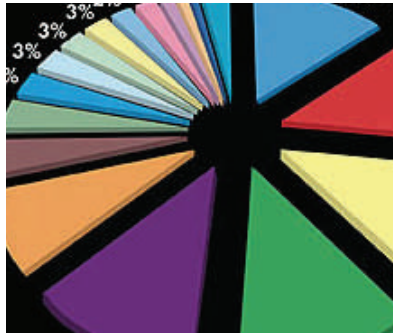




Blue Cross and Blue Shield of Illinois Turns to XML Forms to Revamp Medical Surveys



Overview

■ **IBM Business Partner:**

ITM Associates, a subsidiary of Barcode Technology (BTI)

■ **Customer:**



Health Care Services Corporation (HCSC)

HCSC operates the Blue Cross and Blue Shield of Illinois, New Mexico, Oklahoma, and Texas, with 58 offices, 16,500 employees, and 11.7 million members.

Challenge

Blue Cross and Blue Shield® of Illinois (BCBSIL) conducts medical surveys every year. Through a network of 90 health care providers where each provider works with 500 to 10,000 patients, these surveys help BCBSIL compile important health related statistics.

Because the surveys are paper based, they require a tremendous amount of time and resources to process. Besides being slow, the workflow is particularly taxing since returned surveys need to be rekeyed and the results manually validated.

Solution

BCBSIL selected ITM's *inFusion eForms* to overhaul its survey program. *inFusion eForms* not only streamlined the processing of the survey forms, but also automated the collection, routing, storage, review, and validation of the patient data.

Using IBM® Workplace® Forms (now called Lotus® Forms 3.0), *inFusion eForms* provides BCBSIL with industry leading electronic forms technologies that truly adhere to the open standards.

The need for quality checks are greatly reduced. And by moving the entire survey process to the Internet, the speed of survey delivery, completion, and data analysis is far greater than before.

To accommodate those health care providers who do not have broadband Internet access, ITM designs a custom Workplace Forms plug-in to allow these offices to download the entire survey package and gather data locally. The proprietary plug-in enables incremental data upload whenever a dial-up Internet connection is

available.

Since deployment, BCBSIL has conducted two surveys. The new system performs admirably. Paper surveys usually take 6 months to complete. *inFusion eForms* cuts that time to 2 months.

The new survey operation eliminated almost all of data rekeying and error checking. Analysis can now be performed as soon as data comes in. The project team is very pleased with *inFusion eForms'* performance. The nurses who validate the surveys report significant time savings that allow them to do better with less efforts.

About ITM Associates

Founded in 1993, ITM is a subsidiary of International Barcode Corporation (BTI). ITM delivers automated form-based business processes for clients in both private and public sectors.

ITM's solutions leverage BTI's innovations in advanced bar code technology backed by dozens of issued and pending patents. BTI and its affiliate companies have offices in New York, NY, Rockville, MD, Philadelphia, PA, with a joint venture in Beijing, PRC. BTI is represented globally by a growing network of international licensees.

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