



When I want to retrieve a document from a physician's file I can literally, in a matter of seconds, fax the information to the person who requested it – without having to leave my seat. »

Elizabeth Warren, Credentialing/Recredentialing Unit Director – Tucson Medical Center

kwiktag[®]

Digital Filing for the Enterprise

Tucson Medical Center | Tucson, Arizona

Customer Profile:

Tucson Medical Center

Tucson Medical Center, part of a system known as TMC HealthCare, has become one of the 300 largest hospitals in the country and is the largest in Southern Arizona. TMC is licensed for 609 adult and skilled nursing beds, 62 psychiatric beds and 90 bassinets. The hospital serves more than 30,000 inpatients and 122,000 outpatients yearly. The hospital's more than 1,000 physicians represent 60 specialties, from anesthesiology to vascular surgery. Most of these physicians are board certified. TMC is nationally recognized and listed as one of the 100 top hospitals.

The Challenge:

Office Space

TMC's Credentialing/Recredentialing Unit (C/RU) maintains files on its large staff of physicians' credentials (licensing, etc.), information that is requested frequently, often at a moment's notice, and by more than one person at a time. Previously, the C/RU files were all paper-based, contained in 262 linear feet of filing space, making it difficult to retrieve and share files. At the time KwikTag was implemented, TMC estimated that an average of 6,000 pieces of paper were handled daily by the 12-member staff. Realizing the C/RU had too much paper to deal with efficiently or effectively, their original plan was to have an outside vendor scan backfiled paper and have the images transferred to a disk or CD. Instead, they found something much better suited, KwikTag[®].

Overview

Summary

Instead of having an outside vendor store and/or digitize credentialing documents at an exorbitant cost, TMC now uses KwikTag to easily share, secure and store all their paper digitally.

Departments

- Credentialing
- Hospital Physicians
- Legal (Real Estate)
- Human Resources

Documents Scanned

- Physicians' Credentials
- Physicians' Licensing

Solution

- KwikTag Basic

The Solution:

Paper-to-Digital

TMC's C/RU captured and stored more than 900,000 documents with the help of an outside vendor, and internally via the C/RU department's existing document capture device. Using KwikTag's patented client/server system, staffers can now search the records according to multiple criteria (e.g., by name, medical specialty, board certification, etc.) and quickly find much needed information, without having to leave their desks.

The benefits have been significant enough that KwikTag has been expanded as an enterprise paper-to-digital platform. TMC plans to rollout KwikTag to another 230 users, including Legal and Human Resources departments. Future plans call for embedding KwikTag into the hospital's PeopleSoft business applications. This would mean more convenience to hospital physicians, allowing them to view and sign documents remotely, in lieu of commuting all the way to the hospital for paperwork.



Results

Recaptured Office Space

262 linear feet of file space was reduced to under 40 linear feet. C/RU did not have to relocate to a larger facility when staff increased, saving them costs related to moving.

Increased Staff Efficiency

TMC staffers don't have as much paper to handle on a daily basis. They can retrieve information instantaneously without leaving their desks – saving TMC considerable dollars and time.

Improved Security

KwikTag has enhanced quality control through its automatic auditing feature. The security of the credentialing process has improved, since only authorized staff members have access to confidential information. The integrity of the paper can now be preserved throughout its lifecycle.

Immediate File Access

Employees now have real time access to files that can be shared with other authorized users.



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