



Arapahoe Douglas Mental Health Improves Productivity and Prepares for Future Federal Requirements

The Arapahoe Douglas Mental Health Network (ADMHN) has improved productivity and prepared its organization for future federal electronic health record requirements by integrating its electronic medical records (EMR) system with on-premise document management software. The solution empowers ADMHN to match electronic client records with imaged, hardcopy documents and clinical records that require signatures.

ADMHN has been able to:

- Achieve a 31% improvement in productivity for administrative employees
- Enable clinicians to make faster, informed decisions and spend more time with patients
- Reduce the risk of lost patient records
- Cut monthly audit preparation time by 25%, reducing audit findings and saving auditors 96 hours of labor each year
- Enhance compliance with HIPAA regulations

The Situation

Founded in 1955, [Arapahoe Douglas Mental Health Network \(ADMHN\)](#) is a nonprofit community mental health center serving Colorado residents in Arapahoe and Douglas counties. With 10 locations and approximately 250 employees, ADMHN provides professional, culturally inclusive mental health and substance abuse services, including individual, family, marital and group counseling therapies, outpatient services as well as a full range of residential programs.

ADMHN implemented a CMHC EMR system in 2010. Eric Moore, CIO, immediately recognized the value of their new EMR system, which reduced paper-based inefficiencies across all ten office locations. However, signed treatment plans, progress notes, disclosures, advanced medical directives, court records, handwritten medication administrative records and photocopied ID cards were still managed with paper. Like the “old days,” these records had to be couriered between offices.

Paper-based charts were couriered between ADMHN offices presenting a risk for confidential information being seen and/or taken by unauthorized parties. In addition, because charts had to be disassembled in order to make copies, it was not unusual for documents to be misfiled when charts were reassembled. Consequently, three employees spent roughly two to three hours each week searching for records. If a document couldn't be located, the search was escalated to higher ranks of management, burdening even more employees. Finally, a comprehensive disaster recovery and compliance strategy was held back by their paper documents, and they couldn't afford to continue the risk.

ADMHN considered using their EMR system's imaging solution for other paper documents, but its proprietary technology limited the flexibility to switch EMR systems in the future. They needed a separate records system that would seamlessly integrate with their EMR. Most of all, they wanted a simple system that would be easy for employees to adopt and use.

The Solution

Moore chose Digitech Systems' PaperVision Enterprise because of its low cost, non-proprietary technology and easy integration. “We liked what we saw and we didn't have to spend money for features we didn't need,” he said. PaperFlow and PaperVision Enterprise, the document capture and on-premise electronic content management (ECM) system, was implemented quickly, because integration with Netsmart's CMHC/MIS suite and eCET® technology was flexible and simple.

Today, five scanner operators capture 2,400 pages of chart records each week. An integrated login allows 200 employees across all locations to access both the EMR and ECM systems for any clinical record. On average, 100 employees are simultaneously accessing documents. "Because of the tight integration and single sign-on, employees adopted and use the technology with minimal PaperVision Enterprise training," he said.

Recognized Benefits

Information is easy to manage and share across all ten locations, so business runs smoother now. By accessing documents electronically, administrative employees eliminate approximately 125 hours of search time each year, increasing productivity by about 31%. Now, managers stay focused on business instead of missing documents, and clinicians immediately have the information they need to make rapid decisions about treatments. "Clinical staff can pinpoint information easily, so they can spend more time with clients and less time hunting for critical documents," said Moore. "We're improving the quality of our care."

"I don't know how we functioned before our EMR and PaperVision Enterprise systems. It's the source of our productivity and makes a world of difference. I have been doing this for 35 years, and I can tell you that it has revolutionized our business."

Sherry Engleman, RHIA,
Health Records Information
Manager

Facing more than 100 information requests each month, ADMHN now provides records in minutes instead of days. Customer questions are answered with just a few clicks of the mouse, and responding to court requests is easy with quality images that meet court standards. "PaperVision Enterprise enhances our productivity—now, we're all about efficiency in delivering high-quality care," said Moore.

Audit processes are easier too, because they take less time and result in fewer audit findings. Monthly quantitative audit preparations used to require two and a half days of tracking down charts, but now they take just five hours. "State auditors are tickled to see our ECM system," said Moore, who estimates that they save about 48 hours of labor on each semiannual audit.

With reliable ECM technology and quality service and support from their Digitech Systems reseller, D2Xchange, Moore feels ADMHN is better prepared for any challenge the future may bring. PaperVision Enterprise protects confidential files and reduces the inherent risk of managing paper files; thus, improving security, compliance and disaster recovery. Security features, reporting functions and data restoration provide documented evidence for HIPAA regulations. Plus, with Medicare and Medicaid fraud investigations on the rise, Moore is confident he could quickly provide all the proof he would need to respond to an investigation. "The American Recovery and Reinvestment Act (ARRA) is requiring electronic health records, and security regulations are getting stricter each year. With PaperVision Enterprise we're a step ahead, and we're ready for all of these changes," he said.

About D2Xchange, LLC

D2Xchange is a Digitech Systems reseller and a full-service provider of data and document management solutions to capture, manage, retrieve and distribute information more effectively and securely. With more than 15 years of document scanning and content management systems experience, D2 Xchange is uniquely qualified to assist behavioral health organizations and other healthcare providers. By providing paperless office solutions with options to integrate with EMR and other line of business applications, D2Xchange helps organizations to access information faster and more securely in order to streamline paper-laden work processes and improve customer care and service.

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