

Redwood Business Solutions

Making web-based report distribution a reality.

At A Glance

Industry

- Healthcare

Environment

- Numerous applications including Financial, Patient Management, Clinical, etc.
- IBM MVS, AIX, Novell, Windows NT and 2000
- 200+ end-users, 50+ departments

Key Challenges

- High costs associated with report printing and delivery
- Time delay between information production and access
- HIPAA security and information sharing issues

The Solution

- Report2Web central repository for information from a variety of hospital applications
- Quick and easy access to reports from a Web browser
- An end to manual paper distribution of business-critical reports

Key Benefits

- Saving of 1.2 million pages of printing and paper costs per year
- Faster end-user access to information as soon as it becomes available
- HIPAA compliant security and controls over sensitive information



Baptist Hospital

Report2Web helps Baptist Hospital to streamline operations and secure information distribution

When Baptist Hospital in Nashville, Tennessee wanted to make use of its corporate Intranet to reduce the cost and overhead associated with the distribution and storage of information, it realized that Report2Web was a perfect solution that could also help with the hospital's HIPAA-readiness program.



The scenario at Baptist Hospital, before Redwood was called in to help, included business managers saying that the volume of paper reports on their desks was unmanageable. The hospital data center was printing and distributing thousands of pages per month. Even the simplest adjustment to an accounting report required multiple copies to be reprinted, manually decollated, redistributed, filed, and eventually archived on microfiche. The business managers did not even look at most of the pages received and they had trouble locating the specific information needed to do their jobs. The information distribution process was time consuming, labor intensive, costly, and error prone.

Jim Drew, IT manager, explains: "Having an electronic reporting tool was a must. The product needed to be based on current browser technology that didn't require the installation of any dedicated client software." According to Drew, after the IT department evaluated several products and conducted onsite demos for their users, Report2Web was selected on the basis of its, "ease-of-use, intuitiveness of administration, and reasonable price."

Cutting the Costs of Information Integration, Storage and Delivery

Baptist Hospital was looking for a way to cut the costs associated with information

Emerging HIPAA legislation made it clear that the hospital would be under increasing regulatory pressure to protect the security and management of patient information. The Baptist Hospital IT department realized that the time was right to streamline and secure report distribution through the corporate Intranet.

"Report2Web's support of a wide range of systems and applications allows us to use it to manage information distribution across our entire hospital... I can't imagine anyone not being pleased with Report2Web."

**Jim Drew IT Manager
Baptist Hospital**



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delivery. It was also seeking to build a secure electronic repository where information from a wide variety of sources and data formats could be archived, retrieved and viewed with the tight security and management required by HIPAA. Perhaps even more important, was reducing the "lag-time" between information production and information access, so that authorized employees could quickly locate and access the latest information produced by the multiple hospital information systems.

Today, Baptist Hospital uses Report2Web to collect output from many enterprise applications, catalog it in a secure data repository, and distribute it to authorized end-users through B-NET, the corporate Intranet. Users simply log on to the Report2Web server through a standard browser and have immediate access to the information they need and are authorized to see.

Report2Web is being used to manage output from patient accounting, finance, materials management, payroll and other applications running on IBM mainframe and AIX servers. Jim Drew points out: "One of Report2Web's important benefits is the ability to automatically collect, decollate and publish output from multiple enterprise applications into single, logical folders. Our business decision-makers can quickly and easily find the information they need to do their daily work."

Before and After Report2Web

An example of how Report2Web is helping Baptist Hospital can be seen in the process used by the Finance Department for month-end closing. Prior to Report2Web, the same set of general ledger reports was printed repeatedly during the closing period. Each day the reports contained the updated information, so the previous day's reports were thrown away, resulting in a lot of wasted paper. With Report2Web, the month-end reports are now automatically published and secured in

the Report2Web repository as soon as they are generated. The Finance Department can access the reports online any time to see the latest month end information. Printouts are no longer used in the process. Future plans include 10-year retention of monthly financial reports on the hospital's Storage Area Network through Report2Web, replacing the hospital's microfiche archive.

Quick access to information has streamlined Baptist Hospital's operations and improved decision-making. Bi-weekly staffing level and patient census reports are automatically split and secured by Report2Web so that Department Managers can view only their cost center's information. Drew highlights: "Department Managers are using this up-to-date information to continually optimize staffing levels and reduce costs."

Mike Newman, Vice President of IT at Baptist Hospital says: "Report2Web's support of a wide range of systems and applications allows us to use it to manage information distribution across our entire hospital. Delivery time is virtually instantaneous. I can't imagine anyone not being pleased with Report2Web."

Report2Web Usage Expands

Currently over 200 users in more than 50 departments have access to Report2Web, with various levels of computer skill from VPs, to Department Managers, to Administrative Assistants. Tens of thousands of documents are published each year and are currently available online; about 3000 new documents are added each month.

The Bottom Line

As usage expands the business benefits of implementing Report2Web grow. Operational efficiencies are already obvious. Drew explains: "Financial reports used to require 2 to 3 days of manual decollation, sorting, packaging and delivery. Now that these reports are no longer printed, we estimate that 3 to 4

man-days of staff time per month are being saved for accounting and payroll report distribution alone."

Reports are always online, available for use, and there are no more "lost" or misfiled reports.

The IT Department is also benefiting due to reduced demand for printing and report production services. In the past year, the IT Department estimates that over 1.2 million sheets of paper have been saved. Department outlays for paper and printer costs have been reduced, as has the demand for report generation services and printer maintenance.

As more clinical information is published into Report2Web, the product is expected to play an increasingly important role in Baptist Hospital's HIPAA compliance efforts. The system's security and control over sensitive information, as well as its ability to track every access to every document will play a key role in the hospital's HIPAA-readiness program.

Mike Newman concludes: "Report2Web has met our operational needs and is a core part of our daily business. It has fulfilled the ROI specifications we established, and it is playing an important role as we prepare for HIPAA. Report2Web will continue to be a valuable asset to Baptist Hospital."

