The Parc Sanitari Sant Joan de Déu (PSSJD) Hospital eliminates paper copies of clinical records thanks to Nuance AutoStore.

**Challenge**
- To eliminate paper copies of clinical records with the aim of becoming a “paperless hospital”.
- To find a tool that would enable the institution to start with a small project, but one that could grow and adapt to new, more ambitious requirements.
- To guarantee the security of data protection for patients.

**Solution**
- Install Nuance AutoStore software on scanners to digitize all paper documentation quickly and efficiently.

**Results**
- Optimization of time required to digitize clinical records and other documents for PSSJD.
- Better accessibility to both old and new patient data, with a clearly improved workflow.
- Guaranteed security of data protection for patients.
- Cost savings on transport and the digitization process of the center’s documents.

**Summary**
The Parc Sanitari Sant Joan de Déu (PSSJD) Hospital is a nonprofit organization and part of the Sant Joan de Déu Hospital Organization. It was created in 2009 upon the merger of two distinct companies: Sant Joan de Déu Mental Health Services (1895) and the Sant Boi Regional Hospital (1978). PSSJD is a network of healthcare, teaching, and research services, consisting of two main areas: general hospital and mental health.
“When we decided on AutoStore, we had already considered other products, but they just weren’t able to meet our needs. We only needed a solution for the paper issue, but none of the other providers could understand our project; they all wanted to sell us tools for processes that we already covered. AutoStore has enabled us to put together a scalable project. AutoStore offered the capability and flexibility that we needed, while also adapting to our new, more ambitious requirements.”

Pere Serrat Quintana
IT Director at PSSJD

The regions served by the PSSJD include: Barcelona Ciutat Vella, Barcelona Sants—Montjuïc, Barcelona Sant Martí, Barcelona Horta—Guinardó, El Prat de Llobregat, Esplugues de Llobregat, Cornellà de Llobregat, Castelldefels, Gavà, Vilanova i la Geltrú, Cerdanyola del Vallès, and Ripollet.

With over 1000 beds and a team of 1874 staff, it has a two-part mandate. On the one hand, it offers comprehensive mental health services, for prevention, detection, and treatment, as well as rehabilitation and community reintegration. On the other, it is a leading regional general hospital, with an administration that prioritizes outpatient services over extended admissions.

Installation
PSSJD was looking for a software solution to transform the way their staff worked, moving away from paper as a work tool, to the digital format. This shift would offer many advantages and improvements relating to data protection, accessibility, universality, and efficiency in clinical practice.

PSSJD installed Nuance® AutoStore® at the end of 2014, and it is now a totally comprehensive and normalized tool within the clinical workstation. The tool is currently used by 10 members of staff who work in the digitization division, while its results benefit every single staff member across all the different centers of the institution. Nuance AutoStore is being used with three distinct types of clinical documentation: informed consents, patient documentation originating from other health centers, and clinical records that are currently in paper format. Furthermore, all these processes have been carried out without the need to take on any additional staff.

“We will be introducing the “zero paper” culture to other areas of the company, in order to work toward our objective of becoming a paperless hospital. We are aiming to launch projects within the areas of human resources (for establishing contracts, professional documentation, etc.), and accounts (invoicing providers, incorporating paper documentation into existing applications, etc.). We believe that AutoStore is the right tool for the job, and that it will meet our requirements for these aspects as well”. Pere Serrat Quintana, IT Director at PSSJD

The results
PSSJD carries out regular reviews of the volume of records incorporated, and of documentation incorporated into the clinical record. In this way, the project’s development can be tracked, and the transition from paper to digital can be monitored. An analysis has not yet been carried out to quantify the results in other areas; however, they are keenly aware that these results are “palpable and evident”.

Nuance AutoStore has enabled PSSJD to digitize many of its documents, with significant cost savings. On the one hand, savings are made on transporting clinical records. Previously, more than 1,450 records per day needed to be transported by a truck, which made three to five journeys every day. Now, this has been reduced to one journey per day, to transport the documents which are being digitized on a daily basis. On the other hand, this new process has been introduced to the institution without occasioning any additional staff costs, having been managed through internal restructuring.
“Launching AutoStore at PSSJD has been a smooth process of change, but at the same time it has proved revolutionary in terms of the results we have obtained. We have significantly changed the way our staff work, without encountering any problems or hitches, and all without exceeding the budgetary limitations of this institution. It has been an essential investment, at a very reasonable cost.”

Pere Serrat Quintana
IT Director at PSSJD

Another important benefit has been the time savings. Previously, delays were caused by clinical information not being available, whereas now this information can be requested in real time. Staff have access to both the new and old clinical records, at any time. No time is wasted, and no documentation has to move to and fro, which has increased efficiency and efficacy in terms of patient service.

Likewise, the new digitization manager at the center has improved compliance with data protection. The transition from paperwork has led to a much cleaner and more streamlined system, which is totally accessible to the entire health center’s staff. Nuance AutoStore has provided complete solutions to any documentation custody problems. Confidentiality can be guaranteed, as there are no clinical records or other paperwork being moved around, and causing conflicts.

Digital Archive Development

<table>
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<th>No. of Clinical Records</th>
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Improved workflow with Nuance AutoStore

Before installing Nuance AutoStore, every time a patient arrived the staff would have to wait for a request, or for transport, in order to consult their clinical record. Now, PSSJD can consult data on any patient in real time. It started with a small project and has grown steadily, incorporating records as required, based on appointments already scheduled by their staff.

Although the project is still not complete, the consensus from the staff is that they already have the documentation that they need in digital format, while for the center’s management, their vision was to approach the issue of digitization without causing any disruption to patient care, or the need for any significant investment.

The Nuance AutoStore workflow runs as follows: information in paper format is collected—whether that be an informed consent, a medical report created by another center, or the paper clinical record—and is scanned. The scanner contains the AutoStore software, which reads the barcode and detects what kind of document it is, which patient it pertains to, assigns a patient number if necessary, and automatically incorporates that into their Clinical Record, meaning it is accessible in real time to any member of staff with the appropriate authorization to consult it.

To summarize, this information is incorporated into the digital archive thanks to AutoStore.

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