

Capturx Case Study

Northland District Health Board

Partner Case Study by Touching Base

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FOR HEALTHCARE AUDITS



Summary

Customer: Northland DHB of New Zealand provides health and disability services.

Challenge: Manual data entry processing for handwritten medication charts. Delaying access to important data.

Solution: Capturx Forms for Excel to speed up data management and reporting.

Results: The team was able to complete the audit reporting process in minutes, where it had taken 10 hours before.

Northland District Health Board Deploys Capturx to Automate Medication Chart Audits

The Northland District Health Board (DHB) of New Zealand provides health and disability services for the Te Tai Tokerau communities of New Zealand's North Island. As with other leading healthcare providers, Northland DHB focuses on advancing the health and wellbeing of their patients. To ensure quality control and find areas for continual improvement, the hospitals plan audits to track a range of quality measures including medication chart audits. Collecting and reviewing this paper-based data is important, but has also created an administrative burden. To streamline the process and improve reporting, Touching Base, a partner of Adapx, helped Northland DHB to deploy Capturx software for digital pens. As a result, the team has reduced the time and cost it takes to manually enter the data and increased productivity.

Challenge: Data processing for handwritten audit forms

Pharmacists collect data for medication chart audits using paper forms as they move about the DHB wards. The focus is to determine adherence to key DHB policies for prescription of inpatient medication, management of and documenting allergies/adverse drug reactions, and standing order medication.

Pharmacists audit medication charts to ensure they meet standards, including recorded allergies, legible handwriting, presence of signatures and dates, and clear and accurate prescribing of specified durations of antibiotic therapy.

After collecting data, the pharmacists manually entered the data into a PC for tracking and reporting. The data would then be aggregated and analyzed using graphs for a high-level audit view. The entire process took 10 hours to complete. In addition to being time consuming, the manual data entry process also introduced risk from typing errors.

The processing time also delayed access to important data as it could take as many as six weeks from data collection to data entry and analysis. The data entry was done by the pharmacists themselves. They became not only expensive data entry clerks, but the administrative task took them away from completing clinical tasks.

Northland DHB explored mobile computers for the audits but they proved cumbersome because of cost, short battery life, training/support burden, and portability as personnel move around the DHB wards.

Solution: Capturx Forms for Excel

With the help of Touching Base, one of Adapx's partners, the Northland DHB team selected Capturx software for digital pens to speed up data management and reporting. Capturx instantly scans all auditing data as it's written with ink on paper forms.

"What had taken 10 hours, was now done in minutes!" JILLIAN SUTHERLAND

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"Without Capturx our process was cumbersome and fraught with data integrity issues"

JILLIAN SUTHERLAND
Pharmacy Professional Advisor
Northland DHB

"Now with Capturx there is no more phone, no more data transfer, no more emails, no more cutting and pasting, and the inherent risk of jumbled data, - just straightforward: complete audit sheet, plug in the pen, download the data, load to the master and, instant graphs!"

JILLIAN SUTHERLAND
Pharmacy Professional Advisor
Northland DHB

Those performing the audits simply print forms using Excel on regular paper using an office printer. The Capturx add-in for Excel creates a unique digital watermark for each printed form, enabling it to be read by the digital pen. As the pharmacist writes on the form, the digital pen creates a normal ink record of the data collected on paper while also instantly recording and storing a digital copy.

When the pen is docked to a PC via USB, the form data is automatically integrated and formatted into the original Excel files. Audit form data is instantly digitized and integrated into each individual audit sheet, and then summarized in an aggregate sheet for easy reporting and instant graphs.

Teams continue to collect data around the DHB quickly and reliably as they always had done with pen and paper, but now the data is automatically digitized and integrated into their systems.

Results

Eliminate Data Entry Time and Costs

With Capturx, Pharmacy staff professionals can eliminate the time it took and cost to complete data entry and analysis. Capturx not only reduces paper data processing, but frees up time for the team to complete valuable clinical work.

Faster Access to More Accurate Data and Reports

Capturx also provides faster and more reliable access to data for accurate reporting. Handwritten data is automatically integrated, converted to text, and summarized to provide quick metrics such as percentages and graphical reports. After a quick check for data integrity, the job is complete and ready to be sent to stakeholders. Teams have access to the original handwriting, signatures, converted data tables, as well as, validation of the date and time that data was actually written on paper. With Capturx the team was able to complete the audit reporting process in minutes, where it had taken 10 hours before.

Works the Way They Work

Capturx automates the process without changing the simple and reliable paper-based data collection. Unlike mobile computers, Capturx requires limited training and support or management of hardware or software. Audit and healthcare teams can disperse and collect digital data without PCs, source files, or special training. Where mobile computers can be heavy, fragile, or limited by battery life, the pen is easy to carry and lightweight.



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