White Paper

CareRight: Workflow automation in hospital environments.

Overview:

This paper addresses the methodology and results of automation of workflows in hospital environments. Specifically, the paper examines the use of the CareRight end-to-end solution by The Hobart Clinic through its implementation to go-live and the resultant improvements.

The Project:

The Hobart Clinic Association Limited is an accredited hospital and Tasmania's leading private, treatment center providing mental health services for conditions such as anxiety, mood disorders, depression, drug and alcohol addiction, older persons mental health and memory loss. The Hobart Clinic provides a mixture of hospital services, including inpatient long & short stay, day-hospital and community programmes.

The Issues:

The Hobart Clinic at the time the project commenced, were using a mixture of systems including spreadsheets, paper recording and two legacy digital systems. As the Stamford Medicine Harris Poll[1] identified, 67% of U.S doctors and specialists expressed that solving interoperability (system-wide information sharing) deficiencies was the number one priority in any EMR or PMS they were to deploy.

The Hobart Clinic also carries high-levels of day-patient and community services; an emerging global trend in hospital admissions - the United Kingdom now has over 40% of total hospital admissions being classified as 'day admissions'. This requires a particular focus on efficient resource management and streamlining workflows.

Ultimately the systems deployed by Hobart required multiplication of work and involved significant levels of manual entry. One study has shown that in hospitals utilising a manual entry PMS a clinician could be expected to enter roughly 4000 keyboard entries per shift[2]. This has been identified as a risk to data integrity as well as a source of clinician burnout.

The CareRight Solution

The Hobart Clinic in partnership with Clintel Systems have rolled out stage one of a fully integrated, end-to-end PMS, EMR, Billing and Claims solution to replace the outdated

---

[1] *Access via https://www.med.stanford.edu/ehr/electronic-health-records-poll-results.html The survey was conducted online by The Harris Poll on behalf of Stanford Medicine between March 2 and March 27, 2018 among 521 PCPs licensed to practice in the U.S. who have been using their current EHR system for at least one month. Physicians were recruited via snail mail from the American Medical Association (AMA) Masterfile. Figures for years in practice by gender, region, and primary medical specialty were weighted where necessary to bring them into line with their actual proportions in the population of PCPs in the U.S*

[2] *The Future of Electronic Health Records* (White Paper), Stamford Medicine (2018)

solutions. To maximise clinical efficiencies, this solution involved a complex migration from the legacy systems together with integrations to ensure a seamless transition.

The use of smart forms has allowed clinicians at the Hobart Clinic to ensure data integrity and avoid duplicate entries; this is projected to lead to a 30% efficiency dividend in clinical time[3].

A project approach to Implementation:

CareRight's team was able to address the unique combination of challenges facing The Hobart Clinic with a configurable, proven end-to-end day hospital solution. Clintel's expert team of CareRight business analysts worked with the team at The Hobart Clinic, commencing with their, the analysts and Hobart Clinic personnel working together to identify, document and refine the optimal workflows and business processes.

This approach allowed complexities in legacy migration, and importantly, change management to be identified and set up the implementation teams on each side of the project for success.

Analysis of Outcomes:

At the completion of Stage 1, the implementation has seen significant successes in optimising The Hobart Clinics billing and claiming workflows and providing for significant automation of complex business processes. There has been positive uptake and buy-in from end-users as a result of careful change-management processes. Key stakeholders and staff have had the benefit of being effectively trained in the platform, empowering them as administrators and senior leaders to have internal control of the change management process.

The future:

Clintel and The Hobart Clinic continue to work together, with additional modules being planned and implemented at The Hobart Clinic as part of the ongoing rollout. With back-end development constantly adapting to changes in the legislative, medical and claiming environments, CareRight's flexibility will allow The Hobart Clinic to continue to report positive growth in a competitive market.

About Clintel & CareRight:

CareRight is a fully integrated PAS, EMR, Billing solution that sits within a powerful workflow management system (workflow control, smart forms, task management. This means CareRight can be readily configured to mirror client specific requirements and workflows, documents, and clinical and business processes.

---

[3] *Estimations reflect industry experience and reportage across a dynamic date range.*

CareRight is developed by Clintel Systems, an Australian-based company with a proven track record of success in transformative digital health. Clintel Systems is located in Adelaide and has a presence in South Australia, Victoria and Queensland and has clients in all states and territories as well as internationally.

For further information contact:

Tom MacKenzie
Director of professional services
Phone: 08 8203 0555
Mobile: 0408 674 112
Email: tom@clintel.com.au

www.clintel.com.au   info@clintel.com.au   (+61) 8 8203 0555