

Care New England Reduces Costs with Document Management Technology

Utilizing SSI's Document Management System, Care New England has saved nearly \$100,000 per year on just reports.



Case Study

Care New England was printing more than 47,000 reports per year at an average of 40 pages or 1,915,861 pieces of paper per year. These reports required distribution, storage and access to the printed reports upon demand. Access to the reports usually meant a delay because they were stored at another facility. Reports had to be located, picked up and delivered by a courier service. On top of those expenses were the costs involved in shredding and archiving.

"As a healthcare provider, we are continually searching for ways to reduce costs and save money. One area we focused on was reducing the overall costs of producing reports," said Carl Lindewall, application specialist at Care New England.

"This factored in more than just the hard paper costs of the report," Lindewall continued. "By the time you factor in the paper, cost of the printer, toner and service contracts, the actual cost per printed page is 3.2 cents. That does not take into consideration other 'soft' costs."

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Carl Lindewall
Application Specialist,
Care New England



About Care New England

Based in Providence, Rhode Island, Care New England serves the southeastern New England community. Care New England Health System was formed in February 1996 by founding members Butler Hospital, Kent Hospital and Women & Infants Hospital of Rhode Island.

Care New England is dedicated to the advancement of medical education and research. Butler Hospital serves as the principal teaching affiliate for psychiatry and human behavior for Brown Medical School; Women & Infants is Brown's primary affiliate in obstetrics, gynecology and newborn pediatrics; and Kent is affiliated with the University of New England College of Osteopathic Medicine.

As Care New England sought ways to reduce the costs associated with producing and distributing printed reports, an electronic document management system was seen as the best solution. Vendors were researched, contacted and product demonstrations scheduled. Once the review period was completed, ClickON® Document Management System (DMS) from SSI was chosen as the product that could provide the best solution. Care New England was already an SSI customer, utilizing the company's ClickON Claims Editor for billing.

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Utilizing SSI's Document Management System, Care New England has saved a significant amount per year associated with reports. This amount was a minimum of \$61,308 in 2007 and since then has increased to an estimated \$100,000. "The savings we've experienced are simply the 'hard' costs," Lindewall added.

Along with costs for the production, distribution and labor of producing reports, efficiency within Care New England's operations have improved. For instance, the reports can be distributed electronically, and older reports can be accessed online. There is no longer a need for storage or paying a courier to deliver hard copy reports.

"In many cases, only the summary page – the last page – is needed from a report," Lindewall added. "We used to produce volumes of paper just to get to that one page. Now, that one page can be accessed online and only that page can be printed."

Savings continue to be realized at Care New England with SSI's DMS application. It's a long-term approach that is paying long-term dividends with a return on investment that has already been realized.

About SSI

Established in 1988, SSI has grown to become a leader in healthcare technology. Today, the company operates the nation's second largest institutional healthcare claims clearinghouse. SSI offers a wide range of provider/payer/physician services and technologies for managing the revenue cycle, including ClickON® Technology which enables complicated processing tasks to be completed in less time with fewer people, by automating the billing process. For more information about SSI, please visit www.thessigroup.com.

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- ClickON® Remit Posting
- ClickON® Reject Note Posting
- ClickON® Report Generator
- ClickON® Claims Audit Module
- ClickON® DMS (Document Management System)

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