

Arkansas Heart Hospital

A nationally recognized, award-winning hospital in Little Rock, Arkansas Heart Hospital was the very first heart hospital in Arkansas and only the second in the entire country. Arkansas Heart Hospital is a busy facility. Last year the hospital admitted over 6,500 patients and performed 1,502 inpatient surgeries. The hospital employs 650 staff members and consistently ranks in the top one percent in the nation for patient satisfaction.

The Problem

Arkansas Heart Hospital initially called for help with back scanning of their older health records. Because the FileBound solution improved the management and accessibility of the older health care records so substantially, the hospital asked us to help them tackle their human resources files problem. The HR files needed to keep track of extensive detailed information on its 650+ records and the records had to be accessible to multiple managers on a self-service with minimal training.



Not only was the old system of storing records ineffective, but it was also easy to lose documents. It was obvious to the hospital that something had to change.

The Solution

The FileBound Document Management solution first helped hospital staff organize and store outdated patient records in a way that they could be easily accessed if needed. The solution worked so well that Arkansas Heart Hospital also implemented the FileBound system in their HR department. The hospital was pleased that staff could quickly access files without a lot of time spent in training.

FileBound Results

The staff and management at Arkansas Heart Hospital are delighted with the improvements FileBound has brought to the organization. They no longer have to search for misplaced documents – patient or human resources. They spend no more time thumbing through reams of information that's important – just not needed at the moment. And there's no more running down to the HR department to request a record each time a manager needs to check a detail from an employee's file. In addition to improving the system's efficiency, FileBound also shored up file security to be even more compliant with HIPAA and JCAHO standards. It's an all-around great improvement for hospital staff and patients at Arkansas Heart Hospital.

Industry

- Medical

Application

- Patient Records
- HR Records

The Problem

- Records not easily accessible by staff members who need them
- Paper records were costly to store and slow to retrieve

The Solution

- FileBound Document Management

The Benefit

- Improved JCAHO standards compliance
- Easy and fast records retrieval
- Improved HIPAA compliance
- No more misplaced documents
- Freed up staff time previously spent on records retrieval

