REDWOOD

Banner Health

Support for Critical Care

Banner Health gets strong security and easy access to vital reports with Redwood's Report2Web®

Key Points:

- ◢ The manual processing of 175,000 raw reports in an average month placed a strain on Banner and raised security concerns.

- ◢ Reports were often duplicated and it would often take days to uncover any trends or problems.

- ◢ The solution was Report2Web that automated report processing and provided one easy to access report store.

- ◢ Banner eliminated manual effort and can now easily analyze patient load as well as its billing and staffing needs.

◢ Manual Effort with Minimal Results

Based in Phoenix, Arizona, Banner Health is one of the largest nonprofit healthcare systems in the United States. The system includes 23 hospitals, long-term care services, and other facilities located in seven US states.

Initially, document management depended on massive manual work. Once reports were run, every internal customer had to manually sort through thousands of reports to find the vital information required for their role. "Banner has more than 6,000 unique reports," says Bill Beaver, IT Director, Enterprise Integration Services at Banner Health.

Reports were often duplicated, emailed, and stored in several locations throughout the hospital's network for use by multiple internal customers. The hospital faced a heavy and growing storage burden.

There were also serious concerns about version control and security. Sometimes it would take days for hospital managers to manually process this information to uncover trends or problems.

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"We needed a powerful solution to handle this information and make it useful to us – and we have it."

—Bill Beaver, IT Director, Enterprise Integration Services at Banner Health

◢ Fast, Intuitive and Secure

With Report2Web, Redwood's comprehensive web-based content and report management solution, all of the features Banner needed were built right in. "The email notifications are especially useful and powerful. Each time we generate a report, users receive an email with a link directly to the piece of the report they need–no more emailing enormous reports all over the system," explains Beaver.

He adds; "Not only does this accelerate our processing time, but it also saves space and bandwidth by storing reports in one place and providing access for departments rather than storing multiple copies in multiple locations."

Report2Web uses an intuitive, easy to use, web-based interface. With more than 400 users throughout the company, ease of use was a critical factor. "When we add a new user, we just email their credentials with a brief training presentation, and they are ready to use Report2Web," explains Beaver. "Extensive training is not necessary, which saves on cost and time."

◢ Growing Together

Processing 175,000 raw reports in an average month, Banner relies heavily on the advanced bursting functionality of Report2Web. It also uses the solution to convert report information into alternate formats, such as Microsoft Excel®.

Beaver adds; "We currently have more than seven million reports across our enterprise, all managed by Report2Web. That's equivalent to 24,000 four-drawer filing cabinets. This many filing cabinets would fill 1.3 football fields, without the end zones."

Now Banner can automatically create custom packages for its end-users and apply business rules to extract totals from specific reports. "This ability saves us immeasurable time. If the totals are correct, managers often don't need to see the detail," says Beaver. "If the totals are incorrect, managers can quickly obtain that detail and investigate."

◢ Moving Forward

As Banner continues to improve its system and processes with Report2Web, the company plans to expand implementation. "We want to allow end users to publish non-production reports to Report2Web rather than emailing multiple copies to groups of individuals," says Beaver. "Not only is this more efficient, it will also help keep us collaborative and accurate."

For Banner, Report2Web provides a system to enforce security and make critical information available when and where it's needed—for today and tomorrow.

Find out what benefits you will gain with Report2Web. Contact us today.

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