

***“The experience and expertise TAB provided, along with the coordination and reliable manpower they assembled, proved invaluable as we faced and tackled a series of difficult challenges and revisions to the overall scope. We were in uncharted waters and together we did what no one thought possible.”***

- Director of Radiology, David Sostarich

## Business Issue:

TAB Senior Account Manager, Cinda Dowell, had met with Alexis Smith in Purchasing at Lawrence Memorial Hospital (LMH). to measure for a couple X-ray filing units, but soon realized they needed a bit more. The relationship between TAB and Lawrence Memorial developed into a close-knit team, as the big picture came into focus.

Radiology had purchased PACS Software with the goal of electronically imaging radiology film for digital storage. Before that process could begin, they faced a daunting logistical challenge — relocation. Their current radiology file rooms were to be converted into a new Cardiology Clinic. The rooms storing 119,5000 patient folders needed to move to the floor below, so how hard could it be? Considering that a typical radiology folder is oversized containing multiple sheets of film and weighs on average 7 lbs per inch. 119 thousand of them were loaded onto 260 carts weighing about one thousand pounds per cart. And the space to stage carts while installation leap-frogged the record move process.

Another aspect was the Radiology's relocation was short term. In two years, the Health Information Management Systems group (HIMS) would be out of room and their cozy space was already slated for demolition.

## TAB Solution

Gladys Mundelius, TAB Professional Services, came on board as counterpart to Cinda Dowell in providing the services required. Following the first Radiology move, TAB assisted the HIMS department with back shifting their entire records series in 3 rooms. The HIMS Department had recently purged records that caused an imbalance of shelf spacing, and they required greater capacity at the end of the system due to sequential filing

Before the dust could settle on Radiology's new location an even bigger challenge arose when the HIMS scheduled relocation was moved up — by a year. Now, in addition to relocating Radiology's 119 thousand files again, this time to a temporary off-site warehouse, TAB's partnership with LMH expanded to assist HIMS with converting 90,000 of their files requiring re-labeling, sorting to Terminal Digit and relocation to the reconfigured X-ray mobile system. . .right away. “Changing to Terminal Digit was a must to eliminate timely and costly backshifts in the HIMS department” stated Director, Nancy Knaggs.

Fortunately, TAB had become aware of Radiology's short-term plans and designed a system of mobile units to accommodate both the immediate needs of Radiology and the eventual needs of HIMS; at considerable savings to the hospital.

The original goal of digitizing Radiology film using PACS was further delayed, but the move to a larger temporary warehouse provided much needed time and space for TAB to do a thorough sort and purge for Radiology. TAB's Professional

Services team conducted a number of file sorts organizing the inactive files so that each year boxes of files can be destroyed according to LMH retention schedules saving thousands of dollars in archive storage charges. More importantly, TAB implemented a separate filing system for mammography, which must be stored as film permanently, and were to be moved to the Breast Center creating a new file room. Pulling mammography, formerly stored in the same patient folder as all other types of film, streamlined information management and not only saved space initially, it established ongoing savings as those other files diminish.

A portion of these films had been acquired in a merger with another healthcare facility. Wow. These were files created using an entirely different system, and no one knew exactly what information was contained in them. Throughout the two-year process, TAB created and maintained a detailed manifest of every file.

## Result

Both Radiology and HIMS remained FULLY OPERATIONAL, with access to all files at all times. Knaggs and Sostarich both commented that "we never missed a beat during this entire project, TAB knew right where every patient chart was at, at all times".



"It was huge!" replied Tim Tatlock, Director of Purchasing, when asked about the ultimate scope and success of the two-year endeavor. "Multiple projects were continually created within the project, and still it all got done."

Director of Radiology, David Sostarich added: "The experience and expertise TAB provided, along with the coordination and reliable manpower they assembled, proved invaluable as we faced and tackled a series of difficult challenges and revisions to the overall scope. We were in uncharted waters and together we did what no one thought possible."

## Benefits

- *Improved file retrieval rates*
- *Increased productivity*
- *Improved space efficiency*
- *Increased file accessibility*

It may have started with a short move of 260 thousand-pound carts filled with radiology folders, but the impossible was ultimately achieved for Radiology and Health Information Management Systems because very determined teams of LMH and TAB people were willing to roll up their sleeves and go the extra mile.