

# RRS MEDICAL CASE STUDY

## Large MultiSpecialty Health Network Case Study

### THE CHRIST HOSPITAL HEALTH NETWORK

#### *THE CHRIST HOSPITAL HEALTH NETWORK OVERVIEW:*

- Located in Cincinnati, Ohio
- Large multi-specialty health network
- 100+ locations
- 325+ providers
- 120,900+ record requests enterprise wide

As the hospital system expanded and absorbed physician practices, the theory that busy HIM departments could quickly assimilate the request for records process of new and extraneous practices was simple. However, in reality, it was very challenging and time-consuming. Physician offices with varied EMRs, limited compliance training, and guidance also had fragmented protocols and disorganized processes.

The increased risks related to inconsistent HIPAA training and the shortfall of not having standardized processes were issues that HIM leaders of The Christ Hospital Health Network (TCHHN) understood well. Therefore, they made the strategic decision to engage with experts whose core focus was superior protected health information (PHI) transfer management in order to reduce risk, improve patient interaction, contain costs, and elevate their overall request management process.

## **CHALLENGE**

In the wake of TCHHN's impressive growth, the transition of physician practice medical records request and fulfillment to HIM was difficult to manage. Adding staff to support the increase in requests was cost prohibitive. Additionally, the focus on constant training and follow up was distracting HIM from more global projects.

## HIM leadership identified the following challenges:



Non-standardized request fulfillment process between hospitals and the multitude of practices



Inconsistent compliance practices due to limited training



Disparate EMR/EHR/PM systems along with paper charts



Staff overburdened with tight timelines and fluctuations in request patterns



Customer service challenges increase related to request for records



Increased compliance risk could be a gateway to HIPAA violations and breaches

## SOLUTION

After a complete analysis, TCHHN HIM leadership worked to connect with an experienced and proven PHI transfer partner. HIM leaders wanted a partner focused on quality customer service and had an in-depth understanding of how both the physician practice and the hospital setting worked (their similarities and, most importantly, their differences.)

## THE RIGHT VENDOR ALSO NEEDED TO PROVIDE:



PHI transfer expertise and best practices



The ability to provide complete site management as well as remote capability



Compliance burden shift - from practices to vendor



Streamlined and consistent processes



Educational resources



Clear reporting and communication

## RRS MEDICAL

RRS Medical understood the specific needs of TCHHN. With over 20 years of request management and delivery experience in both the hospital and practice setting, RRS Medical was able to implement and deliver a cohesive and structured process quickly. With its unique ability to provide high-touch service while significantly improving the PHI transfer process, RRS Medical allowed the HIM leadership and the physician practices staff to focus on other, equally important activities. With the confidence of TCHHN, RRS Medical continues to support their PHI transfer needs and has expanded its services from 65 locations to 105.