



CASE STUDY

**Driving efficiencies by
streamlining the physician
review process**

Mission



Three aims, no tradeoffs

We're powering improved health and better care, while helping manage the costs

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**.

Contents

Background	04
Challenge	05
Solution	06
Results	08
Conclusion	09
Quantum® Enterprise Content Solutions	10



Background

With a focus on improving healthier futures for the patients and communities served, a large primary and specialty care practice group delivers care that is comprehensive, convenient, continuous, and community based. Whether a patient needs primary care or support from different specialties, the health team is there to provide care and any lab or radiology services that may be required. The care delivered is continuous and a true collaboration between care team and patient



because access to medical records and care history is there no matter which office a patient chooses to visit. Continuous care requires people, process, and technology to achieve and is truly an ongoing endeavor. For this organization, numerous technology solutions play a role in achieving seamless care delivery.

Physician practice group by the numbers: Information maintained in Quantum ECS

1.6+ million

patients

26+ million

charts

34.7+ million

documents



36
locations

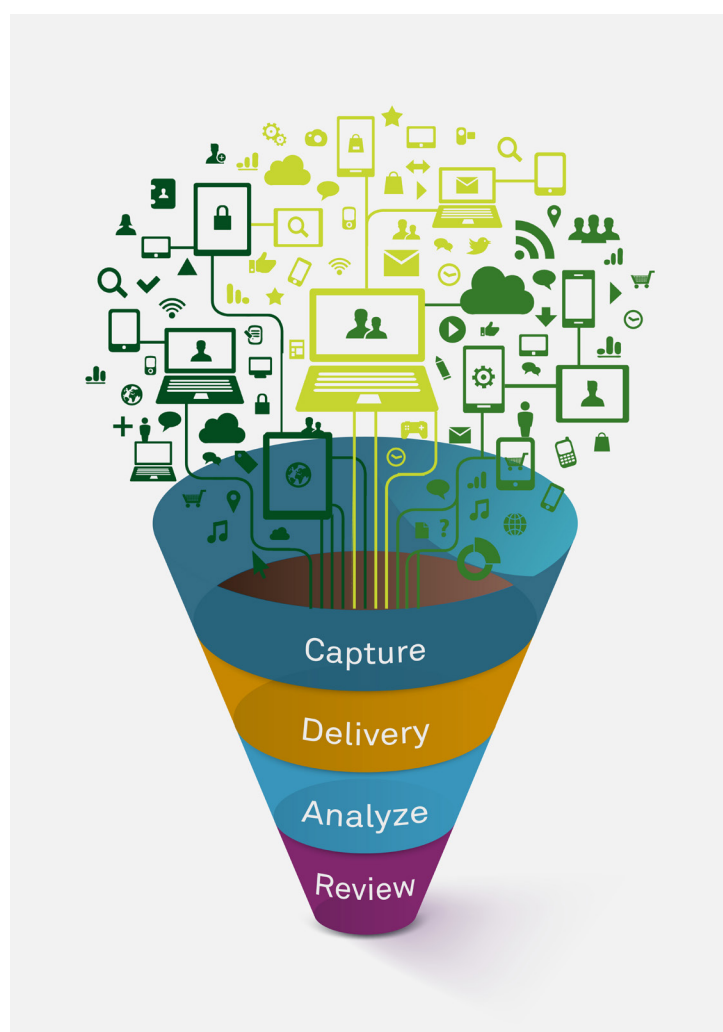
10
specialties

300+
providers

Challenge

The enterprise team has employed **Epic*** EHR since 2014 for managing patient records, along with a **content management system** to capture the nonstructured pieces of the clinical journey. These complementary systems serve as the technology backdrop to deliver the full patient record to the care team and patient. The physician review of clinical documents is a critical function handled by the content management system. Physician review and signature of key clinical documents is a legal requirement for the ambulatory environment.

The physician review workflow was standardized.



Content capture

Each practice was set up with a folder that would receive documents, scanned images, faxes, or interfaced documents.

Delivery to content management system

A script would monitor these folders and pick up any files that arrived to be delivered to a central folder within the content management system.

Document analysis

Documents were then indexed and routed to an analyst for review.

Physician review

From here the documents were delivered to a variety of work queues for assignment to the appropriate physician for review and signature.



With the sheer volume of documents processed, the content management system had issues with losing documents, users struggled to locate documents within the hundreds of work queues, and ultimately the technology vendor support was not of the caliber expected.

*Epic is a registered trademark of Epic Systems Corporation.

Solution



The enterprise team recognized the need for a technology change for their content management system, and one that could support a seamless transition without interruptions to Epic workflows and the automated physician review process. After a thorough search, enterprise decision makers selected [Quantum® Enterprise Content Solutions](#) (ECS) from [Quest Diagnostics®](#) as the new content management system.

The **Quantum ECS** team worked to implement **seamless integrations with Epic** for unified document viewing within user Epic workflows, all without disruption to daily operations. A new **physician review process** was also created to mimic existing functionality for the physicians, as consistency and efficiency were critical to transition goals. The new process employed the practice folders as before, and an automated script was created to monitor these folders for newly arriving scanned images, faxes, or interfaced documents and deliver them to a central folder location. The enterprise team also decided to **archive** a copy of these files for 90 days before removal to ensure a backup system was in place should the documents need to be recovered for any reason.



Solution

Quantum ECS picks up all the documents from the central folder and places them in a **digital cabinet**, **drawer**, and **folder structure**. The arrival of these documents within Quantum ECS triggers an indexing workflow to create tasks for defined user queues so that users can confirm indexing values, assign physician owners, and add any additional key information to be viewed within Epic. The Quantum ECS integration with Epic then routes the document to the appropriate physician *In Basket* within Epic for review and signature. Within Epic, the assigned physicians receive a task within their *In Basket* that they click to view the document and then choose a reviewed or reject option. The reject option presents the physician with a list of reject reasons so that a notification is delivered back to Quantum ECS to reroute the task back to a review queue for adjustments.

Successfully reviewed documents also route back to a final review queue so that the enterprise Health Information Management (HIM) team can complete a final check, assign final document name and owner, confirm document date, and add any final notes. The Quantum ECS integration with Epic then resends the final document over to Epic to reside on the *Media* tab of the patient encounter.

Documents that do not require a physician review follow the standard process of indexing and delivery to the Epic *Media* tab as part of the Quantum ECS integration. Practice volumes are monitored daily to ensure proper functioning of the automated process and user productivity.



Results

Changing technology solutions can be a challenge, but with the right system and team to support the transition, success is easily achievable. The Quest and enterprise teams worked together to implement a new system, integrations, and automated processes to meet their exact needs. The easy-to-use features and interface of Quantum ECS allowed enterprise users to adjust seamlessly and quickly realize process efficiency. Finding documents and navigating work queues is no longer a challenge, and physicians experience a quick and easy review and signing process for clinical documents. The enterprise director of HIM shared, “HIM team members and physicians are working together to achieve an effective review process that is both fast and efficient.”



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- Director of HIM



The physician review process delivered efficiency and so much more. With the workflow automation and Epic integration, practices can

- Track and identify any missing clinical documents
- Increase physician/user satisfaction with the ability to acknowledge documents anytime, anywhere with electronic access
- Monitor productivity and audit tracking for process insights and benchmarks
- Deliver documents to Epic for the complete patient record and centralized Release of Information
- Leverage the document retention tool for appropriate archiving and deletion of documents

Conclusion



“The Quantum ECS Professional Services team has delivered a great experience. We are excited to plan next steps to expand our use of features and functionality.”

- Director of HIM

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

The collaboration between Quest and the leadership team during implementation and beyond has paved the way for future expansion of the Quantum ECS toolkit. An upgrade to the latest Quantum ECS release and evaluation of the **Intelligent Data Capture** feature are next steps for the enterprise technology roadmap.



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**. And that's not all. 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 help **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 can transform structured and unstructured data into searchable and shareable content. **Seamlessly integrate your EHR and ERP** to quickly access the data and workflows your healthcare organization needs to **empower processes, people, and patients**.



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.



Activate your content

Contact us to request a demo:

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