Spigraph

SAINT LÔ AND COUTANCES HOSPITALS DIGITISE THEIR PATIENTS' RECORDS

CONTEXT ⌄

As part of the implementation of the computerised patient record (CPR):

- Defining scanning processes to meet the CPR's quality objectives
- Adapting processes to different requirements (archives and real time)
- Establishing a solution tailored to processes
- Automatically retrieving information in order to index documents
- Handling large volumes

> "We have benefited from Spigraph's experience in the field of digitisation to optimise complex processes, set up as part of our project to computerise patient records"

Francis Breuille,
IS Director at Saint-Lô and Coutances hospitals

FULFILMENT ⌄

Setting up of an archive retrieval and scanning solution in reception offices

- Help in defining processes
- «Massive» scanning of archives: 20 scanners at a speed of 40 pages / minute capable of handling 4,000 pages / day
- Real-time scanning on patient registration: 50 compact scanners at a speed of 20 pages / minute
- Recognition and processing of barcodes with capture software

BENEFITS ⌄

The chosen solution:

- Meets information quality objectives
- Reduces the workload of medical secretaries
- Optimises searching and accessing of records by medical staff
- Significantly reduces the paper budget
- Streamlines printing solutions
- Increases the security of patient records (fewer risks of document loss)
- Optimises the medical history of patients and quality of care

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Located in the department of La Manche (50), the hospitals of Saint-Lô (1,300 employees) and Coutances (500 employees) have pooled their IT resources to share the same information system.

In 2011, like other French healthcare establishments, they embarked on a major project to computerise patient records, called TACTILIS. Objectives: establish a single, comprehensive and shared Computerised Patient Record (CPR), accessible to all staff, whether mobile or not, and gradually moving to zero paper to avoid duplicate record management (paper and digital). Launched in June, the project involves major scanning work to meet a dual challenge: digitisation of archives and real-time scanning of documents.

QUALITY OBJECTIVES

"*Hospitals are statutorily required to keep patient records for at least twenty years,*" explains Marc Voisin, assistant director of Saint-Lô and Coutances hospitals, in charge of the Tactilis digitisation project. "*Saint-Lô produced an average of 600 linear meters of paper records a year before introduction of the CPR, i.e. the equivalent of 6 million sheets. The volume stored in our archives is simply colossal.*"

"*Over and above the volume to be scanned,*" adds Francis Breuille, IS Director of Saint-Lô and Coutances hospitals, "*we also had to meet quality goals.*" For each scan, the institutions wanted to keep relevant information only and to facilitate the retrieval of documents, each document needing to be indexed properly in the DMS.
After nine months of reflection led by a

working group accompanied by Spigraph, the hospitals defined two processes: "massive" scanning - for the archives - and "in real time" to enable medical secretaries to input information into the CPR every time patients come in for a consultation.

COMPLEX PROCESSES

Massive scanning relies on a meticulous process. Each file is extracted from the archives when a patient comes for the first time after the implementation of the CPR. Documents are then sorted by a team of assistant archivists and prepared for scanning. For each item in the file, a first page contains information about the patient (name, date of birth, etc.) and a second page the type of document (type of report, medical field, etc.). Information is textually formalised and, using barcodes, it is automatically retrieved during the scanning process by the capture software's recognition system, in order to be indexed.

More conventional, the "real time" system involves document scanning by medical secretaries in charge of inputting the DMS using an adapted workstation.

MAJOR BENEFITS

"*These processes are based on meticulous work that requires special equipment. With its undeniable experience in the field of scanning, Spigraph not only allowed us to define processes related to our quality objectives but also choose the appropriate equipment,*" says Francis Breuille. "*Their advice has greatly contributed to the success of the project, not forgetting that their involvement also included loaning equipment to allow users to test and*

validate solutions".

Equipped with 20 scanners adapted to the volume of the archives and 50 compact scanners for medical secretaries, the hospitals are gradually extending the CPR to all departments. "*We already scan an average of 70 files per day with the aim of eventually reaching 300,*" explains the IS director.

The project managers have already observed several benefits, and Francis Breuille also notes the satisfaction of users, secretaries and archivists: a real guarantee of success. "*Digitisation lightens the workload of secretaries and doctors are more reactive: they can find a document in just a few clicks when before it was necessary to delve into the archives. Financially, we currently estimate our paper budget, including printing equipment rental and consumables, at around 250,000 euros per year. Digitisation should allow us to make major savings. Finally, and more broadly speaking, the CPR helps optimise the patient's journey and quality of care.*" concludes the IS director of Saint-Lô and Coutances hospitals.

Fulfilment indexel

ABOUT SAINT-LÔ AND COUTANCES HOSPITALS

Located in the department of La Manche (50), the hospitals of Saint-Lô and Coutances have 1,300 and 500 employees and budgets of 99 and 36 million euros respectively. Opened in 1956 and classified as a historical monument, the Memorial Hospital of Saint-Lô has fulfilled its caring mission for more than half a century with an average capacity of 520 beds and places. Coutances hospital's capacity is 418 beds Formerly called Hôtel-Dieu, it celebrated its eight hundredth anniversary in 2009.

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