documentation Team even won first place in the Patient Safety Category at the April 2005 AtlantiCare award dinner.

## Patient safety

“When it comes to patient safety, there is no room for guesswork,” Greenway notes. “With template-driven document creation enabled by 3M ChartScriptMD, the provider is in total control of his or her own documentation. When the provider creates the report using 3M ChartScriptMD, error-free reports are almost guaranteed.”

Some other areas of improvement include:

- Reports are uploaded immediately to the electronic viewer upon signature, meaning faster access to patient information by physicians
- Data collection, analysis and benchmarking help resolve patient stay issues that were once affected by document turnaround times
- Customer service, clinical healthcare patient satisfaction and patient outcomes are all improved
- Reports are now distributed in a timely fashion via 3M™ ChartFax Software

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](http://www.3Mhis.com).



## News and Views:

Product updates, industry insights and more

### 3M teams with CodeRyte® to offer advanced computer-assisted coding software for outpatient coding

3M Health Information Systems and CodeRyte, Inc., have signed an agreement to integrate CodeRyte's outpatient computer-assisted coding technology with 3M's industry-leading 3M™ Codefinder™ Software to produce the 3M™ Codefinder™ Auto Edition, powered by CodeRyte technology. This powerful new tool uses clinical language processing to substantially automate the outpatient coding process, enabling coders to focus their expertise on coding accuracy and compliance. The result is streamlined outpatient workflow, enhanced revenue cycle efficiencies, and more timely reimbursement.

3M Codefinder Auto Edition for outpatient coding complements 3M™ Codefinder™ Computer-Assisted Edition for inpatient coding, which was developed by 3M and released in 2008. Both software products are add-on modules of the 3M™ Coding and Reimbursement System, making it possible for healthcare facilities to work with a single vendor for a complete inpatient and outpatient medical coding solution based on market-leading technology.

3M inpatient computer-assisted coding reduces time-consuming documentation

review by coders, resulting in an average increase in coder productivity ranging from 20-30 percent. The return on investment is just as significant on the outpatient side, where CodeRyte clients have consistently shortened the revenue cycle, enhanced compliance, improved coder productivity, and reduced denials.

3M Codefinder Auto Edition for outpatient coding imports the text of physician reports and uses CodeRyte's clinical language processing technology to assign accurate codes, which are then presented to human coders for review and approval. The approved codes are automatically exported to clients' billing systems.

Tom Anastasio, senior vice president for Provider Markets at 3M Health Information Systems, points out the agreement allows 3M to take advantage of new technologies to help clients speed the claims process. "Coding quality, compliance, and productivity were the key criteria used to evaluate partners for extending our 3M Codefinder Software to include outpatient computer-assisted coding," Anastasio says. "By integrating CodeRyte's technology with 3M's market-leading coding system, we can offer our clients an even greater

selection of workflow enhancements and time-saving features that help promote accurate coding and appropriate reimbursement."

"3M and CodeRyte are truly aligned in improving health care by automating coding and making clinical information as meaningful and valuable as possible," says Andy Kapit, CodeRyte's CEO. "We are honored to be selected as their partner."

3M Codefinder Auto Edition can also be interfaced with 3M's full suite of dictation, transcription, speech recognition, and document management products, including applications such as 3M™ VoiceScript™ Software and 3M™ ChartScript™ Software. 3M Codefinder Auto Edition also interfaces with an organization's existing vendor information systems to enable access to complete documentation.

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](http://www.3Mhis.com).



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— Andy Kapit, CEO, CodeRyte

## Products and Services

### 3M™ ICD-10 Code Translation Tool: Helping to automate ICD-10 translations and system conversions

Between now and October 2013, thousands of health plans, hospitals, outpatient facilities, government entities, payers, health information exchanges, and health information system vendors need to integrate the language of ICD-10 into their existing information systems.

Using the 3M ICD-10 Code Translation Tool (CTT) can help decrease the time and human resources required to transition to ICD-10, while also improving accuracy. The 3M ICD-10 CTT is a powerful web-based ASP designed to guide you through the process of converting applications to ICD-10, helping healthcare organizations identify and resolve the complex translation issues while automating the more straightforward work.

The 3M ICD-10 CTT is primarily a conversion and translation application. It offers the flexibility that translation teams—composed of management, claims, IT, clinical and financial professionals—need to convert existing information systems and applications that rely on ICD-9 codes to the equivalent systems and applications based on ICD-10 codes. The translation tool software can also help these teams create mappings built specifically to meet particular needs and environments.

#### How 3M became the ICD-10 leader

Internationally, 3M has already worked with numerous clients in Canada, Australia, New Zealand, and other countries during their ICD-10 transitions. All of these accomplishments have given 3M years of practical experience and the reputation as a prominent leader in the field of ICD-10 classification.

Under contract with the Centers for Medicare and Medicaid Services (CMS), 3M Health Information Systems designed and developed the ICD-10 Procedure Coding System and the GEMs. 3M also recently completed the initial conversion of MS-DRGs to ICD-10.

*To learn more about ICD-10 and how 3M can help you make a smooth transition, contact your sales representative, call us toll-free at 800-367-2447, or visit us at [www.3Mhis.com/ICD-10](http://www.3Mhis.com/ICD-10).*



Moving from a system of 18,000 ICD-9 codes to more than 140,000 ICD-10 codes requires a systematic and comprehensive transition strategy.

*Note: 3M clients will not need to use the 3M ICD-10 CTT for updating 3M software. 3M solutions are already being adapted for ICD-10.*

The complete content of the public domain General Equivalence Mappings (GEMs) is fully integrated into the 3M ICD-10 CTT, which performs automated translation where straightforward one-to-one relationships exist. The 3M tool then isolates the complex translation issues and provides the user with tabular and index information from both code sets, as well as reference data, to help the user resolve issues in a conversion or mapping project.

Applications of all sizes and levels of complexity can be converted using the 3M ICD-10 CTT. By following the process laid out in the software, you can create a comparable set of lists of ICD-10 codes. These converted lists can then be exported and used to create an ICD-10 based version of your application. This method preserves the application-specific logic that analyzes and processes your lists of codes.

To learn more about the 3M ICD-10 Code Translation Tool, contact your 3M sales representative, call us toll-free at 800-367-2447, or visit [www.3Mhis.com/i10Tool](http://www.3Mhis.com/i10Tool).

## Events & Trade Shows

Epic Users Group Conference	Sept. 22-25	Verona, Wis.
HFMA Thought Leadership Summit	Sept. 24-25	Washington, DC
American Health Information Management Association (AHIMA) National Convention	Oct. 3-8	Grapevine, Texas
Cerner Health Conference	Oct. 4 -7	Kansas City, Mo.
National Association of Health Data Organizations (NAHDO)	Oct. 15-16	Alexandria, Va.
3M Health Information Systems Eastern Regional Users Group	Oct. 22-23	Silver Spring, Md.
4th Annual Clinical Documentation Improvement & Coding Exposition	Oct. 26-27	Chicago, Ill.
College of Healthcare Information Management Executives (CHIME)	Oct. 27-30	Indian Wells, Calif.
HFMA Revenue Cycle Management	Nov. 5-7	Chicago, Ill.
National Business Coalition of Health	Nov. 8-10	Scottsdale, Ariz.
NextGen User Conference	Nov. 9-11	National Harbor, Md.
Healthcare IT Summit	Nov. 8-11	La Quinta, Calif.
National Association of State Medicaid Directors (NASMD)	Nov. 9-11	Arlington, Va.
American Medical Informatics Association (AMIA)	Nov. 14-18	San Francisco, Calif.
Association of Military Surgeons United States (AMSUS)	Nov. 14-20	St. Louis, Mo.
Radiological Society of North America (RSNA)	Nov. 29-Dec. 4	Chicago, Ill.
5th Annual Summit on Strategic Pricing, Chargemaster & Managed Care	Jan. 25-26	Las Vegas, Nev.
Health Information Management Systems Society (HIMSS) Annual Conference and Exhibition	March 1-4	Atlanta, Ga.
Healthcare Financial Management Executive Summit	March 12-14	Orlando, Fla.

For a comprehensive list of events, visit our events calendar on [www.3Mhis.com](http://www.3Mhis.com).



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