

Improving Efficiencies at Greenwich Healthcare & Greenwich Community Health Services



NHS Greenwich and Greenwich Community Health Services (formerly Greenwich Teaching PCT)

The vision

"We will significantly improve health solutions and reduce health inequalities across Greenwich so that local people feel positive about care and support they experience from the services we commission"

Commissioning - NHS Greenwich is the lead organisation for the NHS in the borough - responsible for commissioning healthcare services for local people. Their aims over the next five years are to significantly improve health and reduce health inequalities across Greenwich and that local people will feel positive about the care and support they get from the services we commission.

Provider - Greenwich Community Health Services provides a range of primary and community health services by directly employing clinical staff (nurses, therapists, doctors and dentists) and support staff. Our aim is to reduce health inequalities and deliver high quality, efficient, effective and responsive services that optimise the health and well-being of people in Greenwich.

The Challenge

Managing Limited Resources

Not unlike the vast majority of NHS Health Authorities in the country NHS Greenwich and Greenwich Community Health Services rely on its very dedicated employees to ensure that the levels of community care delivered are of the highest standards possible.

Unfortunately these individuals frequently have to rely on manual processes, especially where document and records management are concerned. Although adequate, these processes do not utilise technologies readily available today in this commercially driven world where performance targets have to be met.

The pressure therefore is immense; not least because targets must be reached in order to secure next year's funding budgets. In reality this is not easy to achieve when employees are expected to meet their goals using just manual processes and to a large extent a paper based system.

The Geographic Challenge

These pressures were further exacerbated by the fact that the Greenwich Health Authority comprises of 14 directorates consisting of 51 separate departments, most of whom require a slightly different configuration of the index fields.

To further compound the issue the Trust is geographically dispersed over a wide area comprising no less than 31 distinct sites. This alone has created a logistical problem which meant that in some instances it took an individual over two hours to get access to a physical file. At times it meant that the file was not available for days on end if it happened to have been checked out of a physical filing cabinet by another individual that also needed access to it.

The paper challenge

Both the Commissioning and Provider arms at Greenwich, like their numerous NHS counterparts, are inundated with paper. Paper documents, records and case notes whose storage, retention and transport costs apart from being expensive, waste valuable office space and are the crux of the problem itself.

Electronic Documents and Email

Even though GPCT has a strict policy of managing and storing of electronic documents (Word, Excel) on the central server there were numerous instances where users saved documents on their local drives and computer desktops. To further exacerbate the issue, multiple copies existed and tracking the latest version was difficult. Email and attachments were another challenge, not only did many users print their emails but attachments too, only to be filed later

The Issues

Apart from being inefficient to deal with and expensive to store and transport, Paper Documents create unnecessary and unacceptable risk in today's highly regulated environment. Loss and destruction from fire and flood are ever present dangers. Document duplication, version control, search/location, checking in/out and recreation of lost information are not only costly and time consuming but further add to business process inefficiencies.

The Green Issue

Inevitably paper documents bring with them the inherent Green issue. It is becoming increasingly difficult to find safe and secure sites to store sensitive and confidential information.

The Issues of Risk, Time and Cost

The risks of storing paper documents are numerous and include loss due to: fire, flood, theft, loss in transit, misplacement and malice.

Time is a major consideration; on average an individual will spend an hour a day looking for and retrieving paper based documentation. If lost recreation takes on average two individuals almost 20 hours.



The costs mount up very quickly; £450 to recreate a lost document, each employee could cost the enterprise £6,250pa to search and locate documents and a minimum of £50 to transfer paper based information between two distinct sites.

In the case of a lost or misplaced patient record or case notes the risk could become life threatening or worse. In the long term the benefits of an electronic system far outweigh the risk, time spent and the money wasted associated with a paper based system and storing of paper documentation.

The issue of RiO and document scanning (Manual document input)

Current users of RiO have next to no ability to add relevant documents quickly and easily by scanning to enhance the information already held electronically. The existing system only allows one document to be added at a time making the process unnecessarily labour intensive, time consuming costly and inefficient.

Moving forward

In 2007 in line with the IT strategy to standardise across the board the IM&T department at GTPCT decided to address these issues and identify a scanning and document management solution to automate and improve business processes and thereby efficiency within the trust's administrative directorates. The ideal solution needed to be capable of addressing both the Document Capture and Electronic Document Management - EDM aspects from within one application.

The Solution

Standardisation across the board was required to improve Business Efficiency and deliver numerous Business Benefits to the 900 plus users accessing some 750 pc and Laptops. As part of the scoping exercise the IM&T department carried out research into the available solutions in the market place.

Capgen, having worked on previous projects at UCLH and Chelsea & Westminster Hospitals, were asked to submit a proposal for a solution.

The rigorous procurement process; lasting several months; included comparing functionality, costs and the deliverable benefits and looked at numerous options available. The options were then short listed to the three most appropriate potential systems before selecting Capgen's CapsureDM (formerly Find&View) as the best-fit, most competitive solution.

Not only did the Commissioning and Provider organisations gain the ability to scan their paper documents, they were also able to greatly improve their business process efficiencies. By creating automatic processes thus reducing the risks associated with the manual ones, they found it possible to maintain the current staffing levels. All of this works towards their ultimate goal of significant time and cost savings, both vital in this current period of economic downturn and uncertainty.

CapsureDM provides comprehensive reporting, full audit trail and management tools as standard along with numerous sophisticated security features which was vital to the handling of sensitive data.

Over 70 Fujitsu fi-6130 desktop scanners were deployed to enable day forward document and patient record scanning and capture.

The Benefits to Commissioning and Provider

"Using CapsureDM gave our PCT the ability to reduce dependency on paper documents, create automatic workflows and greatly improve business process efficiencies - greatly increasing the trusts ability to achieve our targets" Stan Lawson - Manager IM & T

Information at Point of Care

One of the first Business benefits that CapsureDM delivered was to put information into the hands of the Healthcare workers, exactly where it is needed most; at the frontline, the point of care!

Considerable Space saving

With the inbuilt document scanning feature CapsureDM delivered, Contractor Services saved a considerable amount of physical office space. Space that they were immediately able to re-utilise more productively. In addition, they no longer needed to move documents around, pay for off site storage of some 36 crates, wait for documents to be transported back and forth as and when required as part of their daily operation.

Enterprise wide collaboration

This business benefit is being delivered across the whole Trust with each department having their documents scanned, indexed and imported into the EDM system. This results in much better collaboration between individuals.

Time and Cost reduction and ROI

It has been calculated that by digitising paper and dispensing with the majority of time consuming manual paper handling processes the Trust will on average save £ 500 per each of their 900 users every year. The result of this will be a Return on Investment - ROI exceeding 150%.

Improved efficiency for RiO users

Capgen were quickly able to use their existing mass capture technology and adapt it to give users the ability to scan multiple documents simultaneously. As a result many more documents are expected to be input into the system, whilst greatly reducing the time of the process, thereby further improving business process efficiencies. This development forms the basis of a unique solution which will be available to all RiO users nationally.

Further benefits

Additional benefits, to name some, included; centrally and securely held personnel information and records complying with the data protection act. The ability to share meeting notes and agendas. The ability to maintain the latest version of all documents. In addition all of the documentation held within the system can now be accessed in literally seconds as opposed to hours in some instances.

Overall CapsureDM delivered, flexible Document Management and day forward capture solution tightly integrated with Microsoft Windows, MS Office and Active Directory. The system is simple to operate and support, managing all of documents, both electronic and scanned, providing all the functionality required within an EDM solution.

Additional Business Benefits of CapsureDM the EDM solution:

- **Cost savings** - Immediate savings from re-deployment of valuable office space to much more productive use
- **Considerable time savings** - Reduced the time to find and retrieve documents from several minutes down to seconds, irrespective of where the users are located physically.
- **Document integrity** - Eliminated the danger of loss and destruction of paper documents, records and notes
- **Tight Security**— Down to document level prevents any unauthorised access to sensitive data and highly confidential patient records. Affording peace of mind for all concerned.
- **Pervasive** - Business benefit gains for both Commissioning and Provider led to improved Business process efficiencies and administration of the entire enterprise. They contribute considerably to lower costs and improved collaboration.
- **Improved efficiency** - Overall management kept to a minimum, each group has local admin rights and responsibility
- **Active Directory** - Forms the foundation for move to Active Directory where not implemented
- **Reduced Printing** - Considerable savings are expected in the area of print output as a direct result of version control and single master copy
- **Full audit trail** — down to document level allow management to track all types of user activity in relation to a particular document
- **Comprehensive Management**— Providing total control of user, user groups and security levels.
- **MS Office integration and Low cost of ownership** — Users remain working in their familiar MS Office environment. This means there is no new Graphical User Interface-GUI to learn and results in much quicker user adoption. Additionally due to it's ease of use, speed of deployment and simplicity of support, lower costs are maintained throughout its lifecycle.
- **A cost effective solution** — allowing sharing of documents, removing duplication and requirements to store paper originals increase efficiency of the PCT directorates

CapsureDM also brought in-depth reporting, management, monitoring and tracking as well as workflow capability to the Trust resulting in a very cost effective document management solution and the ability to meet regulatory compliance requirements with more easily.

Document and Patient Record scanning services

- **On site scanning** - Capgen offer a secure facility of on site scanning and maintaining archival data to minimise any disruption that such an exercise may cause.
 - *No need deploy external contractors for data input*
- **Scanning solution for RiO** - Capgen have developed the unique and extremely simple scanning solution for RiO. The Business Benefits of which are;
 - The ability to scan multiple documents resulting in greatly increased business process efficiency
 - Considerable time saving
 - Better utilisation of the RiO application

CapsureDM - Features

- **Security** - Full control over documents is provided, allowing the restriction of access by users or groups. All documents are stored in a secure file format using an optional 256-bit encryption. In addition users have the option of further securing a document by password protecting it using a 512-bit encryption.
- **Microsoft Windows and Office Integration** - CapsureDM integrates fully into Windows, providing links to search from the Windows desktop and 'Send To' links within Windows Explorer. CapsureDM provides full functionality from within Microsoft Office applications (Word, Excel, PowerPoint, Outlook, etc.) for saving and retrieving documents quickly
- **Email Support** - Full support for emails is provided by integrating with Microsoft Outlook, providing for the easy addition of emails and attachments to CapsureDM as well as attaching any existing documents to new emails.
- **Scanning** - CapsureDM includes a comprehensive scanning application, allowing for the fast and efficient capture of quantities of paper work, using features such as barcode recognition, linking to external database, automatic image cleanup, etc. In situations where larger amounts of scanning is required, it can link transparently with CapsureDC.
- **Versioning** - Full support for document versioning is provided, allowing for viewing and reverting to older versions of documents when needed.
- **Workflow** - Highly flexible workflow module, allowing for the setup of complex and automated routines that greatly improve business processes. Typical use may include Automating Workflow in Accounts Payable to improve the efficiency of the Invoice Approval process.
- **Management** - Comprehensive tracking, audit and reporting features add significant value to line of business managers by giving them better visibility of business processes and where they may be enhanced, leading to greatly improved efficiencies.

About Us

Capgen are a customer driven company committed to providing service and support that strives to go beyond customer satisfaction.

Our focus is to solve business problems by helping companies understand their Information Management issues by analysing their document capture, storage, business processes and document delivery requirements.

Established in 1990 and based in London Capgen provide companies with solutions to become more efficient and productive, working towards becoming a paper-light organisation with a lower Carbon footprint.

Capgen are an ISV and developers of CapsureDC — Document Capture and CapsureDM — Document Management making up the software suite, Capsure Enterprise.

Additionally Capgen specialise in on-premise (in-house) document capture projects in highly secure environments. Together with our scanning technology partner Fujitsu we have the capability to easily capture millions of pages per month on the clients premises.

The company operates a channel partner policy and delivers its products and solutions via Technology Partners, Scanning Bureaus, VAR's and Systems Integrators participating in our Channel Partner Program.

Our Clients

Capgen are proud to have worked with and served these companies during the last two decades of operation;

ACS Inc.
Astra Zeneca, BA, BNFL, BP, BT,
Chelsea & Westminster Hospital, Clifford Chance,
Glaxo Smith Kline, Greenwich Teaching PCT, Lloyds Register,
Mobil, Morgan Stanley, Norton Rose, Shell,
SRL, Southern Water, Thomson Reuters,
Texaco, UBS, UCL Hospitals,
Wandsworth Council

Technology Partners and Affiliations

Abby	Ricoh
AIIM	Oyster - IMS
BT	Panasonic
Capita	PASS DM
Fujitsu	SAP
Genisys Enterprise	Scan4U (RSA)
HP	SRL
IBML	WMD (Germany)
Kodak	Xerox
Lexmark	6PM

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