

Ball Memorial Hospital and Versitec

Background

Ball Memorial Hospital is the flagship of Cardinal Health System, an integrated network of hospitals, diagnostic centers, pharmacies, a primary care physician network, comprehensive rehabilitation services, urgent care centers, and managed care partnerships. Located in Muncie, Indiana, the hospital has 2,500 employees with a payroll exceeding \$95 million. No doubt a hospital of this size and caliber relies on technology to keep things running smoothly, particularly when it comes to medical records. Ball Memorial, an early adaptor in the area of Health Information Management, has managed records electronically since 1995.

Challenge

The staff scans over 1,500 health documents per shift to keep information flowing and available for access. As with most healthcare providers, Ball Memorial is faced with the charge to boost efficiencies with admissions, registration, billing, and archiving records, in addition to improving the overall patient experience. Additionally, hospitals must ensure compliance with HIPPA laws. Cindy Lowe, Sr. Application Analyst in Information Systems and a 23-year veteran at Ball Memorial Hospital understands the importance of keeping critical information flowing. "We process emergency room discharges to make them immediately available for follow up. This allows the hospital to access information from Emergency if the patient is being admitted," explained Lowe. All of the records scanning takes place in Ball Memorial Hospital's HIM department. "If a scanner goes down, it impacts our productivity. So we have to have a system in place to keep them up and running," noted Lowe.

"I would recommend Versitec's V-CARE[®] to any HIM department – we've been completely satisfied"

Cindy Lowe
Sr. Application Analyst
Cardinal Health System, Inc.
Ball Memorial Hospital

Solution

"When we went electronic, we chose Versitec for our document imaging service provider. We've been partnering with them ever since and selected their V-CARE program, so we would have comprehensive, preventive maintenance and service," said Lowe. Versitec's V-CARE is a customizable program that integrates maintenance, consumable kits and service into one easy plan.

The benefits of V-CARE include:

- Customization - Versitec works with you to determine your organization's needs.
- Dedication - Improved maintenance, service and support means maximizing the life-cycle of equipment.
- Productivity - Improved equipment performance means higher productivity.
- Time Savings - Allows employees to focus on their core responsibilities.

Results

Versitec provides a customized program for Ball Memorial which includes receiving preventive maintenance visits, regular shipments of cleaning kits, and 24-hour service. Additionally Versitec provides an Advance Exchange program that enables the hospital to have "next day uptime" with equipment replacement on the flat bed scanners at Ball's second facility.

"We love the 24-hour service - if there's a problem, they just ship us a replacement," noted Lowe.