

Redwood Business Solutions

Making web-based report distribution a reality.

At A Glance

Industry

- Healthcare

Environment

- Financial, Patient Management and Clinical Application systems
- IBM AIX, Compaq VMS, Unix, Novell, Microsoft Windows NT and 2000
- 1500 end-users

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 hospital 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

- Cost avoidance of \$50,000 per month in printing and paper costs
- Faster end-user access to information as soon as it becomes available
- HIPAA compliant security and controls over sensitive information



Report2Web helps University Medical Center improve its information delivery strategy

When University Medical Center in Tucson, Arizona needed a tool to securely manage and distribute information used every day by hospital managers and business decision-makers, and ensure that its new distribution system met the requirements of HIPAA, it found a perfect fit with Report2Web.



University Medical Center (UMC) in Tucson, Arizona needed a tool to securely manage and distribute information used every day by hospital staff and business decision-makers. It was vital that sensitive patient and financial information output from various systems was quickly and easily accessible by the appropriate people throughout the hospital facility and its three remote clinics. The ability to securely store and access confidential information was a top priority for UMC in streamlining their internal operations while meeting HIPAA requirements.

UMC found the solution it needed in Redwood Software's Web-based information integration solution called Report2Web.

The need to cut the costs of information integration, storage and delivery

UMC was looking for a way to cut the costs associated with information delivery, including printer, paper and manual

delivery costs. In addition it was seeking to build a secure electronic repository where information from a wide variety of sources and data formats could be stored, retrieved and viewed under the tight security and management required by HIPAA regulations. Also important was reducing the "lag-time" between information production and access, so that authorized employees could quickly locate and access the latest information produced by multiple hospital information systems.

"Report2Web has the potential to be a 'paper killer', enabling enormous cost savings while concurrently improving information access and providing a significant breakthrough for information management in healthcare organizations."

Sam Miller
CIO, University Medical Center



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Making web-based report distribution a reality.

Today, UMC uses Report2Web to collect information output from many enterprise applications, catalog it in a secure data repository, and distribute it to authorized end-users through UMC's Intranet. Users simply log on to the Report2Web server through a standard browser and have immediate access to the information they need. The system provides access to only the information that system administrators authorize.

Reports from multiple applications are logically consolidated and categorized so that previously disparate information is now in one place making it easy to find and view. Angela Eby, Senior Systems Analyst, Information Systems Services, points out: "One of Report2Web's important benefits is the ability to publish any report from any enterprise system. Quick access to business information has empowered our organizational decision-makers."

Before and after Report2Web

Prior to Report2Web, about 10 reports detailing the status of insurance claims and payments were printed out each night from UMC's IDX patient management system and delivered manually throughout the next day in paper form to business analysts in the hospital and the three remote clinics spread throughout the Tucson area. These



vital reports are instrumental in locating and tracking UMC's revenue on a daily basis. With Report2Web, the documents are now automatically published and secured in the Report2Web repository as soon as they are generated. The claims management department can immediately access the reports in a logical folder structure that consolidates related denial management reports, and other payment and billing information.

Patient census information is fundamental to managing the daily hospital operations. The latest census information was picked up in paper form by department personnel each morning. "Now, the census reports are available immediately at the click of a button when the user needs it," says Ms. Eby.

Reports produced by UMC's Ross Financial systems are also being collected and stored in the Report2Web repository. Hospital administrators and business managers are able to access these reports through the same easy point-and-click interface as they can the patient management reports.

Justin Hertz, Manager of Business Systems in UMC's Finance Department adds: "Report2Web's flexibility and support for a wide range of document types allows us to use it as a central report repository for our entire hospital. Truly an innovative tool that bridges output from disparate systems."

Report2Web usage expands

One of the important features of the system for UMC is that it is easy-to-use for both end-users and system administrators. Currently about 1500 users have access to the system, with various levels of computer skill. Ms. Eby says: "Users and business decision makers are very happy with the quick access and ease of use. System administrators are impressed with how easy Report2Web is to administer and use."

The tool has become so popular that the Information Systems Services department has published a form so that any hospital department can easily request new reports to be accessed through Report2Web. Roll out plans include publishing reports from other enterprise applications, including clinical systems such as Sunquest FlexiLab, Sunrise Clinical Manager and the IDX Radiology system.

The bottom line

The business benefits of implementing Report2Web are tremendous. Operational efficiencies are being measured closely and costs savings and avoidance associated with existing report and new report production and distribution, are estimated at about \$50,000 per month. The expected ROI is forecast to grow exponentially as the number of reports available on Report2Web increases.

Sam Miller, CIO at UMC says: "Report2Web has the potential to be a 'paper killer', enabling enormous cost savings while concurrently improving information access and providing a significant breakthrough for information management in healthcare organizations."

During product evaluation and implementation, movement towards HIPAA compliance has been a key consideration. Control over the access to sensitive information, robust security, and the auditability of every access to every document in the system is helping to assist UMC meet federal regulations.

Justin Hertz concludes: "Report2Web is the most effective and timely tool for report distribution that I have seen. We can securely distribute thousands of pages of information to a wide range of users without human intervention. Report2Web also plays a key role in our HIPAA compliance, a real added bonus."