



Wythenshawe Hospital deploys PSI:Capture to Process Hand Printed Patient Surveys

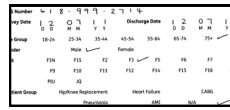
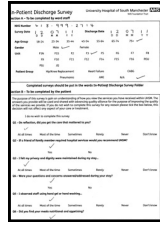
University Hospital South Manchester (UHSM) is a major acute teaching hospital trust providing services for adults and children at Wythenshawe Hospital and Withington Community Hospital. They are recognised as a centre of clinical excellence and provide district general hospital services and specialist tertiary services to the local community. Their fields of specialist expertise – including cardiology and cardiothoracic surgery, heart and lung transplantation, respiratory conditions, burns and plastics, cancer and breast care services – not only service the people of South Manchester, but help patients from across the North West and beyond. They are also recognised in the region and nationally for the quality of their teaching, research and development. UHSM has approximately 5,300 staff, including those employed by the Private Finance Initiative partner South Manchester Healthcare Limited.

The Problem

UHSM takes their specialised care seriously, and is constantly looking for feedback on how to improve their processes. Because they are community focused, they take great pride in providing top level care, and insuring their patients have the best experience possible. Through the use of patient surveys, they gather feedback from all patients, and quickly address and resolve problems or gaps in care. Because the majority of their patients are over 60, and not technically savvy, they have moved away from using hand-held tablets for their surveys because they found that most of their patient population had difficulty using them. They decided to go back to hand printed survey forms, but due to the high volume, up to 8000 per month, they had difficulty finding ways to process them quickly and take action on any appropriate feedback.

Solution Requirements

UHSM needed a fast, efficient and affordable document capture solution with Intelligent Character Recognition (ICR) and Optical Mark Recognition (OMR) to process the surveys. The process needed to be fully automated and to ensure accuracy during processing, some custom validation of the NHS number was also required. The processed survey information needed to be extracted and stored within a database for reporting and assessment. Along with patient surveys, they were looking for a scalable capture platform with a rich feature set that could be utilised throughout the organisation for future initiatives.



Patient Surveys are scanned with Kodak A4 Document Scanners.

PSI:Capture imports the scanned images, and uses Intelligent Character Recognition (ICR) to extract patient information and survey results.

Extracted survey data is sent to a database for storage, reporting and assessment, and shared between departments.

The Solution

UHSM deployed PSI:Capture Enterprise with Intelligent Character Recognition (ICR) to accomplish the stated goals. Utilising Kodak desktop scanners, users scan surveys and all the data is extracted automatically through PSI:Capture’s auto-processing modules. Data validation is accomplished through the C# scripting interface to ensure the patient’s NHS number is in the correct format. After all the data is collected, the user examines the data and makes any corrections within the Quality Assurance module before the information is migrated to a database for processing. “Before we purchased the PSI:Capture solution there was just no quick way to process the surveys”, said Tyler Warburton, Nursing Project Manager. “Now that we have a way to easily process our surveys, we will expand the solution to other departments.” UHSM plans to expand PSIGEN’s solution into other areas of their organisation for not only surveys, but other document capture needs.

Solution Components in Summary

Capture Software:	PSIGEN PSI:Capture Enterprise with ICR
Content Repository:	Microsoft SQL 2008
Scanners:	Kodak Desktop Scanners

About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organisations convert content into managed digital assets. Their largest customers include service providers, business process outsourcers, and major corporations. PSIGEN have significant customer concentrations in financial services, healthcare, manufacturing, retail, and energy.

About Datafinity Ltd

Datafinity delivers cost-effective, leading-edge document and data capture solutions for companies that need to improve the efficiency of business and document processes within their organisation. By providing a combination of innovative market leading technologies and years of experience in document capture solutions, Datafinity can help improve efficiency, save cost and enhance customer service whilst achieving a fast return on investment.