

How Do You Save an Estimated \$100,000 per Year on Just Reporting?

Care New England found a solution to reduce costs using SSI's Document Management System.



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. 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.

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“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.”



About Care New England

Based in Providence, Rhode Island, Care New England is a 359-bed hospital that 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.

"Our standards were pretty high when we chose SSI's technology for document management," Lindewall said. "We did look at other vendors, but the technology in SSI's solution met our needs."

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

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 ClickON® 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 The SSI Group, Inc.

The SSI Group, Inc. (SSI) is a national, diversified information technology company established in 1988. It maintains corporate headquarters in Mobile, Ala., and branch facilities in Clearwater, Fla.; Denver, Colo. and Chesapeake, Va. With approximately 385 employees and 2,200-plus clients nationwide, SSI leads the healthcare field in healthcare claims management technology, EDI platforms and networking. ClickON® technology has more than 200,000 built-in edits, delivers HIPAA-certified transactions from Claredi, is EHNAC certified and has 800 payer connections. As a testament to the company's leadership, the company's technology processes 250 million transactions annually, totaling in excess of \$458 billion. The company offers a wide range of provider/payer/physician services and technologies for managing the revenue cycle - claims processing (ASP/Direct/Clearinghouse), document management and business office outsourcing for paper claims. For more information about SSI, please visit www.thessigroup.com.

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

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