

# Redwood Business Solutions

Making web-based report distribution a reality.

## At A Glance

### Industry

- Healthcare

### Environment

- PeopleSoft Financials, Medipac Patient Billing and IDX Physician Billing
- IBM MVS, OpenVMS, Solaris, Windows 2000
- 1500 end users

### Key Challenges

- Antiquated and expensive COLD archival system
- High costs associated with report printing and delivery
- Long time-lag between information production and access
- HIPAA driven security issues

### The Solution

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

### Key Benefits

- Elimination of 1.5 million pages of printing and paper costs per month
- Cost savings of at least \$240,000 per year
- Faster end-user access to information
- Compliance with HIPAA security requirements



Wake Forest University Baptist  
**MEDICAL CENTER**

## Report2Web helps Wake Forest University Baptist Medical Center to secure information distribution and save money

When Wake Forest University Baptist Medical Center in Winston Salem, North Carolina wanted to reduce the cost and overhead associated with the delivery and storage of information, it found an ideal solution in Report2Web, which is also helping with getting the hospital ready for HIPAA.



Before Redwood Software was called in to help, Wake Forest University Baptist Medical Center had seven years of patient records stored on an outdated optical storage and retrieval system. Three million pages of printed reports per month were also being distributed. The immediate need was to either upgrade or replace their Computer Output to Laser Disk (COLD) archiving system so that it would be Y2K compliant. After an exhaustive study of their options, the Medical Center IT department determined that moving to a Web-based storage and distribution solution was a wiser decision than upgrading their existing COLD system. The IT department realized that the costs of the upgrade plus the ongoing costs and operational inefficiencies of paper-based report distribution could be effectively minimized by leveraging their corporate Intranet.

Debra Crews, Computer Operations Manager, explains: "We wanted to migrate over 250 optical disks containing seven years of patient records, financials and physician billing to a Web-based repository and get away from our non-

compliant, slow, and expensive COLD system. We wanted quicker, easier access to the information needed for our daily business operations." A thorough evaluation and testing of various vendor solutions resulted in the choice of Redwood Software's Report2Web product as the most powerful and cost-effective solution. According to Ms. Crews: "Report2Web was selected on the basis of its ease-of-use, reasonable price, and the responsiveness of Redwood's sales and technical people."

*"Primarily we saw an opportunity to save money and provide a better service to our user community. At the same time we could meet current governmental regulations for information storage, and potentially some future federal HIPAA requirements."*

**Charles Ware, Director of Computer and Communications Services  
Wake Forest University**



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Making web-based report distribution a reality.

## Cutting the costs of information integration, storage and delivery

Wake Forest University Baptist Medical Center uses a variety of hospital applications running on a mix of platforms, including PeopleSoft for hospital financials, IDX for physician billing and Medipac for patient billing. These all run on a variety of platforms such as MVS, OpenVMS and Sun Solaris.

The Medical Center IT department realized that by implementing Report2Web they could not only solve the problem of their non-Y2K compliant document archive but they could also manage and secure information across all applications and systems, and reduce the ever-increasing overhead of paper-based report distribution. In addition, the emerging HIPAA regulations were within sight.

Charles Ware, Director of Computer and Communications Services, explains: "Primarily we saw an opportunity to save money and provide a better service to our user community. At the same time we could meet current governmental regulations for information storage, and potentially some future federal HIPAA requirements."

## Report2Web in Action

With the help of Redwood Software's consulting and support group, Wake Forest University Baptist Medical Center converted all seven years of information from over 250 optical disks to the Report2Web repository. About 400 gigabytes of archival documents were loaded into RAID storage that is secured and accessible via Report2Web through the hospital Intranet.

With Report2Web in place, all output from business-critical applications, instead of being printed, is stored and secured in the enterprise repository, with the appropriate user and group security. This way, users can easily access the documents they are authorized to use through standard Web browsers. The

volume of new data is growing steadily as new application output streams are being incorporated each month.

Currently there are about 1500 users with instant access to about half a million documents housed on the Report2Web servers. About 3000 different types of reports are being routinely ingested into the system. This translates to a total of about 720,000 individual documents currently residing in the enterprise repository, since each document type can have multiple versions and decollations. Reports as large as the 50,000-page patient statement run are being handled efficiently through Report2Web's proprietary PageMart technology which minimizes bandwidth utilization on the hospital Intranet.

Another innovative use of Report2Web at the Medical Center is the incorporation of reports from their Verimark telephone switching system. Due to the fact that information from just about any system or application can be incorporated into the solution, the Medical Center is able to gather reports from the telemanagement system and use the Report2Web Burster to split them by department so that they can be reviewed and approved by department managers.

Ms. Crews explains: "We are now capturing all of the Medical Center's patient records, financial reports and physician billing information into Report2Web. Our users range from secretaries to nurses, physicians, clerical and billing staff, hospital administration and financial managers."

## Bottom Line Benefits

Report2Web has become a core part of daily business operation of Wake Forest University Baptist Medical Center. The Finance Department is one of the primary beneficiaries of Report2Web's ability to aggregate information from back-office applications. About 90 reports being produced by the Medipac and PeopleSoft

applications are routinely converted to Excel spreadsheets before they are distributed to Finance, eliminating the time-consuming and error-prone task of re-keying the information. Most importantly, the ability to distribute reports via the Intranet rather than paper has shaved about 3 days off of the laborious month-end closing activities of the Finance Department.

Overall, Wake Forest University Baptist Medical Center has reduced paper usage by about half. The IT department conservatively estimates the paper savings alone to exceed \$240,000 per year. However, some information is still being printed. In an effort to accelerate the use of Report2Web across the enterprise, the IT department will raise the rate it charges users for hard copy production.

Internal audits and operational changes are now underway in an ongoing effort to comply with HIPAA regulations throughout the Medical Center's operations. The assessment has indicated that Report2Web is a key component in the Medical Center's readiness for meeting HIPAA requirements for administrative simplification and the confidentiality of patient information. This valuable benefit of their Report2Web implementation is viewed as icing on the cake.

Charles Ware concludes: "HIPAA does change the way we do business in most cases, but in the case of Report2Web we are already there!"

