

# Challenges

The Hospital RM department already maintained a comprehensive File Plan and detailed records dispositions policy, yet the additional indexing fields required to migrate this plan to PaperTrail required assistance from the CUSP Product Management team who were onsite regularly to brief staff on how to use the chosen Fujitsu FI-6000NS device that CUSP provided. This required clinicians, administration and RM personnel to agree on the most common indexing and search fields for relevant Document Types, as the paper-based system had limited search options for digital retrieval. There were further hardware challenges stemming from the hospital's robust IT infrastructure and firewall settings, as well as a requirement for some dated PCs needing extra RAM to perform to standard.

An initial demand for barcode recognition and handheld scanners to ease the ingestion of data was discussed. However it soon became clear that without a unique patient identifier, whose nationwide implementation is imminent throughout the UK, it would be more efficient on an ongoing and scalable basis to index documents by their relative search fields according to the File Plan conventions.

Any member of staff capable of using a web browser was able to view documents with minimal training, although some basic instruction was required before operating the Fujitsu scanning devices. Additionally, some Document Types required adjustments to the scanning resolution to ensure both strong image quality and download speed.

Initially clinic secretaries found that workload increased, as they were operating the existing paper system in tandem with the pilot process, and so a nominated VAR staff member was designated to perform the paper filing function so that the time-saving benefits could be measured and realized more accurately.

# Conclusion

During the designated 90-day POC period the clinic uploaded a total of just over 1100 files to the repository in 10 designated Document Types. This equated to around 90 files, or 420 pages per week being ingested on average, with a total stored archive of around 1.2GB or 95MB per week transferred to the online repository. Prior to the end of POC the measurements of success were clear to see.

The key project benefit was the delivery of enhanced patient care through faster and easier access to critical data alongside significant savings in record management and storage costs, all achieved without any capital expenditure or one-time fees. The concept was proven on the basis of a single department, and has provided a good platform from which to address the interoperability challenges of integration with existing Enterprise Content Management (ECM), Radiology and Picture Archiving and Communication Systems (PACS)

## About CUSP Point Software

CUSP Point Software is a leading provider of on-demand Electronic Document Management solutions. PaperTrail™ is CUSP's first offering featuring unsurpassed levels of security, performance and scalability, with a highly intuitive, fully rebrandable and seamless end-to-end document management interface. PaperTrail is available through CUSP's VAR Partner program that enables resellers to offer additional services to their customers and generate significant recurring revenue streams. CUSP is a privately owned company with global headquarters in Dublin, Ireland, and US commercial headquarters in Chicago, Illinois.

## Solution Components Summary

Solution software:	PaperTrail Saas EDM solution supplied by VAR accessed via IE 6+ web browser
Capture software:	NSi AutoStore bundled with PaperTrail
Capture hardware:	Fujitsu FI-6000NS

## About Notable Solutions, Inc. (NSi)

Notable Solutions, Inc. (NSi) is a leading provider of Content Capture Workflow and Business Automation solutions. The NSi offering automates repetitive business processes by creating Managed Data Streams that allow for the integration of paper-based and electronic information into the existing business processes and line of business applications. AutoStore, NSi's suite of products, has been integrated with PaperTrail, allowing CUSP's worldwide Value Added Reseller (VAR) Partners access the full NSi suite of products via PaperTrail, and benefit from greatly reduced expenses in capturing, managing, and securely storing documents without any additional requirements for software, support or upgrades.

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