



CASE STUDY

**Enhanced search delivers
insights at an expansive southern
US health system**

Mission



Working together
to create a
healthier world,
one life at a time

Action from Insight

At **Quest Diagnostics®** we work every day to transform knowledge into insights to empower you with the information you need to make your decisions count. Because when it comes to health, our actions have tremendous impact. We believe in the value of foresight, the power of prediction, and above all, the **impact of information**. Because knowledge in the right hands creates **powerful actions and better outcomes**.

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Background



An expansive health system in the southern US employs **Epic®** EHR seamlessly integrated with **Quantum® Enterprise Content Solutions (ECS)** by **Quest Diagnostics®**. Quantum ECS is a data platform that empowers healthcare organizations to capture, manage, and deliver critical clinical and business content to the right systems, users, and workflows—aligned with the vision statement of the health system. One key function that supports this access is the search tools available.

Health system by the numbers: Information maintained in Quantum ECS

6.1+ million

patients

162+ million

charts

368+ million

documents

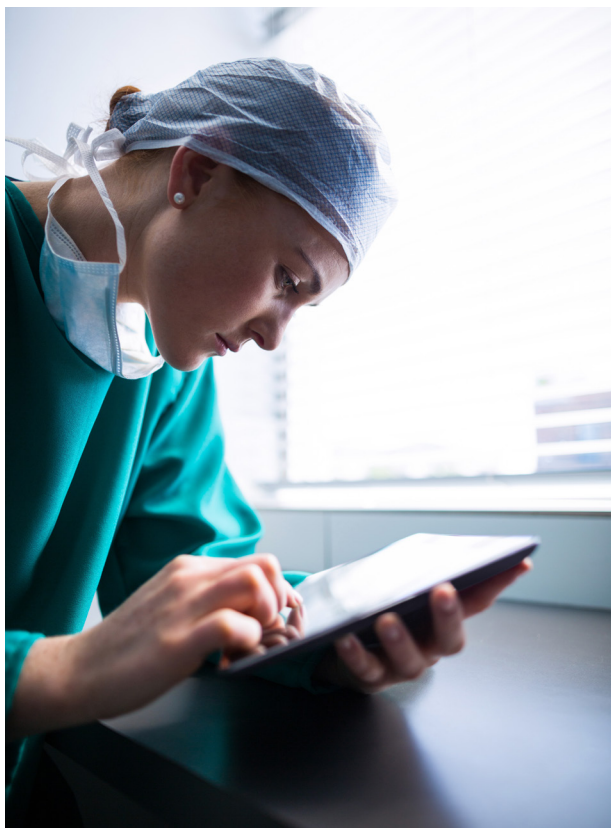


25
hospitals

5
institutes

25
multispecialty clinics

Challenge



Clinicians often search for Consent document types. There are quite a few Consent varieties to support care delivery, and they need to be referenced quickly at the point of care. It became clear to the chief medical information officer that clinicians need all documents to be included in the search results of any text-based search within their Epic workflow. Implementing a descriptive text value allows clinicians to track down the specific Consent needed, quickly.

Solution



The enterprise leadership team looked to the Quantum ECS **Professional Services** group for an enhanced search feature that utilizes optical character recognition (OCR) to deliver search results that contain the text values entered as part of the search parameters. This new OCR search represents a seamless integration between Epic and Quantum ECS such that all documents, regardless of which system they are native to, display as part of the search results right within the clinician workflow in Epic.

Quantum ECS is backed by a team of tenured healthcare professionals focused on delivering an exceptional customer experience. For a system like ECM, implementation, training, and support make up the trifecta of professional services. These services extend beyond your "go-live" to amplify your investment and exceed your business goals.



To learn what sets the Quantum ECS Professional Services team above the rest, view our [Professional Services video series](#).

Results



The new search feature has been well received. The clinician workflow was not modified but rather enhanced with search results that meet their critical care needs. Consents and other document types are now located more quickly, and that is a great win for both caregivers and patients. The health information manager (HIM) shared, “The OCR search feature was so easy to implement. We are very happy with the outcome and know the clinician is benefiting from the streamlined workflow and enhanced search results.”

The coordinated OCR delivered efficiency and so much more. With this seamless Epic integration, the enterprise gained



Streamlined workflow

The clinician workflow was not modified, keeping process familiarity intact while delivering better search results.



Enhanced results

Search results now include additional document types, more quickly, which is a win for clinicians and patients alike.



Improved clinician satisfaction

Clinicians asked for a better search and the Quantum ECS team delivered with OCR, improving overall user experience and satisfaction.

Conclusion



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- HIM manager

The leadership team looks forward to exploring more opportunities for **digital transformation**

The coordinated OCR search is just one of many seamless integrations available between Epic and Quantum ECS. The leadership team looks forward to further opportunities to streamline workflows and optimize processes resulting from Quantum ECS integration with Epic.



Quest Diagnostics is the world's leading provider of **diagnostic information services**. Derived from the world's largest database of clinical lab results, our diagnostic insights reveal new avenues to **identify and treat disease, inspire healthy behaviors, and improve healthcare management**. Quest offers a suite of **technology solutions** with the **Quantum** brand. For more than 30 years, **Quantum Enterprise Content Solutions** has helped healthcare organizations improve enterprise document management and imaging strategies with award-winning solutions that **define, streamline, and automate workflows**.

Quantum ECS is an **enterprise content management system** designed to help hospitals, health systems, and large ambulatory groups **drive operational efficiency**. A patented, supervised machine learning capability automates the capture process and transforms structured and unstructured data into searchable and shareable content. **Seamlessly integrate EHR and ERP** systems to quickly access the data and workflows your healthcare organization needs to **empower processes, people, and patients**.

Contact us to learn how Quantum ECS can manage your data to your exact requirements.



140,000
lives
touched
every day

Our **healthcare expertise**,
robust **technology solutions**,
and **customer-centric culture**
propel your organization to
exceed today's goals and be the
healthcare innovators of tomorrow.



QuestQuantum[™]

Enterprise Content Solutions

Activate your content

Contact us to request a demo:

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