

# Boston Children's Hospital Improves Patient Care through Workflow Automation

Case Study

**TUNGSTEN**  
**AUTOMATION**



## Case Study

# Boston Children's Hospital Improves Patient Care through Workflow Automation

Boston Children's Hospital knows that effective collaboration between departments plays an important role in the delivery of high-quality care experiences. To shape a more efficient working environment for its clinicians and staff, the hospital has replaced paper records with digital documents using Tungsten ControlSuite™, boosting productivity and enabling multi-million-dollar cost-savings.



## \$2m/year

Saved by Moving to Digital Records

## Improves

Employee Collaboration

## Boosts

Operational Efficiency

"The beauty of this customized solution is the ease of use for the hospital staff. Working with Tungsten has made this process seamless and extremely efficient."

**Alex Khayat,**  
Manager of Architecture, Standards and Emerging Technologies,  
Boston Children's Hospital



## ABOUT BOSTON CHILDREN'S HOSPITAL

Boston Children's Hospital is a 347-bed comprehensive center for pediatric healthcare. As one of the largest pediatric medical centers in the United States, Boston Children's offers a complete range of healthcare services for children from birth through 21 years of age. The hospital records approximately 18,000 inpatient admissions each year, more than 150 outpatient programs, and emergency services care for more than 300,000 patients annually.

## PRODUCTS IN USE

- Tungsten AutoStore®
- Tungsten ControlSuite™

## FOCUS

- Document capture, electronic medical records, collaboration

## Challenge

With malpractice lawsuits and questionable care becoming all too common in the headlines over the past few years, Boston Children's Hospital decided to take initiatives to improve patient care.

There were thousands of paper-based patient records in numerous departments, with some dating back as far as the mid-1960s. These files were not only very difficult to locate and navigate, but they also took up a great deal of physical space in each department. In many cases, entire rooms were being used to store paper files.

Furthermore, physical records meant sharing vital patient information within departments requires significant and time-consuming manual effort. Arranging for the transfer of important paper records often required several back-and-forth conversations by email or phone—making it difficult to move timesensitive records in a timely manner.

To improve efficiency and drive time- and cost-savings, the hospital decided to implement a digital infrastructure that would connect all departments and replace cumbersome paper-based patient files.

To achieve its goals, Boston Children's Hospital set out to deploy a single, hospital wide solution that would reduce the time and cost of records-processing and facilitate the timely and secure sharing of records between all departments. The aim was to provide each department with a common approach to records-sharing that would improve collaboration, shorten the learning curve, simplify IT administration, and create a shared culture throughout the hospital.

## Solution

Like any hospital, Boston Children's Hospital has standard workflows for collaboration that enable its departments to work together effectively to deliver high-quality care. To minimize the potential disruption of the digitation initiative, the hospital was keen to preserve these existing ways of working. The aim was to find a solution that could support and streamline inter-departmental collaboration: centralizing patient data and helping staff to work efficiently and more productively.

Cost was also an important consideration for Boston Children's Hospital. To reduce the need for significant up-front capital investment, the organization targeted a solution that was compatible with its existing IT infrastructure, based on Hewlett Packard Enterprise (HPE) servers and HP multifunction peripherals (MFPs).

Users were already comfortable with the “scan to email” functionality on HP MFPs, and any solution would have to be capable of integrating seamlessly with this workflow. As a result, Boston Children’s Hospital ruled out any solutions that involved external devices with separate scanners, keyboards and storage.

To help Boston Children’s Hospital achieve its goals, Tungsten developed a custom solution using ControlSuite software and the existing HP MFP devices. Today, the hospital uses a central, digital platform to capture and share records.

## Results

With help from Tungsten, Boston Children’s Hospital achieved a smooth transition to the digital records platform. With a central way to manage all record and data capture activities across the organization, ControlSuite has helped Boston Children’s Hospital shape a simpler and more efficient working environment for its staff.

By offering a streamlined approach to collaboration, the hospital is making it easier for its staff to share time-sensitive patient records quickly across different departments and teams. Because the ControlSuite solution preserves a full audit trail of every transaction, Boston Children’s Hospital also benefits from increased information security and improved regulatory compliance.

The ControlSuite solution is delivering significant operational cost-savings for Boston Children’s Hospital. In the past, each department could spend as much as \$125,000 per year on physical storage for paper records. By moving to digital records and avoiding these costs, the hospital will save an estimated \$2 million per year. As more of its departments convert to digital records, return on investment will increase by up to 10 percent per year.

[Read more stories of success from our global customers at www.TungstenAutomation.com](http://www.TungstenAutomation.com)

## About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit [www.TungstenAutomation.com](http://www.TungstenAutomation.com)

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