

Healthcare Case Study: MemorialCare Health System

“The real benefits of our ImageSoft ECM solution are its ease of use, it’s easy to roll out, minimal growing pains and the application is flexible and customizable. It can be as robust or as small as we’d like it to be.”

— **Jake Flannery**, Senior Applications Specialist Engineer

The Customer

MemorialCare Health System is a non-profit integrated healthcare system that includes Long Beach Memorial Medical Center, Miller Children’s Hospital Long Beach, Orange Coast Memorial Medical Center and Saddleback Memorial Medical Center in Laguna Hills and San Clemente. These community-based hospitals are located in Southern California in both Los Angeles County and Orange County.

Saddleback Memorial Medical Center’s 322-bed facility was named one of the nation’s 100 Top Hospitals® by Thomson Reuters, an independent health research organization. In addition to 24-hour emergency services and critical care, Saddleback Memorial offers state-of-the-art imaging, infusion, surgical, outpatient rehabilitation, digital mammography, orthopedics, home care, ancillary services and more.

Long Beach Memorial Medical Center, a 741-bed facility, is a major regional provider of medical and surgical services and consistently achieves national honors for its quality care.

The Challenge

Sometimes having more of a good thing is too much. That was the case at MemorialCare Health System. In 2004, Saddleback Memorial Medical Center implemented an OnBase® ECM solution in its Patient Financial Services, lab and radiology departments to address paper-intensive processes that, for years, had plagued the hospital. The success of the implementation was soon evident in improved cash flow, reduced costs, and the ability to maintain existing staff levels yet increase revenue per employee. The solution also helped expedite the patient registration process resulting in enhanced patient services.

Following Saddleback Memorial’s ECM successes, Long Beach Memorial sought an OnBase solution to streamline its processes. Though both are part of the same healthcare system, the two hospitals had distinct way of doing things. Each had unique systems and a vastly different approach to business processes. Given this, Long Beach decided that it would be best served by having its own OnBase solution rather than working within a shared enterprise solution. In 2006 it began deploying OnBase in medical records, admitting and financial services.

The two separate OnBase installations served MemorialCare well for many years, but as the size of its content management system grew, redundancies—which later developed into inefficiencies—became increasingly apparent. Added to that was the cost of maintaining the infrastructure for both systems.

The Process

MemorialCare sought help from ImageSoft which recommended combining the two OnBase systems because it would provide an intrinsically centralized environment. A single enterprise system would allow patients to be admitted at any MemorialCare facility without the need for redundant records processing.

Merging the two systems took about one year. Once that had been successfully achieved, ImageSoft began the process of expanding the OnBase solution to extend the benefits to other departments within the two hospitals. Financial services, outpatient services, admitting, and ambulatory sites separate from the two hospitals—including clinics and radiology— were quickly brought on line.

To further leverage its ECM investment and to improve and standardize business processes across all MemorialCare campuses, ImageSoft next embarked on an enterprise-wide deployment of OnBase. Today all five hospitals in the MemorialCare Health System – including some 40-50 departments – utilize OnBase.

After the consolidation of the two OnBase systems, MemorialCare implemented a new electronic medical record (EMR) system, Epic, at Saddleback in 2008. Epic has now been rolled out to all of MemorialCare's other locations. Integrating Epic with OnBase allows documents to be retrieved directly from the Epic user interface, minimizing training and impact on the end user. The consolidation of MemorialCare's content management systems was a necessary step in the seamless integration of its OnBase and Epic systems and in incorporating a globally recognized medical records identifier.

Currently, with ImageSoft's help, MemorialCare is in the middle of integrating OnBase with PeopleSoft AP. Implementation is scheduled for June 2011. Through enterprise software integration with OnBase, users will have access to related documents and content by double-clicking in their familiar PeopleSoft application. By retrieving documents from PeopleSoft screens, waiting for supporting documents is eliminated, reducing costs and cycle times for processes such as invoice resolution. Anticipated implementation of integrating OnBase with PeopleSoft HR is first quarter 2012.

Their Success

By consolidating its two OnBase systems into a single enterprise-wide solution, MemorialCare saw immediate returns in upfront cost savings. Additionally, the consolidation has enabled MemorialCare to standardize and share business processes throughout its multiple facilities and departments. Now, systems can be developed for particular departmental business processes and, if needed, can easily be made available to other facilities by simply changing access rights rather than adding another custom solution. These streamlined and standardized business processes have resulted in across-the-board improvements, expedited services, and time and cost savings throughout the MemorialCare Health System.

Saddleback Memorial Facts

322 beds

600 physicians

1,741 employees

Long Beach Memorial Facts

741 beds

1,197 physicians

5,299 employees

Results

Consolidated two OnBase systems and leveraged MemorialCare's ECM investment to an enterprise-wide solution to enable standardize business processes in all five of its hospitals.