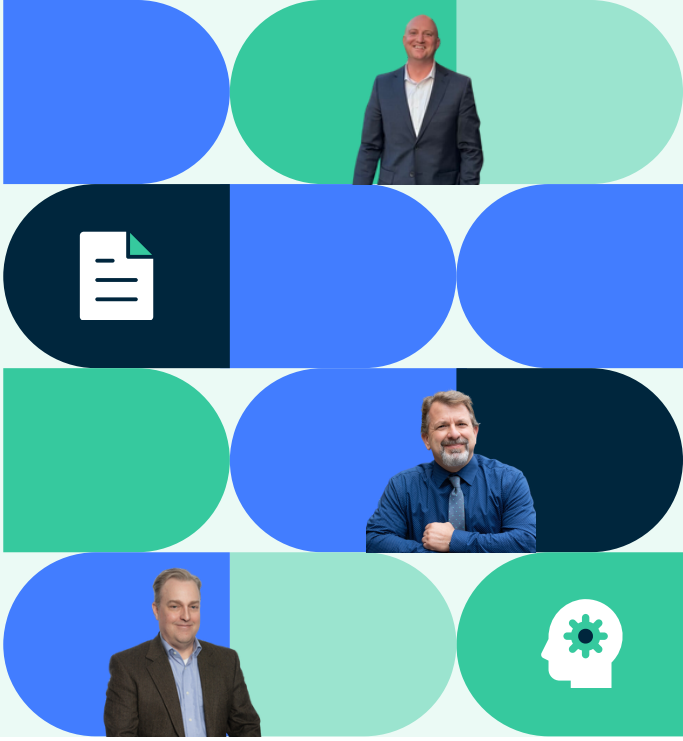
DataBank
HEALTHCARE ADVISORS

Streamlining the document indexing process for a mid-Atlantic health system with AI



Overview

The healthcare industry relies on efficient document management to ensure the smooth flow of patient information, regulatory compliance, and effective decision-making from providers. A major mid-Atlantic health system, responsible for managing 9 million documents per year, was grappling with significant challenges in their document indexing process, especially in the ambulatory space.

Challenges

The indexing process, the backbone of the health system's document management system, was weakening due to the sheer volume of documents. They had many capable indexers, but there were too many incoming documents leading to an unsustainable process. In addition, they faced barriers such as:

1. **Time**

   Physical, full-time indexers were spending a lot of time keeping up with the demand of incoming documents.

2. **Lack of consistency**

   Keeping pace with the amount of documents led to human errors and inconsistencies across information distributed throughout their systems.

3. **Data errors**

   As with manual indexing comes data entry errors. This meant data was entering their systems incorrectly.

4. **Staff shortages**

   The health system and its departments didn't have the staff to keep up with demand and the pandemic was causing burnout. Hiring for these positions was tough.

Solution

The health system embarked on a strategic initiative with DataBank to revamp their document indexing process. Together, we implemented a modern, AI-powered document processing system through Content Intelligence that harnessed the power of artificial intelligence and machine learning to index documents swiftly and accurately.

Results

The implementation of the AI-powered document processing system transformed the health system's document management process and delivered significant benefits:

98% accuracy

Automated indexing achieved an accuracy rating of 98% for indexed healthcare records

55% cost decrease

The cost to index a single document was reduced from $1.50 to $0.68.

210% ROI

ROI for the implementation organization-wide was projected to be 210%.

$7.9m annual savings

The health system was projected annual savings of $7.9 million as a direct result of adoption of the automated indexing system. Savings were accrued through reduced labor costs, minimized errors, and optimized resource allocation.

Workforce reallocation

They were able to reassign their indexers to more impactful roles, such as data analysts or exception trackers.

Vision

The health system achieved document processing accuracy, substantial cost savings, and increased workforce efficiency by replacing the manual document indexing process with Content Intelligence. The successful implementation of this solution not only resolved immediate pain points but also positioned them for long-term success by fostering strategic resource allocation and delivering a solid return on investment.