

HALLAND COUNTY COUNCIL AUTOMATES CLASSIFICATION AND PROCESSING WITH ANYDOC®PATIENT RECORDS™

At A Glance

HALLAND COUNTY COUNCIL

Industry

Healthcare/Government

Customer profile

The Swedish Halland County Council ensures medical and dental care to its approximately 280,000 inhabitants through a tight state-run and privately operated network of connected medical and dental facilities.

Challenge

Complete, up-to-date and available patient records are the objective and challenge for the Halland clinic network. The software previously used was no longer sufficient for handling the data volume and complexity of the clinics' needs and was unreliable and outdated. The Halland clinic network was looking for a capable solution for scanning, classifying, and indexing 500 different types of patient records.

Solution

Thanks to AnyDoc Patient Records, the clinic network is saving both time and money while also achieving improved data quality. All relevant information is added to one patient record and can be viewed and worked on collaboratively in real-time by authorized users with any front-end system. Different document types and the quickly increasing volumes of data and documents no longer present an obstacle for the exchange of information within the clinic network.

Benefits

- Centralization, uniformity, and simplification of document management
- Improved access to important information and documents
- Increased independence from external resources for the clinic network
- Increased speed and quality of service
- Streamlined processes
- Reduced Costs

The Halland County Council in southern Sweden maintains a tight network of state-run and private clinics and health centers, ensuring that medical and dental care are provided to the approximately 280,000 inhabitants of the county's six municipalities. As part of the public healthcare system, the two largest medical centers in the Halland region are the Halmstad and Varberg hospitals. These hospitals have specialized clinics that serve almost the entire county. The approximately 7,500 employees in the network provide medical treatment daily to 700 people, dental treatment to 2,000 patients, and carry out 90 ambulance runs.

The creation of an electronic patient record involves centrally collecting and managing of all the data and documents covering the entire medical history of a patient. Patient records often contain a large number of different documents created in different formats by different medical, clinical, and administrative departments internally and externally over the course of time. Providing the necessary documentation and information at any point in time, with required quality standards and within a required time frame presents an enormous challenge for any clinic or hospital tending to patients with a myriad of documents in each individual patient record.

"The system virtually eliminates the need to classify and index patient records manually..."

By 2008 the clinic network in Halland had attempted to solve this problem using software that was soon inadequate for the constantly growing volume of documents and the large number of different document types it receives. Their previous solution had proven to be unstable, insecure, and unreliable. Those responsible for the clinic network decided to search for a new provider and more capable solution for their growing needs. Both of these were found in AnyDoc Software, in its healthcare solution AnyDoc Patient Records in conjunction with AnyDoc-certified Swedish partner KIBI Sverige AB.

Impressive solution from the start

AnyDoc Patient Records is a specialized solution for automatically classifying and indexing individual documents within a patient record. "The key to our purchasing decision was the system's flexibility and ability to quickly and securely recognize the countless document types that we deal with, and its ability to process large volumes of data quickly and with a high level of data accuracy," explains Eva Öhlin, Manager of Electronic Archiving at Landstingsservice, Halland County Council. "Another thing we especially appreciate is the immediate support and communication. Someone from KIBI or AnyDoc is always available and quickly on-site whenever help is needed.

“Furthermore, because KIBI, Halland’s IT service provider for years, recommended the solution based on its positive experiences with other clinics, Halland’s decision in favor of AnyDoc Patient Records was made very quickly. The process from first contact to the awarding of the contract took less than one month. The solution has been successfully in use for more than two years now in the Halland clinic network. The feedback on both the solution itself and the support is thoroughly positive.”

The basic implementation of the solution was completed within two days. Everything went smoothly according to plan. The system was then individually configured to comply with the clinic network’s requirements and the different document types and record structure were defined. AnyDoc Patient Records is used to process and manage surgery reports, X-rays, ECG and EEG results, prescriptions, referrals, and also non-medical correspondence, among other documentation. A total of approximately 500 different document types are used in the clinic network in 1-N variants. Not all clinics use the same document types or variants. Despite this, all records from any connected clinic can be processed within the same system. “AnyDoc Software has designed the application exactly to our specifications. Our patient records have been digitized and integrated into the patient information system without a hitch, saving us huge amounts of time and allowing us to provide our patients and doctors an optimal service,” Öhlin said about the solution.

Patient data is accessible anytime, anywhere

AnyDoc Patient Records is currently used by 18 network clinics within the Halland region. About half of the 7,500 employees regularly access the documents processed by the AnyDoc solution. The greatest advantage for users is that documents and information can be quickly accessed at any time at the click of a button, thanks to automatic indexing. As a result, several people can work with the information in real-time simultaneously and exchange data collaboratively. The system virtually eliminates the need to classify and index patient records manually, a time-consuming, error-prone process. And, automatic database lookups leverage existing databases to ensure and improve data accuracy.

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All of the Halland clinic network’s documents are scanned in a central scan center and archived in an assigned record or sent on to subsequent systems. About 25,000 pages on average are processed daily. On busy days up to 40,000 pages are processed. Incoming documents are automatically classified using a three-level hierarchy: first they are classified by the clinic to which they belong, then each document is identified, and finally they are added to a digital record structure based on the corresponding clinic.

The AnyDoc Patient Records system uses different classification methods during this process, which can be used individually or in combination with each other. The classification criteria for each document type are defined independently by Halland County Council and can be continually optimized and expanded as necessary. New document types, new groups, or new clinics are added directly by those responsible for document management at Halland without external help.



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– Eva Öhlin, Manager of Electronic Archiving at Landstingservice, Halland County Council

Automated processing saves time and money

Daniel Izsak, General Manager for Europe & Africa at AnyDoc Software, is pleased with the project's positive outcome. He summarizes the solution's advantages: "I have very positive memories of our collaboration with KIBI and the Halland clinic network. Of course we're happy to receive such great feedback about our work and support. We have specially developed AnyDoc Patient Records to meet the needs of clinics and hospitals. In addition to the system's high flexibility and reliability, this solution particularly stands out for its ability to separate thousands of document types. Previously, many customers were limited to digitizing and archiving an entire record as one document, without analyzing or classifying its contents.

"Another thing we especially appreciate is the immediate support and communication..."

This process is very efficient when the documents are scanned in, but puts an excessive strain on specialized personnel, as doctors, nursing staff and administrative employees cannot then directly carry out a targeted search for a specific document within a record. Instead they must scroll through the entire record manually on the screen in order to find the right page or document. In comparison, AnyDoc Patient Records automatically classifies and indexes every document within a record individually. As a result, specialized personnel can search for and directly access a specific document, helping to avoid unnecessary repeated examinations, thus improving the speed and quality of patient care, including streamlining work processes and reducing costs.

Partner Profile

KIBI Sverige AB

KIBI Software Solutions was founded in 1997 and is today a leading IT company within electronic invoice and procurement management, e-invoicing, electronic medical patient records handling as well as scanning electronic archiving and content management solutions.

To learn more
about KIBI visit
www.kibi-group.com.

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