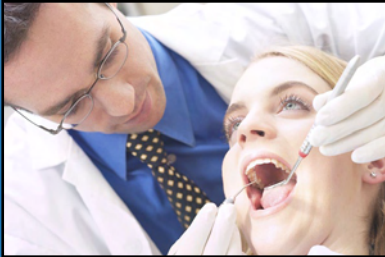


SUCCESS STORY

FORMTRAN

UCSF School of Dentistry



UCSF School of Dentistry

- Top US Dental school

- Operates 14 clinics with over 120,000 patients visits per year.

Industry

Healthcare

Challenge

- Manual data entry of thousands of chart audits

Strategy

- Use automated scanning technology from Formtran

Results

- Implemented in less than 10 days
- Entry of a single sheet went from 5 minutes to 5 seconds
- 39 days per year saved in data entry time

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Organization Profile

The School of Dentistry at the University of California, San Francisco ("UCSFSD"), is committed to training the next generation of dentists. Clinical productivity at UCSFSD ranks second among all 55 U.S. dental schools. UCSFSD ranks first among all U.S. dental schools in research funding from the National Institutes of Health (NIH). The school has held this first-place ranking for the past 13 years.

Challenge: Eliminate manual data entry of chart audit forms

Between its 14 clinics, UCSFSD provides more than 120,000 patient visits each year, offering dental care, dental surgery and care for special needs patients. The school performs continuous chart audits to ensure students are adhering closely to charting protocols. At each clinic, assistants audit the charts and fill out a complex form that indicates whether the student has done an acceptable or unacceptable job of charting the medical history, progress notes, baseline examinations and treatment plans. In all, they check 77 aspects of the chart and consolidate their findings into a single form.

UCSF		CHART AUDIT FORM		School of Dentistry	
PREDOCTORAL AND INTERNATIONAL FARNASSUS DENTAL CLINIC		Date:		Chart #:	
Student Name:		Student Number:			
1. MEDICAL HISTORY (including Medical Consult)		Acceptable	Unacceptable	NA	
a. Vital signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
b. Patient signature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
c. Faculty signature and number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
d. Student signature and number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. CLINIC'S FINANCIAL POLICIES					
a. Patient's signature and date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. CONDITIONS OF TREATMENT					
a. Patient's signature and date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
HIPPA	<input type="checkbox"/>	Y	<input type="checkbox"/>	N	
7. BASELINE EXAMINATION		Acceptable	Unacceptable	NA	
a. Radiography record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(Progress Notes stamped)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
b. Case Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(1) Student's name and number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(2) Faculty's name and number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(3) Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
c. Comp. Diagnoses & Treatment Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(1) Student's name and number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(2) Faculty's name and number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(3) Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
d. Dental & Periodontal Charting Record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
(1) Student's name and number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Unfortunately, the school found it was wasting hours and dollars trying to monitor its students. "It's really important that we ensure that our students are following through with charting procedures but manual entry was becoming too vast a task for our staff," says Gina Dossey, clinic administration analyst.

Strategy: Formtran provides automated forms processing system

UCSFSD was referred to Formtran by another department at UCSF. The UCSFSD team showed the chart audit form to Formtran and discussed their requirements for the project, namely affordability and ease of use. "Things change often in the school environment, and we can't bog down staff with new technologies or run up huge expenses," says Tom Ferris, Director of Information Services.

Formtran recommended a turnkey solution consisting of scanning software, a scanner, training and technical support. UCSFSD was up and running in less than 10 days. "Formtran's system was extremely easy to learn: three hours of training allowed the school to leverage all the system's strength. "We spent one morning asking questions and then we went forward full speed," says Ferris.

Results: Automation saves 39 work days per year

The Formtran system eliminates the arduous process of entering each check mark from the each audit forms into a spreadsheet manually. The data entry time has gone from an average of 5 minutes to 5 seconds. "The person doing the entry saves approximately six hours a week, or a total of more than 300 hours or 39 work days per year," says Ferris

The automated system also allows the clinic to export data into an Access database. By getting the data into Access, the school is able to run quarterly reports in minutes. "Now, we can measure how well the students are doing and measure how much they are improving," says Dossey. "By taking the human error out of the process, we also know our auditing accuracy is much higher."

The biggest benefit, though, is for the patients and their doctors. With student doctors, the school needs to make sure that there is a way to quickly trace any issue to a single person so they can remediate it. A bad chart now can be caught in a day rather than a month.