



## A GRM Success Story: Children's Hospital of Los Angeles

### Hospital Overview

Founded in 1901, Children's Hospital Los Angeles has been treating the most seriously ill and injured children in Los Angeles for more than a century, and it is acknowledged throughout the United States and around the world for its leadership in pediatric and adolescent health. Children's Hospital Los Angeles treats more than 62,000 children a year in its Emergency Department. It admits more than 11,000 children a year to the hospital, and nearly 50 percent of those admissions are children under four years of age. There are more than 287,000 visits a year to its 29 outpatient clinics and laboratories; nearly 5,000 visits at community sites through its Division of Adolescent Medicine. Children's Hospital Los Angeles is able to offer the optimum in multidisciplinary care, with 85 pediatric subspecialties and dozens of special services for children and families.

### The Challenge

Ruth Hauser, RHIA, CHP, CPHQ was hired as Director, Health Information Management for Children's Hospital Los Angeles in June of 2002. When the CFO hired Ruth, she told her there were three priorities she needed to deal with: Storage, HIPAA, and getting ready for the electronic record. The storage problem, as it turned out, would be the easiest for GRM to resolve.

At that time, Children's Hospital was having a multitude of problems with their existing vendor. The vendor could not locate records, records were being lost, and deliveries were not being made on time. The medical staff became involved calling and looking for records, at the cost of both time and money. Even when a physician or the Director became involved, the records were still not being found. Getting good service from the off-site record storage vendor was a constant battle. Ruth needed to make a change.

### The Solution

Ruth, who had worked with GRM in the past, asked GRM to come in and talk about their solution. "GRM did a great job listening to what we needed," said Ruth. She continued, "As I get older and have more experience in the HIM field, I have found salesmen do a great job telling you what they do, but they do not do a very good job finding out what you need. GRM listened to us. They asked us what a normal day was like. They wanted to know how often we had less than 24 hours notice to deliver a file, how often do we required a STAT delivery? They found out what our problems were, what we wanted in a company. Then they came back and said, "Here is what we can do for you." That is how it should work."



Ruth detailed the needs of Children's Hospital, "We told GRM that when we send records off-site we know the last visit date, the patient's name and their medical record number. We would like to place orders using this same information, without our staff having to learn the GRM box number or any associated GRM information. We want to look for the record as if it was in the next room. We currently track this information internally using SoftMed™ chart tracking application. We didn't want to spend a lot of money re-indexing the records when sending them off site when we had all this information in electronic format already. My staff also needed a solution to order placement. We place so many orders by hand, and the list of records needed from storage for appointments can get quite lengthy, we needed a time saving solution. In order to move forward, we would also need the deliveries to be on time. We still needed occasional stat deliveries, and of course a smooth transition from our current vendor." GRM listened and came up with a complete project plan.

## The Result

GRM exported all the necessary patient information from SoftMed™ and imported it to GRM's internal software. Now files could be ordered just as if they were stored in-house. Children's Hospital was provided with two workstations to place orders on-line using GRM's eAccess internet based solution. GRM made sure this solution was on a secure network and everything remained HIPAA compliant. Orders could now be placed and searched by date, the patient's last visit, medical record number and/or name. The on-site, off-site record transition was seamless. All deliveries were made according to the pre-arranged delivery schedule. The entire process, including training, importing/exporting and physical transfer took about six months.

Ruth excitedly detailed the results Children's Hospital experienced:

"The entire process was surprisingly painless, as we had to do everything rather quickly. The process was completed well within our expected time frame. It has allowed us to be much more efficient. The expectation of the Medical Staff we service is that the records will be there, and now they are. It's a good thing. They don't call looking for missing records any more. Our records are secure, and we have the service our medical records staff was expecting. The deliveries are always on-time and with LA traffic, that is pretty amazing.

"GRM has an excellent tracking system. The handheld scanners and printed receipts are an unexpected bonus. They help us manage our most active records. It never fails, for example, that we order a record for Endo (the Endocrinology Clinic) for an associated legal case and the minute we send it back, another attorney needs the record. The scanned reports help me tell where the item is -- even when it is in transition. It might just be on the cart right here, ready to be picked up by GRM.



"Did you know that GRM even called us for National Health Information Management Week and asked how they could help us celebrate? They brought in ice cream and did it again for the night shift. When I tell my friends, they are floored. Maybe our Transcription vendor or ROI vendor will know that it's HIM week - but our Storage Company?! That's amazing! In closing, I'll just say there are a lot of storage companies out there, but there are not very many storage companies that cater to or specialize in Medical Records.

**It may sound cliché but it is a huge deal. When you can't find a medical record, it's not just a record, but a child's life we are dealing with. GRM understands that. They get it."**