



Success Story

Reporting a healthy boost in productivity

Hospital reports are distributed through a central electronic repository integrated with PeopleSoft applications

The nationally-ranked academic medical center, Dartmouth-Hitchcock Medical Center (DHMC), was looking to save time and money in the distribution of reports across its extensive operational network, and it needed a solution that would integrate with the PeopleSoft applications used by the hospitals and other healthcare services.

Serving northern New England, DHMC is made up of Mary Hitchcock Memorial Hospital, the Dartmouth-Hitchcock Clinic, Dartmouth Medical School, and the Veterans Affairs Medical Center in White River Junction, Vermont. DHMC is also home to Norris Cotton Cancer Center, a National Cancer Institute-designated Comprehensive Cancer Center, the Children's Hospital at Dartmouth (CHaD), an interdisciplinary Spine Center, comprehensive Cardiology services, and is one of only a few Level I trauma centers in the region.

The need for streamlined processes for report distribution is pervasive—and costly—across a healthcare system of that size and complexity. DHMC consists of some 300 medically specialized departments—not including finance, HR and other operational departments, and its clinic production system.

"We use the Open Text solution in finance, admissions and for functional hospital departments, and we have 3,000 monthly reports coming out of our PeopleSoft financial system—each of our 300 departments produce, on average, 10 reports a month," says Laufer. "The integration with PeopleSoft is saving us a lot of time."

Chuck Laufer,
Senior Information Analyst, DHMC

PeopleSoft integration was a factor

Vista Plus—an enterprise information management (EIM) solution from Open Text—was determined as the required solution to expedite the process, and minimize errors, in the delivery of thousands of reports.

Chuck Laufer, Senior Information Analyst, DHMC, notes that the Vista Plus suite's integration with PeopleSoft (Oracle) applications was a primary driver in their selection of Open Text, the global market leader in Enterprise Content Management (ECM) solutions. In fact, Open Text is the only go-to-market ECM solutions partner for Oracle Content Services.

The finance team at DHMC was the impetus behind the switch to a new report distribution system. Their former system of sending financial reports as e-mail attachments was very time-consuming, and having to print out and distribute reports in hard copy was tedious and caused a proliferation of paper documents. The finance employees wanted to set up a central electronic repository that would be integrated with their PeopleSoft applications.

Saving time on reports

The finance user group embraced the solution quickly, says Laufer. "All they wanted to see were the actual spreadsheets and the monthly text reports; they were used to getting them anyway... it was much better to go into Vista Plus and retrieve a report than opening a spreadsheet as an e-mail attachment."

Several times a month, the PeopleSoft system at DHMC creates financial reports, which are copied to a shared folder on the network—the place where Vista Plus picks up the reports. "We use the Open Text solution in finance, admissions and for functional hospital departments, and we have 3,000 monthly reports coming out of our PeopleSoft financial system—each of our 300 departments produce, on average, 10 reports a month," says Laufer. "The integration with PeopleSoft is saving us a lot of time."

Permissions-based access

As well as individual departmental reports, DHMC also produces large financial operational reports that are split up into page security sets. "For example, a report that is 1,000 pages long gets split up into different departments based on who's supposed to see what," he says. The Vista Plus system has been configured so that end users do not set the permissions themselves; only a few employees in the finance and IT departments are able to set up the report, the folder structure, page security, and user permissions.

Industry

Healthcare

Customer

Dartmouth-Hitchcock Medical Center

Business Challenges

- Streamline the time-consuming process of sending reports
- Decrease costs of paper associated with printing reports and microfiche use
- Establish a central electronic repository for reports

Business Solutions

Vista Plus, an Enterprise Information Management (EIM) solution from Open Text

Business Benefits

- Realized return on investment
- Cost and time savings
- Improved productivity and efficiency
- Paper use reduction
- Automatic report distribution

Constant scanning for reports

The Open Text solution looks for reports every five minutes, so that whenever a report shows up on the network, Vista Plus captures it. That has resulted in a substantial boost in efficiency, and not only in the financial department. DHMC also uses Vista Plus on the clinical side. "Being a hospital, there are always admission reports to look at, and we capture those into Vista Plus on a daily basis," says Laufer. "We have daily, weekly and monthly clinical reports captured by the system."



No need to handle paper

"When someone asks for access to Vista Plus, I fill out the form and ask that person's manager for approval via email. Then I'll put that manager's name in the form and capture the spreadsheet into Vista Plus, so I'm not filling my desk drawer with request forms," says Laufer, adding that he appreciates the benefits of using a wholly Web-based system. "I don't have to touch a piece of paper!"

While user adoption has steadily increased across the enterprise, Laufer notes that the switch to a paperless system has required a shift in the work culture at DHMC. "Managers need to be brave enough to stop printing reports and instead put them all in Vista Plus," he says.

Transition facilitated by training practice managers

DHMC trained about 300 practice managers to use Vista Plus, "so it was a fairly easy transition," says Laufer. DHMC arranged on-site user training before deployment, and then rolled out the new system department by department starting, naturally, with finance and followed by admissions. After two years, the Open Text solution was fully implemented across the DHMC system.

The data operations staff transfers files from DHMC's clinic production system to a shared folder on the network, and then Vista Plus finds those reports and captures them mostly overnight, "but also during the day," says Laufer.

Anticipated benefits realized

"We have seen an increase in productivity and efficiency because end users are saving many hours using Vista Plus," says Laufer. "Clerical reports and daily reports are saving paper costs and also microfiche costs—instead of putting reports on microfiche, we now store them in Vista Plus."

He notes that DHMC also saves significantly on the larger monthly reports that are no longer printed—on top of savings around the approximately 55 daily reports and 67 monthly reports distributed by the new Web-based system. "Our computer operators spend less time distributing hard-copy reports because of Vista Plus." Laufer adds that "all the benefits that we had anticipated from the deployment have been realized."

Data warehouse reporting captured

DHMC was pleased by a business benefit they did not anticipate with the Open Text solution. "We do a lot of reporting from the data warehouse, so one unexpected benefit we realized was the ability to transfer reports from the data warehouse directly into Vista Plus. We have an automatic capture set up for Vista Plus on a UNIX server, where reports from the data warehouse can be saved directly and then automatically captured into Vista Plus."

In the end, employees at DHMC are happy with Vista Plus because they no longer have to open attachments but, rather, have a central place to go to get the reports. "This saves them a lot of time," says Laufer.



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