

# Redwood Business Solutions

Making web-based report distribution a reality.

## At A Glance

### Industry

- Healthcare

### Key Challenges

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

### The Solution

- Report2Web central repository for information from a variety of applications
- Quick and easy access to reports via a Web browser
- Content-based bursting of reports from multiple applications

### Key Benefits

- Reduced licensing and training costs for user community
- Eliminated need to rewrite reports to handle Mainframe-based ASCII output
- Enhanced security and controls over sensitive information
- Faster end user access to information



## Report2Web helps Renown Health achieve secure, efficient information management

Renown Health is northern Nevada's largest not-for-profit health network and a nationally recognized healthcare leader. With large volumes of critical business and patient information to manage and compliance requirements to meet, Renown needed a fast, secure and cost-effective information storage and distribution solution.



Compliance requirements continue to put healthcare organizations under increasing regulatory pressure to control the security and management of patient information. As economic difficulties increasingly require organizations to do more with fewer resources, Renown knew it was time to find a better way. As with most healthcare organizations, Renown's application environment is very diverse, but their clinical reporting needs largely focus on their core EPIC modules: ER, ED, Pharmacy, OpTime, Clinical Documentation & Orders, and Inpatient EMR information. To generate informative reports from the various EPIC modules, Renown uses the report generation capabilities of SAP Business Objects. In addition, Renown continues to generate report data from the Mainframe and had been using SAR as their legacy report distribution system.

Renown's information distribution process was time consuming, labor intensive, and costly. Using SAP Business Objects to generate reports required each individual user to have a login to the system. Renown is continually moving clinical areas and processes from their old legacy system to the Epic system. As more and more users were migrated from their legacy system to the new system, though, Renown incurred high license and training costs. In addition, end users found the SAP Business Objects user interface to be very complex, which resulted consistent problems in locating information and staff spending unproductive time trying to use a difficult system. A limited number of Renown power users also need to run ad-hoc queries against SAP Business Objects – a time and resource-consuming process, with so much data within the EPIC system.



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## Cutting Information Storage and Distribution Costs

With all of these factors at play, Renown determined that moving to Report2Web's Web-based storage and distribution solution would suit their needs, solve their information management-related problems and reduce the overall cost of making critical operational and patient-related data available to their user community. Time, money and man hours would be saved, and the possibility of potential errors resulting from manual tasks would be eliminated. Renown would gain a secure electronic repository where information from a wide variety of sources and data formats could be archived, retrieved and viewed securely with a complete audit trail of document-related activity.

## Report2Web: An Effective Solution

For Renown, Report2Web offered many advantages over other information management systems, including:

- An intuitive user interface. End user training is minimal, and reports from non-EPIC systems can be viewed.
- Capture of batch-generated reports in PDF format. Reports can be sent to the Report2Web Burster which automatically breaks them up into appropriate and immediately useful information. Users no longer have to deal with the complex SAP Business Objects interface to get what they need.
- Daily Digest e-mail subscriptions. Report2Web consolidates hyperlinks to relevant reports into a single email message. Because their previous solution only generated notifications on a per-report basis, Renown was hit with excessive overhead on their email system. With Report2Web, users are not bombarded with multiple emails each

time reports are published.

- Report2Web's ability to directly capture all types of reports. A specialized report does not need to be written to convert Mainframe-generated ASCII reports into SAP Business Objects reports prior to distribution.

## Report2Web Components

- Report2Web Server with SQL Server database support
- Report2Web Burster, Router, Archiver and PDF Tools

## Bottom Line Benefits

With Report2Web in place, all clinical output from Epic via SAP Business Objects is stored and secured in the enterprise repository with appropriate user and group security. Users can easily access the documents they are authorized to use through standard Web browsers, eliminating the need to print, decollate, and deliver large volumes of documents. As a critical part of Renown's daily operations, Report2Web serves as a secure central repository, automatically notifying users when their documents

have been published for viewing.

Renown has experienced another notable benefit of using Report2Web: the reduction in lag-time between information production and information access. Authorized employees can quickly locate and access the latest information produced by multiple hospital information systems.

Report2Web'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 meeting Renown's compliance requirements. Renown's newly gained operational efficiencies are already obvious. As usage of Report2Web expands, the business benefits of implementing the solution will grow, including complete replacement of their legacy distribution system – eliminating additional licensing and administrative costs and further increasing Renown's return on investment.

