“No other product that we know of offers the elegant simplicity and flexibility of the KnowledgeLake ECM software—and none can do it within the SharePoint environment that our users work in daily.”

James Fickbohm, Technology Coordinator, Iowa Health Home Care

Iowa Health Home Care was struggling with ways to manage huge volumes of paper documents. The company turned to an enterprise content management solution from KnowledgeLake that integrates with Microsoft SharePoint. The solution helps employees locate information much faster than before while enhancing compliance with healthcare regulations and freeing up valuable office space.

Business Needs
Iowa Health Home Care is a full-service home care provider serving patients throughout Iowa. The company focuses on helping people who need ongoing medical care outside the hospital or their doctor’s office, such as help with medical equipment, nursing care, rehabilitation services, or hospice care.

Like most healthcare organizations, Iowa Health Home Care struggles with huge amounts of documentation, from patient medical records and admissions forms to financial records and audit reports. In late 2008, company officials decided to seek a solution to reduce and better control paper documents and related manual processes that were time-consuming and labor intensive. James Fickbohm, Technology Coordinator for Iowa Health Home Care, says the company was particularly interested in an enterprise content management solution that would integrate into its existing Microsoft SharePoint intranet system.

“We were looking for a solution that was both powerful and flexible enough to handle simple scanning as well as complex, indexed lookups using optical character recognition [OCR] technology,” he says.

Solution
An Iowa Health Home Care team considered an array of technology options,
including products from Mobius
Management Systems, MedFORCE
Technologies, RemitData, and LaserFiche.
However, armed with information from the
Association for Information and Image
Management (AIIM), Iowa Health Home
Care decided to implement an enterprise
content management (ECM) solution using
KnowledgeLake products.

“The other solutions we considered all had
significant drawbacks, either in terms of
cost or limited functionality,” says Fickbohm.
“It made a lot more sense to us to go with
KnowledgeLake, which was cost-effective,
provided the functionality we needed, and
would integrate easily into the SharePoint
system.”

Iowa Health Home Care installed
KnowledgeLake Capture, which works with
scanners to turn paper files into electronic
documents, and KnowledgeLake Imaging
for SharePoint, which enables fast, easy
batch scanning of documents and provides
tools for rapid document searches.

Iowa Health Home Care uses the
KnowledgeLake software in conjunction
with Fujitsu fi6670A sheet fed scanners,
which are enterprise-scale machines
capable of scanning up to 90 pages per
minute. Scanned documents are converted
into Adobe PDF files.

The company went live with its new
KnowledgeLake ECM solution in 2009. Most
of the deployment time involved creating
the document bar codes that are read by
the scanners and contain meta data that is
used later for organizing and searching
through the documents on the corporate
intranet. The company deployed the
technology in its medical equipment,
medical records, finance, and billing
departments.

Benefits
Integrating the KnowledgeLake ECM
technology with the intranet has delivered
significant benefits for Iowa Health Home
Care. Employees can quickly find
documents using the sophisticated search
functionality. By keeping electronic records
with rich, detailed information, the
company can comply with regulations
faster and more easily than in the past.
And the solution is helping to reduce the
amount of space required to store
documents. “No other product that we
know of offers the elegant simplicity and
flexibility of the KnowledgeLake ECM
software—and none can do it within the
SharePoint environment that our users
work in daily,” says Fickbohm.

Faster Searches
The KnowledgeLake software allows users
to catalog scanned documents with rich
meta data, which is used by Iowa Health
Home Care employees to quickly search
and retrieve information on the company’s
intranet.

“A staff member can, for example, rapidly
find and view files from anywhere while on
the phone with a client—without having to
leave her desk to go to some file cabinet
on the other side of the building,” says
Fickbohm. “The KnowledgeLake software
and the built-in OCR technology renders
high-quality, easily searchable PDFs. It’s
really cool how easily it can find a client’s
name in a 50-page file.”

Better Audits and Document Retention
Fickbohm notes that the Health Insurance
Portability and Accountability Act (HIPAA)
and other regulations require Iowa Health
Home Care to maintain tight controls over
patient information. The KnowledgeLake
ECM solution helps in that effort.

“In the paper-based environment, we had
difficulty controlling who would really see
a medical record,” he says. “With the
KnowledgeLake and SharePoint
technologies, we can easily perform audits
on sensitive content to see not only who is
editing files, but who is opening and
reading them. It’s also a lot easier to apply
document retention policies to electronic
files.”

More Office Space
The KnowledgeLake solution is also
helping Iowa Health Home Care recover
valuable office space.

“We’ve been able to sell many of our now-
emptied filing cabinets, and have replaced
that empty space with cubicles for
employees,” Fickbohm says. “Plus,
reducing our dependency on paper work
flows and enabling remote access to the
intranet will set the stage for more
employees to work from home, which we
expect to enhance productivity. Using the
KnowledgeLake products with the
SharePoint system is a match made in
heaven for our company.”