



**Location:**  
Oklahoma

**Industry:**  
Healthcare

**Founded:**  
1947

**Achievements:**

- Best Medical Facility
- Best Place for Childbirth
- Best Healthcare Employer

**Mission Statement:**

As the Sisters of Mercy before us, we bring to life the healing ministry of Jesus through our compassionate care and exceptional service.



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## MERCY HOSPITALS

### Modernizing Records, Remaining Compliant, and Improving Patient Services

### 7 years. 26 Million Images.

Mercy, named one of the top five large U.S. health systems in 2017 by Truven, an IBM Watson Health company, serves millions annually. Mercy includes 44 acute care and specialty (heart, children's, orthopedic and rehab) hospitals, more than 700 physician practices and outpatient facilities, 40,000 co-workers and more than 2,000 Mercy Clinic physicians in Arkansas, Kansas, Missouri and Oklahoma.



## Challenge

In 2003, Mercy Hospitals in Oklahoma began a process to convert all their paper records to digital copies. A massive back log of paper records was resulting in a slow and inconvenient records retrieval process and needed to be modernized. In addition, the hospitals would need to comply with upcoming federal regulations requiring electronic patient records.

Mercy began their conversion process with a different conversion company. The company would take the records, scan them, and return the digital files on compact discs. However, the digital files were of poor quality and did not meet hospital standards for modernizing patient records.

The upload process was also very cumbersome due to Mercy employees having to manually upload the discs containing their new images into their system. The process was tedious and added to the hospital staff's frustration. Executives were confident that there was a better solution out there, so they formed a team to locate a company that could provide the superior quality and service required for a project of this scale.





## Solution

After trying to work through the obstacles they encountered with the previous company, Mercy turned to BIS, which had decades of experience in modernizing documents of all different types at their Data Migration Center (DMC). They learned that BIS employees working in the DMC were highly trained and HIPPA-compliant. The facility was a HIPPA-compliant environment with many security features including 360-degree cameras in all locations where the records would be stored or processed with restricted badge access.

Each year, the DMC converted around 1,500 boxes of records for Mercy. Over seven years, this resulted in over 10,000 boxes converted into 26,099,885 high-quality images. The records were scanned off-site and indexed by patient name, medical record number, visit number and date of birth. This indexing allowed the Mercy staff to easily search for and retrieve any patient record quickly and more efficiently.



***The quality and efficiency of work and service delivered was more than we could've asked for. It's always been an easy relationship.***

***- Gena Cowan, HIM Manager, Mercy Hospital***



BIS then took the file uploading burden off Mercy staff by uploading the digital records to Mercy's content management and retrieval system. The process was fully completed by BIS without disturbing the daily operations of Mercy employees.

After meeting the document's full retention, BIS destroyed approved records after the conversion was completed and provided a certificate of destruction to Mercy for each record destruction cycle. The BIS staff then purged the remaining patient records. Within a seven-year period, Mercy hospital records were completely digital.

## Results

Mercy became compliant with the federal government's mandate for electronic patient records a year ahead of schedule. Thanks to their new system, Mercy has also increased office efficiency, reduced costs and now provides better patient care. The hospitals are more efficient by allowing their HIM staff to find records digitally instead of manually searching for the records.

With easily accessible records, what used to take hours or days now takes only minutes. This new process also reduced costs by repurposing the full-time records retrieval clerks into open positions versus hiring new staff.

But more than anything, Mercy was able to provide better patient care. Patient records are no longer misplaced on someone's desk, misfiled, or lost after they have been checked out. All records are now in one easily accessible location. Patients requesting records now receive faster and more accurate service. The hospitals were among the first health care organizations in the United States to have integrated, comprehensive electronic health record systems that can provide real-time, paperless access to patient information.

