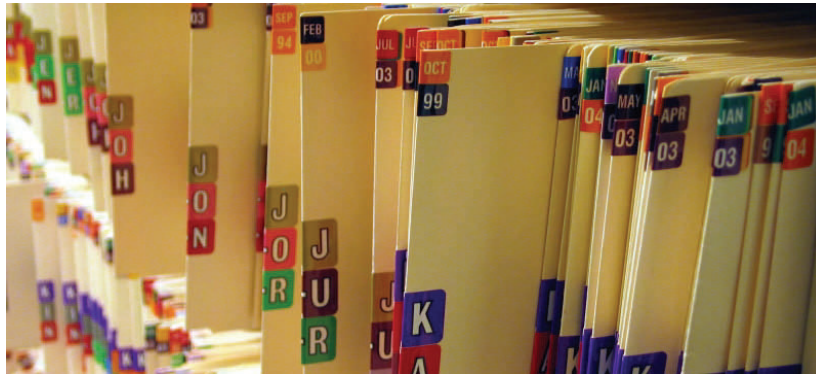




Electronic Forms Improve Patient Care and Accreditation Compliance



Overview

■ IBM Business Partner:

ITM Associates, a subsidiary of Barcode Technology (BTI)

■ Customer:



Hendricks Regional Health, a premier healthcare provider, comprised of four hospitals, with the flagship campus located in Danville, IN, just west of Indianapolis, since 1962.

Hendricks staffs a full complement of physicians in 56 specialties, as well as offering a variety of wellness opportunities for the community.

Business Challenge

When considering forms-intensive business operations, healthcare providers naturally come to mind. In addition to the common business forms, such as a leave request, hospital operations rely on an overwhelming number of medical forms to capture data and manage resources to provide critical patient care and services.

In September 2004, Hendricks Hospital initiated a program to streamline the overbearing tasks of maintaining, using, and processing hospital forms. In addition to streamlining business processes, the program also aimed to help better achieve regulatory compliance — maintaining accreditation with the Healthcare Facilities Accreditation Program (HFAP).

Hendricks also wanted to revamp the entire workflow of the EMS Pre-Hospitalization Patient Care Form by extending it beyond the physical confines of the hospital to the emergency medical personnel who had to fill the form in ambulances, and acquire multiple administrative signatures upon arrival.

One of the problems was recording information legibly while

riding in the ambulance, which usually resulted in increased difficulty in reliable data entry. The hospital looked for the capability to enter the data just once for both the hospital database and the fire department database.

Solution & Benefit

With ITM Associates' help, Hendricks selected a solution that integrated both *inFusion eForms* and *PDF inFusion eReview* to leverage the existing IT infrastructure to streamline the forms processes.

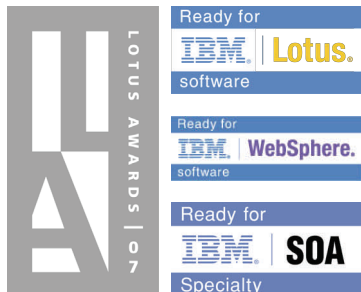
The deployment of *eReview* allowed hospital administrators to more effectively collaborate in the review and approval process of new document production as well as modification of existing ones.

eReview not only allowed the stakeholders able to concurrently mark up and annotate the same copy of work with a rich set of tools, it also maintained an audit trail for track and trace and accreditation fulfillment purposes.

What *inFusion eForms* offers is an efficient web based forms application that users can use to easily complete, submit, approve, and process PDF medical forms. Connecting to the hospital's databases and directories, *inFusion eForms* is able to dynamically pre-populate the forms with resident data, which created a much friendlier user experience.

The initial implementation of *inFusion eForms* was met with so much success that the hospital called upon ITM to expand the use of the system to its EMT ambulance staff.

By integrating *inFusion eForms* with a Tablet PC and the signature capture capability, ITM devised a solution that helped to automate the EMS business process. Even



in a disconnected mode, the EMT's now can continue to work on the forms. The Tablet PC permitted the EMT's to more easily acquire the appropriate signatures when arriving at the hospital.

The completed EMS form and its data would be transmitted via a wired or wireless network connection to the hospital database. *inFusion eForms* also would update the fire department database with the same patient information, eliminating redundant data entry.

In addition to the operational and patient care improvements Hendricks sought, ITM also delivered technology transparency and dependability. The transparency represented an important benefit — the seamless integration of advanced technology while leveraging the existing IT infrastructure, that protected and maximized Hendricks existing technology investment.

About ITM Associates

Founded in 1993, ITM is a subsidiary of International Barcode Corporation (BTI). As an IBM Advanced Business Partner, ITM delivers automated form-based business solutions 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. every one of their customers.



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