

# AUXILIO Plays 'Key Role' in Electronic Records Management Transition for Health Care; Delivers Advanced Solutions for Integrated Print Infrastructure Network Connectivity



In 2006, Saint Alphonus launched the “Genesis Project”, a hospital-wide initiative to modernize its health information system and develop a fully integrated system of electronic medical records.

Facing a 9% annual increase in print volume, no financial visibility to its document costs, inefficient workflow, and an overburdened IT department, Saint Alphonus looked to AUXILIO, its trusted Managed Print Services (MPS) partner, to reassess its overall print and connectivity strategy for the entire hospital network and develop a customized print strategy and migration path from their legacy system to the Genesis Project’s advanced new communication system.

## The Challenge

Saint Alphonus Regional Medical Center, located in Boise, Idaho, offers advanced medical care and health services to residents of Boise and nearly 280,000 people in outlying rural communities throughout southwest Idaho and eastern Oregon. With approximately 390 licensed beds, 3,500 employees, a trauma center, an orthopedic spinal care unit, a Life Flight air medical transport service, and a home health and hospice division, Saint Alphonus is known for its community-based services and innovation in technology and treatment. Saint Alphonus is a member of Trinity Health, the fourth-largest Catholic health care system in the country.

Saint Alphonus manages an intricate system of health and wellness services that extend into the communities around its region. The Saint Alphonus Medical Group has over 70 primary care physicians, contracts with four rural hospitals and a growing network infrastructure system connecting computers, operating systems, applications and databases containing vital clinical, operational and business information.

*“The AUXILIO team simplifies our hospital partners’ IT and operational functions, which is critical to achieving Electronic Medical Records compliance. It is our commitment to provide a customized print strategy that significantly improves efficiency and cost containment, delivering guaranteed results.”*

- Joseph J. Flynn - President & CEO of AUXILIO, Inc.

## The Solution

As the only health care exclusive MPS provider, AUXILIO’s “Centers of Excellence” team of experts, led by a Resident Manager, became integral members of the Genesis Project team. In collaboration, AUXILIO conducted a comprehensive audit of each area of the hospital and delivered an in-depth situational workflow analysis that examined usage patterns and uncovered waste and inefficiencies.

An example of such, Saint Alphonus' registration system was comprised of 1,600 various forms. Keeping up with these forms was a significant administrative burden. Updates were time and cost prohibitive, especially as the number and complexity of the forms increased. Project Genesis would result in new and improved patient check-in procedures, eliminating all of the preliminary paper forms and utilizing advanced technology to print patient identification bracelets that communicate important information and instructions about each patient to all hospital staff.

In order to ensure the ability to interface with and print the hospital's required forms in a logical and efficient manner, AUXILIO mapped out Saint Alphonus' entire network and connected each new laptop PC to the correct office and staff member. It then deployed multifunctional printers in carefully selected locations, based on employee and patient needs in order to maximize interoperability, connectivity and improved patient safety and care, while drastically reducing overall costs.

With the proper fleet in place throughout the hospital network, AUXILIO came up with user-friendly naming conventions and a common language for Project Genesis' revamped electronic information infrastructure and assisted Saint Alphonus' IT department with its new information technology architecture, linking all hospital departments, pharmacies, as well as Saint Alphonus' hospital partners via a new digital network infrastructure.

**AUXILIO provided end-to-end customized project solutions support by:**

- Evaluating the workflow and needs of the entire hospital system
- Building a common language for data input and output
- Converting several incompatible networks to one compatible electronic infrastructure system connecting computers, operating systems, applications and databases containing vital clinical, operational and business information
- Transitioning Saint Alphonus to a paperless environment for electronic media records for full compliance with Electronic Records Management for patient portability
- Increasing the accuracy and speed of the admissions process, helping patients receive treatment faster and increasing personnel productivity and the level of patient satisfaction
- Providing financial visibility into the hospitals' print costs and drastically reducing overall costs

 **The Impact**

AUXILIO significantly improved Saint Alphonus' print management strategy and process. Saint Alphonus now has transparency into their critical business practices, an optimized print environment and is nearing completion of its system-wide EMR implementation. As a result of a successful collaboration on Project Genesis, Saint Alphonus will have a fully-integrated system of electronic medical records in the Fall of 2010 and more than 600,000 Boise metropolitan area residents, as well as patients in outlying rural communities, will benefit from advanced medical and health care services.

As new medical clinics open, AUXILIO will ascertain its information infrastructure needs based on patient volume and number of doctors and seamlessly integrate the clinic into the Saint Alphonus' network, managing all aspects of connectivity and print services.

The Genesis Project delivers a new electronic information infrastructure that greatly increases efficiency throughout Saint Alphonus' vast hospital network and improves staff morale as they benefit from improved user training, simplified management and a single interface for all output devices.

Saint Alphonus was so pleased with AUXILIO's service, it signed an early renewal in 2009 in order to continue to benefit from AUXILIO's "best practice" print management techniques and assistance with system-wide EMR implementation.