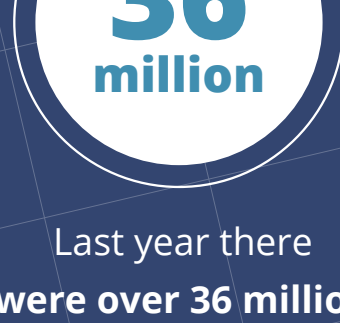


Improving Inbound Document Processing to Optimize Patient Flow



Hospitals in the US admit a high volume of patients each day



Last year there were over 36 million patients admitted to hospitals



(That's equal to around every 1 in 10 people in the US)



Or around 99,000 patients admitted daily



With so many patients rotating in and out of hospitals, **optimizing patient flow** becomes critical.



Patient flow relies on many moving parts, **all of which need to run smoothly** for the process to run efficiently.



For most hospitals, **patient flow begins with inbound documents**.

The Massachusetts Medical Society proposes this plan for patient flow optimization:



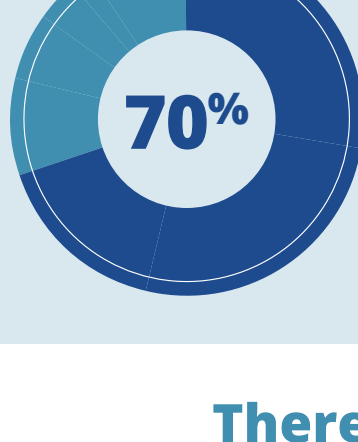
Streamline patient admissions and handoffs

Implement surgical schedule

Optimize discharges

Patient admissions and handoffs are the starting point for the improvement of patient flow. **Getting patients admitted easily is the first step in improving the flow.**

What's wrong with today's process of admitting patients into the hospital?



The intake process is manual

Over 70% of inbound documents hospitals received from external health providers are received via fax machine or other paper document.

There's a lack of EHR integration



Rate of adoption is good, integration is poor.

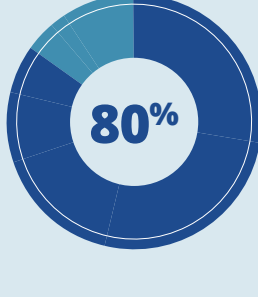


But the average hospital has 16 disparate EMR vendors in use at affiliated practices. And those EMRs don't link with each other very well.

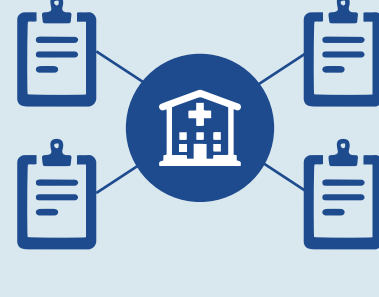


Only three in 10 hospitals use EHR interface connections to receive summary of care records.

Patient info handoffs are disorganized



About 80% of all serious **medical errors involve miscommunication** during care transitions to different care settings.



About one in three hospitals use at least **four different methods** to routinely receive patient care records.



Most hospitals agree that this kind of manual document handling **takes a toll on staff productivity and speed.**

So why do hospitals continue to manage documents this way?

When asked **why they stick with their current solution** for handling inbound documents, the top two reasons cited by hospitals included:



Lack of interoperability



Lack of a cost-effective solution

What if there was a simple way to get the first step of your patient flow right and set the rest of the process up for success?

Concord Can Help

WHAT WE DO:

Concord eliminates the busywork of manually sorting incoming documents delivered via fax, mail, email and HIE portal download.

HOW WE DO IT:



Automatically classify, sort and route incoming documents digitally based on user-defined categories.



Secure web portal **provides consolidated view of all inbound documents** so staff can prioritize effectively.



Automatically index documents with patient data so staff can identify the right document without opening it.



Keep detailed track of all activities performed on documents.



Digitally coordinate document workflow between individuals, teams and departments.



Provide visibility into staff productivity and mitigate document processing bottlenecks.

ALL WHILE INTEGRATING DIRECTLY WITH YOUR EHR.

Ready to begin tackling the first step to improve your Patient Flow?

Contact [Concord today.](#)



Sources:

<https://www.healthcareitnews.com/news/why-ehr-data-interoperability-such-mess-3-charts>

<https://catalyst.nejm.org/doi/full/10.1056/CAT.18.0289>

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