kefron

Customer Story

ROTUNDA HOSPITAL
Best Practice Document &
Information Management

Customer Background

The Rotunda Hospital is unique as an institution in that it has continued to provide an unbroken record of service to women and babies since its foundation in 1745 and has occupied its present premises since 1757.

The Rotunda is a voluntary healthcare service provider which works in tandem with statutory organisations in order to provide healthcare services in a range of areas. This collaboration is necessary to ensure a high performing health system which benefits service users throughout Ireland. It has a long history of innovation, prestige, quality healthcare services, attracting top graduates and creating strong academic links in order to allow them to pursue new service developments.

As the leading voluntary provider of maternity, neonatal, gynaecology and reproductive care, the mission of the Rotunda Hospital is to excel in the delivery of safe, innovative and responsive services for women and their families. In its role as the major tertiary referral hospital and the designated regional lead, the Rotunda Hospital develops sub-specialist care and shapes national policy.

THE
ROTUNDA
HOSPITAL
DUBLIN

Customer Situation

Due to the nature of its business, the Rotunda deals with large volumes of highly sensitive documents on a daily basis. These documents, which include patient charts, social work records and corporate information such as meeting minutes, are critical to the organisation and need to be managed appropriately and in accordance with data protection legislation.

All documents had previously been stored and managed manually and copied by an in-house team at the hospital. However, a decision was made to seek an external company to manage the information.

The Rotunda's goal was to find a more efficient way to handle the documents. Through a tender, it sought to find a third-party organisation who would collect, photocopy and scan their protected hospital records onto an online platform, where they would then be able to call upon the information when necessary. Following a competitive tender process, Kefron was awarded the contract.

Previously there had been a full-time staff member in the hospital who managed the information and was highly experienced in photocopying, but they moved abroad. When we looked at the cost of hiring a direct replacement, and the negatives and positives of this, we decided that the best solution was to outsource this particular task."

Anna Mooney, Information Governance Manager at Rotunda Hospital

The end users in the Rotunda needed more than just access to the digital patient records. They needed a service they could count on week in and week out and images that they knew were direct representations of the original hardcopy files. Trust was gained early on through baseline standards that were asked for by the client and delivered by Kefron."

**Stephen Mackey, Senior IM Consultant at Kefron**

Electronic Content
Management &
Document Scanning

Following the successful tender bid, Kefron began work with the Rotunda Hospital, providing a number of services to optimise their document management needs. These services included electronic content management (ECM), document scanning and logistics.

The project began with a requirement gathering session between the teams at the Rotunda and the professional services team at Kefron, with the Rotunda outlining their expectations from the work and Kefron providing expert consultancy around best-practice document and information management.

Kefron offers a full end-to-end document management service.
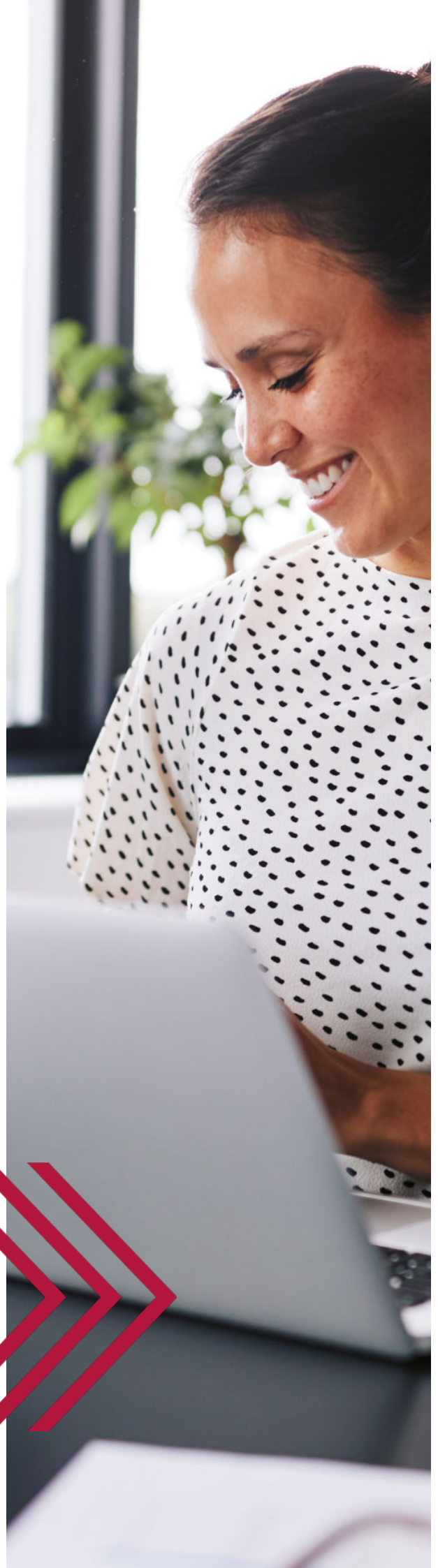
ELECTRONIC CONTENT MANAGEMENT (ECM)

The Rotunda required a solution that would allow them to have instant access to their key files. A decision was made to incorporate Kefron's M-Files solution into the Rotunda's work environment to help improve information management within the business.

M-Files is an ECM solution which eliminates the chaos of traditional folders with a unique and intuitive approach for managing information based on "what" it is instead of "where" it is stored. Rather than trawling through folders of documents, end users simply search for what they are looking for and the file is retrieved instantly.

As per the Rotunda's requirement, the M-Files software would allow staff to search, access, view and print the scanned images and records whenever required.

The M-Files solution would also be able to capture particular specifications made by the Rotunda, such as electronic page numbering of original scanned hospital records.

Following the requirements gathering session, standard steps were taken by the Kefron's Professional Service Team for the M-Files installation

Standard Steps for the M-Files Installation

#1 Review of documents to be captured

#2 Identifying and installation of infrastructure required, backup & recovery procedures

#3 Installation of M-Files on hospital server

#4 Designing and creating the M-Files Vault for the Rotunda

#5 Migration of existing hospital data to the M-Files Vault

#6 Demo of the M-Files Vault to Rotunda personnel

#7 Training provided to Rotunda personnel

#8 Scanning of existing documents

#9 User acceptance testing and changes to the M-Files Vault

'Train the trainer' user training was provided by Kefron to a member of the Rotunda team and due to M-Files' intuitive design, this member was then able to easily train the rest of their colleagues.

SCANNING & DATA CAPTURE

The migration of the physical documents onto the M-Files system involved the scanning and capturing of each individual document. The Rotunda Hospital required approximately 1,000 charts to be scanned and captured annually, with each chart ranging from 5-500 pages.

Using Optical Character Recognition (OCR) technology, Kefron's Operations team were able to add an intelligent layer of machine readable content onto each document, allowing the end user at the Rotunda to search specific key phrases within that document quickly and efficiently.

Kefron also applied pagination to Freedom Of Information Requests and were very conscious of the legal and operational needs and legal responsibilities this represented.

Once all documents had been scanned, the captured images were delivered to the Rotunda's M-Files Vault via Secure File Transfer Protocol (SFTP).

Kefron also worked very closely with the Rotunda IT Manager during this phase of the project. Liaising with the IT Manager is vital in these projects to ensure error-free uploads to the ECM system.

Approcimately 1,000 charts scanned and captired annually, with each chart ranging from 6-500 pages

LOGISTICS

In order to capture these documents quickly and efficiently with minimum disruption to the Rotunda's everyday processes, the Rotunda required two types of collection and delivery services per week; a same day service and a five-day turnaround service.

Both services involved the required documents being collected by Kefron Logistics, who would collect the documents in batches in archive boxes and transport them to the records management centre in Park West where they would be scanned and captured by the Kefron's Operations team.

With the five-day turnaround service, the original Protected Hospital records were collected on Monday from the Rotunda Hospital at 3:30-4pm for processing by Kefron before being delivered back to the Rotunda Hospital the following Friday before 3:30pm.

The same day turnaround service required files to be collected at 10:30am and be processed and returned to the hospital before 3:30pm on the same day.

There was ongoing communication between both companies throughout the project to ensure everything was delivered to the high standards expected by both Kefron and the Rotunda

Having tailored lines of service for same day and five-day turnarounds, as well as FOI requests and normal patient files on the Kefron side, meant attention to detail and tight audit trails stitched together with clear and consistent communication channels."

Stephen Mackey, Senior IM Consultant at Kefron

The Key Benefits

Using the same provider for end-to-end document management means improved communication as there is now just a single point of contact for customer support needs.

Overall, it is the convenience of having your documents online that is the biggest benefit to the organisation, allowing the customer to focus on operations and processes elsewhere.

INSTANT ACCESS

With the documents stored online on the M-Files system, the Rotunda can enjoy instant access to information, saving huge amounts of time. This is crucial within a hospital environment, where life-or-death situations can be decided by how readily available patient information is.

"Before this digitisation project, all the charts were hardcopies" Anna explains. "We can't afford to have that medical record off-site for more than a day. If a pregnant patient presents to the emergency room in labour and we can't identify that she has a poor medical history, it becomes a clinical risk."

"But that's no longer an issue because we now have instant access to patients' charts."

SECURITY

Security around patient information has also improved. M-Files has strong built-in security features to protect patient confidentiality. Authorised personnel are given password protected access to the system and the level of access can be restricted so that users only have access to documents related to their line of work. In addition, unlike paper files, electronic files cannot be lost or mislaid.

COMPLIANCE

The end-to-end service provided by Kefron also ensures the Hospital remains compliant with GDPR and in accordance to data protection regulation. By using the one provider for scanning and ECM, the Rotunda now has complete control over the management of its system and data processor information, policies and processes and has a clear and complete history on all documents in the event of an audit or breach.

Having peace of mind when it comes to the scanning and capture of documentation allows a client to focus on front line business needs in the knowledge that there is a trail left behind by Kefron that stands up to scrutiny for audit purposes and immediate access needs.."

Stephen Mackey, Senior IM Consultant at Kefron

Future

With their documents now online, the Rotunda Hospital has just begun its digital transformation journey and couldn't be happier with the work completed to date.

Going above and beyond with bespoke solutions has always been key to Kefron's service delivery to clients and Stephen is looking forward to continuing this relationship with the Rotunda in the future.

"Collaboration and communication are measures key to ensuring the solution will also accommodate future changes to how the Rotunda works and as a result what will be expected of Kefron going into the future."

Our experience with Kefron has been very positive, very efficient. Any ad-hoc requests or anything we might need outside of our SLA, have always been facilitated. There have even been a couple of requests, very urgent ones, where I understand that Kefron in Ireland does not provide the service we were looking for. However, Stephen and the team accommodated the request on a very short notice, making inquiries with the Kefron UK office to organise the delivery of a particular record for copying within 3 days of our request, which was fantastic."

Anna Mooney, Information Governance Manager at Rotunda Hospital

Kefron

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