

LEADING NYC MEDICAL NETWORK SEES HEALTHY SAVINGS WITH GRM!

the challenge

A prominent medical and medical education network in New York City had a huge information management problem on its hands. More than 250,000 patient charts, tallying 12 million pages of patient files and counting were stored in a North Manhattan basement space. These records, belonging to the many practices and clinics comprising the network, were sitting on open shelving, with little security. The risk that these files could be lost, misplaced, damaged or misused was growing daily.

To complicate the situation further, the space housing the records was scheduled to be repurposed, in the near future, to support an expansion in patient care capabilities.

While it was clear that something had to be done, and fast, the issue of cost and how the network would divide that cost among its practitioner members was another formidable challenge that had to be resolved.

the solution

Before making recommendations, GRM did a number of thorough on-site analyses and met with more than 50 practices and clinics within the medical organization. The findings revealed significant opportunities for both enhancing information efficiencies and reducing costs. GRM suggested a blended solution approach using a combination of services to solve the problem. Over time, different blended solutions were developed for each practice so that every network member had a customized, cost-effective way to store, secure, maintain and access patient charts.

Though the organization initially explored the possibility of having its entire chart inventory scanned, this proved unnecessary. Based on usage, GRM found that only 10% of the records, were active enough to require scanning. Another 60%, which had a low probability of needing to be accessed, were conveniently and cost-effectively stored offsite, where select files could be scanned and electronically sent on demand when needed. The remaining 30%, consisting of duplicate and past-retention documents, were destruction eligible and consequently purged. Eliminating these items significantly reduced record volume as well as the associated costs of storage and maintenance.

To ensure quick access to charts stored offsite, GRM implemented a secure digital pipeline with a direct link to the organization's systems. Also provided, free of charge, was GRM's eAccess remote inventory control software. This allows network members to completely manage, from any computer with a web browser, their offsite documents. With eAccess, they can quickly and conveniently view inventory, generate reports, make requests for scanning, pickup or delivery and much more.

the results

Compared to what other competing vendors proposed, GRM saved the medical network in excess of \$600,000. Better yet, the cost of GRM's highly affordable solution was proportionally divided among the members, allowing individual practices and clinics to easily budget and pay for the expense.

In addition to the dollars saved, this organization now has a first rate information management system that provides each member with a secure, customized solution moving forward. Other benefits from the GRM solution include better disaster recovery preparedness, barcode tracking so no information is lost or misplaced and compliance with HIPAA/HIPAA Hi-Tech mandates. GRM's efforts also opened up the basement space in North Manhattan, enabling the network to meet its goals for expanding the patient care facilities.

Since this project began, the medical network has awarded substantial additional business to GRM. Currently, GRM is applying RIM services and solutions to meet the information management needs of the network's many educational departments.

about GRM

GRM Document Management is a leading provider of lifecycle records and information management solutions. The company continues to demonstrate technological leadership by bringing proprietary innovation and new levels of cost efficiency to document storage, data protection, digital/electronic document management and certified destruction. Fully integrated products and services include: eAccess remote inventory control, the Cloud-based Online Record Center, business process workflow automation, a blended paper to digital solution, GRMpedia, a retention regulatory research tool and the Solutions Group, which provides customized, enterprise-wide Retention, Compliance and Governance expertise. GRM's full service capabilities are available in major markets throughout the U.S., including Atlanta, Baltimore, Boston, Chicago, Houston, Indianapolis, Los Angeles, New York/New Jersey, Miami, Philadelphia, San Francisco, and Washington, D.C. GRM is also currently the largest document storage/records management company in China with a presence in 6 cities.