

EMC Documentum xCP Solutions for Healthcare Providers

The Big Picture

- Enhance patient care with immediate access to digitized patient information
- Improve confidentiality and the overall patient experience
- Reduce time to revenue and total cost of ownership
- Lower risk and liability while strengthening compliance

Managing information to balance the cost, care, and compliance equation

Healthcare providers today face several tough challenges. They serve an aging population with rising care expectations amidst a growing shortage of nurses and physicians. They must satisfy consumers, payers, and employers who demand efficient cost management and better outcomes. And regulatory obligations abound.

Efforts by providers to address these challenges are often hindered by the very information systems originally intended to help. The sheer volume and variety of healthcare information is staggering. Much of the data resides in paper or in the form of many gigabytes of e-mail, faxes, digital images, video, and audio housed in various, disconnected electronic systems. This content consists of not just clinical information, but also legal, finance and accounting, human resources, and facility safety and maintenance. Easy access to this information is critical to creating a 360-degree view of the patient—a key to providing quality care while controlling costs. Yet it is often only available to the clinical, financial, or operational system that created it.

Healthcare providers need an information management platform that can unite all their information systems and the business processes they serve. That platform is enterprise content management (ECM).

Integrating information and process through a unified ECM platform

Developing solutions that enable disparate information systems to work together via a unified platform can be difficult, time consuming, and costly. These platform solutions typically require substantial customization and are often difficult to modify when business requirements change. But, with the EMC® Documentum® xCelerated Composition Platform (xCP), an ECM solution for healthcare can be configured with pre-built templates and components, reducing cost and time to value.

Documentum xCP employs a case-based approach to application development. For many years, business viewed case management as a strictly public sector activity, common to areas like social work where there were actual “case workers.” But the case management model: initiate, gather information, evaluate and assess, communicate, and close, actually describes a work process that exists in virtually every industry—including healthcare. Tasks, information, and sub-processes will vary by industry and by line of business (LOB) within an industry, but the overarching six-step structure still applies.

For example in healthcare, a medical record is a case where each task or activity, such as coding for a claim, is part of the case. The case file houses all the information and documents relevant to a case. In the paper world, a case file is typically an actual file folder and—as the case grows in complexity—many folders.

Documentum xCP provides a complete range of dynamic case management capabilities through reusable components that can be configured into reliable applications that serve any healthcare process or activity. These solutions enable virtual case files (VCFs), which can eliminate the inefficiencies of paper case files and aggregate any type of content relevant to a case, not just documents but audio and video files, images, and discussion threads. Plus, VCFs can orchestrate processes and enforce policies via embedded business rules. A solution based on Documentum xCP incorporates years of industry experience and helps ensure adherence to accepted healthcare best practices, while increasing productivity, providing seamless access to patient information, accelerating revenue, and decreasing operating costs.

Solutions for healthcare providers built on Documentum xCP can be configured to:

- Manage policies and procedures for clinical, financial, and operational processing
- Image documents for medical records
- Provide a virtual repository for patient information
- Support evidence-based medicine through clinical knowledge management
- Deliver patient correspondence and personal information online
- Automate revenue cycle management
- Create self-service portals for human resource records
- Manage contracts to meet Stark law provisions for physician self-referral

Fully integrated components leverage healthcare best practices

Documentum xCP combines fully integrated technologies, including content management, business process management, records management, collaboration, intelligent capture, and comprehensive reporting, to manage the healthcare information lifecycle. Process monitoring tools identify the bottlenecks and inefficiencies that make it difficult for departments to boost efficiency and control costs.

With a solution built on Documentum xCP, individuals and the business systems they rely on can quickly access the information necessary to improve the patient experience and the operational health of the organization. These proven solutions:

- Enable a single point of access for patient care information
- Provide intelligent data and document capture for medical records, invoices, EOBs, employee files, consent forms, and HIPAA documentation
- Improve process visibility with consolidated dashboards for clinicians and department heads
- Feature robust, configurable workflows and business rules that support clinical, financial, and operational processes
- Offer the automated storage, retention policy management, and archiving necessary for regulatory compliance
- Integrate easily with hospital information and electronic health records systems

Intelligent data and document capture

An integrated ECM solution powered by Documentum xCP connects scanners, fax machines, and multi-functional peripherals to a central content repository, where, regardless of its source or format, data can be captured, indexed, and delivered to the business systems that require it. This integration eliminates the rekeying of data from paper documents, which not only speeds processing but reduces errors. It also aggregates information, making it available to reporting tools that support faster, more informed decision making.

“As we began to better understand the concept of content management, we broadened our search to include solutions that could incorporate workflow, collaboration, records management, e-mail management, and so on. We chose the EMC Documentum platform because it offered the broadest range of content management functionality for the future, and because it supplemented, rather than replicated, the functionality of the EMR.”

Hospital administrator

For example, intelligent capture can streamline the hospital admissions process, automatically capturing patient information from ID and insurance cards and routing that information to the appropriate provider for eligibility verification. From processing incoming orders via fax and matching invoices in accounts payable to filing medical records from other providers—integrated data and document capture can automate many of the manual, time-consuming tasks that plague the administrative processes of many healthcare providers.

EMC Documentum xCP solutions can include a variety of features and functions such as:

- Intelligent capture
- Task-specific graphical interfaces
- Content management and repository services
- Business process management
- Secure collaborative workspaces
- Customer communications management
- Information governance and regulatory compliance
- Monitoring and reporting

Ease of information access and delivery

Once documents are digitized and stored in a single repository, critical data can be quickly accessed and intelligently processed. Managing information in digital form gives clinicians and other healthcare workers global, on-demand access to content that is necessary to ensure a consolidated view of patient data and business transactions. For example, one prominent New England clinic used a central repository to provide a single point of access to information from more than 25 systems such as pharmacy, radiology, and laboratory analysis.

To control access to information and protect patient confidentiality, solutions built on Documentum xCP offer information rights management (IRM) technology, which enables repository content to be controlled, secured, and tracked wherever it resides—behind or beyond the firewall. For instance, to accelerate payment on denied claims, healthcare organizations can use IRM for the secure exchange of protected health information (PHI) with payer organizations and other third-party service vendors.

Improved management of business processes

Process improvement continues to be a top priority for healthcare organizations looking to increase operational efficiency and improve patient outcomes. The business process management (BPM) capabilities of an integrated solution can streamline and automate inefficient processes while providing the foundation for a comprehensive view of healthcare data across the organization. BPM modeling and simulation can identify and solve process bottlenecks before processes are introduced to supporting systems. Business process management can be used to:

- Coordinate the actions of people and systems from supporting a longitudinal patient record to tracking the revenue cycle end to end
- Manage the interface between manual and automated processes that coordinates policies and procedures such as treatment protocols or termination actions
- Standardize processes through the application of business rules to activities such as incident reporting, patient instructions, and audit management
- Streamline processes through integration with function-specific healthcare systems
- Enforce records management and retention policies for Joint Commission compliance

Automated storage, retention, and archiving

No information management solution is complete without the ability to meet long-term storage, retention, and archiving needs. EMC solutions for healthcare can automatically enforce content retention and disposition policies that support regulatory compliance and e-discovery mandates. At the same time, archived information with clinical value remains quickly accessible for evaluating the care protocols of individual patients and establishing best practices for treatment categories.

Improved customer communication

Patients are also customers. EMC solutions for healthcare providers offer sophisticated customer communications capabilities—from customer service web portals to personalized correspondence tailored to the delivery requirements of the customer.

These capabilities can automatically generate routine patient correspondence as well as welcome kits for new patients. They can trigger alerts when a physician is changing facilities, retiring, or taking leave. And they can automate notification of status changes such as a patient moving from a specialist to a general practitioner. Besides improving the patient-provider relationship, customer communications management technology speeds the publication of critical documents, increases accuracy, reduces cost, and enforces a rigorous approval process that supports compliance.

Healthcare providers of all sizes have deployed solutions built on Documentum xCP to:

- Cut The Joint Commission approval and accreditation process by 80 percent
- Complete policies and procedures in minutes instead of hours or days
- Gain a single, patient-centric view and recapture thousands of hours annually for nursing unit coordinators
- Save more than \$320,000 a year with remote inpatient coding
- Reduce liability exposure and lower insurance rates with automated incident reporting

EMC Documentum xCP: Delivering flexible solutions for healthcare providers

EMC solutions for healthcare providers enhance clinical, financial, and operational systems with a unified content management platform that captures any form of data electronically and makes it accessible across an organization to the systems and individuals that need it. Using Documentum xCP, which employs proven best practices and reusable components, these solutions can be tailored to meet the unique needs of providers. With the rapid development capabilities of Documentum xCP and the industry expertise of EMC and its partners, providers can deploy flexible solutions that:

- Optimize patient care with an electronic health record (EHR) that incorporates digitized information and provides a comprehensive view of patient information
- Accelerate time to revenue with universal access to patient clinical and financial information
- Reduce risk and liability through a platform that supports HIPAA, The Joint Commission, and e-discovery requirements

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable healthcare organizations of all sizes to transform the way they compete and create value from their information. Information about EMC products and services can be found at www.EMC.com.

Take the next step

To learn more about how your organization can benefit from an EMC healthcare solution, visit us online at www.EMC.com or call **800.607.9546** (outside the U.S.: +1.925.600.5802).



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