

CUSTOMER SUCCESS

REDWOOD

Quality Information Equals Better Services

Redwood's Report2Web® provides Backus Hospital with a reliable archive, audit trail and downtime solution.

Backus
Hospital

Key Points:

- ▶ The hospital needed audit support for its Enterprise Medical Record technology and archiving capabilities beyond the 30-day window available.
- ▶ The organization selected Report2Web for secure archiving and audit trail.
- ▶ Report2Web provides an enterprise-wide solution for finance, nursing, clinical functions, its pharmacy, contracts, medical records and more.
- ▶ The hospital achieved improvements in patient safety, downtime support, and staff productivity.



▶ A Reliable Archive



For more than 117 years, The William W. Backus Hospital (Backus) has provided quality healthcare to the residents of eastern Connecticut. The 213 bed, not-for-profit, acute care community hospital is the primary source of health services for nearly a quarter-million people. It's also the only trauma center east of the Connecticut River.

When Backus implemented MEDITECH's Enterprise Medical Record solution in 2003, hospital administrators quickly realized that the archiving functions available wouldn't meet its complex needs. A great deal of the information needed was only retained in the system for 30 days. This included critical audit trail data detailing which employees accessed specific records, and when.

Backus initially selected Report2Web, Redwood's comprehensive web-based content and report management solution, for its archive capabilities. It was used to store MEDITECH data indefinitely, so the records were always available when employees needed them. Once Backus implemented and began using Report2Web, it immediately saw how Report2Web could be used for much more.



"Look at Report2Web for more than just publishing reports. Think outside the box and its capabilities are almost limitless."

—Angie Mathieu, Manager of Business Applications at the William W. Backus Hospital



▲ Solutions for Downtime



To keep the MEDITECH environment running smoothly, Backus conducts planned monthly maintenance. Since these downtimes are predictable, Backus created a workaround to ensure continuity of care during these periods. However, there was no workaround for unplanned outages. During one unplanned outage, users couldn't log into any hospital systems. Nurses and physicians couldn't access critical patient records such as lab, medication, or administration information. Backus staff needed an alternate method to access this vital information. They created a downtime procedure so that hospital staff can access crucial patient data on multiple locked machines located off-network using Report2Web.

The new procedure allows users to access downtime machines even if the network is unavailable. Report2Web pushes critical patient records to these downtime machines and provides staff with all of the data they need during a

network outage. "We feel safer with Report2Web. We know that patient care will not be compromised in the event of a network outage," said Angie Mathieu, Manager of Business Applications at Backus.

Backus expanded the adoption of Report2Web across the organization. Departments including finance; nursing, clinical, pharmacy, contracts, medical records, and homecare now store and access data using Report2Web.

Michelle Stolaronek, Applications Analyst at Backus added, "Report2Web is so easy to use, our staff requires very little training. We just give them a quick reference guide and they are navigating the system in minutes." With Report2Web, it's business as usual during both planned monthly MEDITECH maintenance windows and unplanned outages.

▲ Enhanced Productivity



Backus also found creative uses for the Report2Web's bursting capabilities that analyze and extract specified information to create new reports, the function securely provides key data to the right people. The bursting function parses large MEDITECH reports by department, location or other criteria. It allows Backus to set security based on the same attributes.

Users no longer have to sift through thousands of lines in a report to find the information they need. Report2Web gives users the exact data they need when they need it and alerts users the moment the information is available.

At Backus, managers also use a MEDITECH report to dynamically monitor budget and expenses. In addition, managers use a weekly productivity tracker to monitor staffing levels. Report2Web sends a notification as soon as an updated spreadsheet is available. Using filters, Backus can easily compare the volume of patients against hours worked and can quickly see if a department needs more staff.

Report2Web provides Backus with a solution throughout its enterprise for critical archiving, reliable access and secure audit trail. With Report2Web, Backus ensures quality of care and productivity throughout the organization.



Obtain the quality information your organization needs. Contact us today to find out more.

About Redwood Software

Redwood is the world leader of Enterprise Process Automation®. Over the last 20 years we have helped more than 3,000 customers automate their mission-critical IT and business processes. Our customers remove the costs, risks and wasted time of manual tasks and achieve greater reliability, consistency and accuracy across diverse processes, such as the financial close, supply chain and business intelligence (BI). We have the ability to connect applications from any vendor or source. Today, we are SAPs® only strategic automation partner. With the industry's widest range of deployment options we offer software, cloud or appliance. Our Automation Process Packages (APPs) help customers achieve success in the shortest possible time and with minimum effort.

For more information on customer successes with Redwood, visit www.redwood.com