

Client Success Story

Silver Cross Hospital

Summit Scripting Toolkit; Streamlining Workflow and Task Automation



Silver Cross Hospital

CLIENT

Silver Cross Hospital
New Lenox, IL

CHALLENGE

Implement a clean-up project to inactivate 34,000 expired “PRE” encounters.

SOLUTION

The Summit Scripting Toolkit was used to automatically inactivate all of the encounters.

RESULT

Efficiently and successfully resolved 34,000 expired encounters, resulting in approximately \$250,000 in cost savings.

PROFILE

Silver Cross Hospital is a independent, not-for-profit health care provider serving Will County and southwest suburban communities in Illinois since 1895. With over 4,500 employees, physicians and volunteers, Silver Cross operates a 302-bed acute care hospital and 5 satellite facilities providing outpatient services and physician offices.

Silver Cross has been recognized as a Truven Health/IBM Watson 100 Top Hospitals National Award winner for seven consecutive years, received a 5-Star rating for high quality and patient satisfaction by the Center for Medicare & Medicaid Services (CMS), and honored with an “A” Hospital Safety Grade by The Leapfrog Group. Silver Cross opened a state-of-the-art replacement hospital in 2012 at I-355 and Route 6 in New Lenox.

Silver Cross has built upon its award-winning care to bring new services and renowned expertise through enhanced partnerships with the University of Chicago Medicine Comprehensive Cancer Center, The Rehabilitation Institute of Chicago, and Ann and Robert H. Lurie Children’s Hospital. Patients and their families have benefited from spacious private rooms, advanced surgical techniques including the daVinci robot, and 24/7 comprehensive care for strokes. A new ambulatory surgery center recently opened in 2017.

CHALLENGE

Silver Cross Hospital’s EHR, Cerner, had approximately 34,000 expired encounters in a pre-registration (“PRE”) status. These were encounters that were entered into Cerner but for a number of reasons were never brought to a registered status. These encounters were available to be selected at the time of registration, charging, and/or documentation resulting in incorrect (expired “PRE”) encounters being chosen and activated. This created a lot of work on the back end to properly reassign to the correct encounter.

Silver Cross’s Guest Services department requested that a clean-up project be initiated to research, delete, and/or inactivate expired “PRE” encounters. Their



initial plan was to use the Cerner Auto Cancel program to remove these encounters but this had the risk of removing “PRE” encounters that had documentation incorrectly associated to them. The second option was to write CCL code to mimic a Cerner registration conversation to populate all of the required fields in the conversation and then inactivate the encounter. This option was ruled out due to the large number of fields that needed to be populated and the amount of time it would take to build the query.

SOLUTION

Silver Cross opted to use the Summit Scripting Toolkit to emulate a Cerner registrar at the keyboard and navigate to the specific field that inactivated the encounter. All that was required was a file of the encounters that needed to be inactivated, and the Summit script to navigate the conversation screen to inactivate the encounter.

The Summit Scripting Toolkit (SST) allows an organization to utilize data from any system, input data to any system, create near real-time or batch interfaces, and automate routine data entry tasks. The Scripting Toolkit can connect to virtually any system, including complex and proprietary Windows or Web applications like Citrix.

Users of every level of experience are easily able to implement full-featured solutions to complex problems with a simple workflow process, and a proven scripting environment complete with all the advanced scripting tools necessary to build, test, and deploy scripts from a single desktop application.

RESULTS

The Summit Scripting Toolkit has allowed Silver Cross Hospital to efficiently and successfully resolve 34,000 expired encounters in a pre-registration status. They were able to leverage the Scripting Toolkit to automate the process of navigating to each of the encounters and inactivate them. They in turn eliminated the burden

on the staff to complete all of the time-consuming work required on the back end to properly reassign and/or inactivate these encounters manually.

The Scripting Toolkit not only saved time, but Silver Cross realized significant cost saving as well. It would take staff an estimated 1.5 hours per account to manually check to ensure they did not have any documentation associated with them before deactivating. A one-time clean up of 10,000 accounts, at \$15/hour, amounted to \$225,000 in savings. Additionally, regular clean-ups of pre-accounts would have taken about 2 hours per day, which is another \$11,000 per year of further savings.

“The Summit Scripting Toolkit has allowed us to automate countless tasks, which is creating a very real return on investment for the organization.

The tool has also enabled us to improve our workflows, increasing efficiency throughout the hospital and allowing staff to focus on more important tasks.”

– Kevin Lane, Vice President & CIO at Silver Cross Hospital

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