

Bristol Hospital Excels in Efficiency Using Electronic Signature

This case study highlights how Bristol Hospital uses electronic signature technology for improved efficiency and elimination of cumbersome paper across the enterprise.



Earning national recognition for its commitment to providing outstanding patient care, Bristol Hospital of Bristol, CT is one of the leading health providers and was named the third safest hospital in Connecticut by Consumer Reports magazine in 2013. Bristol Hospital has 134 licensed beds and cares for more than 40,000 patients each year.

Health Information Management Systems Society Analytics (HIMSS Analytics) announced that Bristol Hospital is the first in the country utilizing the MEDITECH 6.x EMR platform to be certified as a Stage 7 level organization on the EMR Adoption Model.

During their MEDITECH implementation process in 2011, Bristol Hospital was looking for a solution that would be able to integrate seamlessly with MEDITECH's interface and that would also allow

them to become more paperless by using electronic signature for the patient signing process throughout the hospital. MEDITECH endorsed FormFast, the leader of process automation solutions, as the preferred provider of electronic signature solutions interoperable with their platform.

AT A GLANCE:

Challenge: Paper forms were indexed by hand, forcing staff to manually label and scan forms. Manual processes were slow, error-prone, and inefficient.

Solution: FormFast replaced paper forms with an Integrated eForms Library and eSignature, FormFast's solution for capturing patient consents electronically, eliminating the need for preprinted forms and manual indexing and scanning.

Results: Bristol Hospital was able to contribute to a more efficient, and ultimately paperless environment through the use of eSignature.

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David Rackliffe | Chief Information Officer



Bristol Hospital in
Bristol, CT

David Rackliffe, Chief Information Officer at Bristol Hospital, discusses the FormFast project.

“When we were going through the MEDITECH implementation process, MEDITECH actually had FormFast as a recommendation. So when we started looking at [FormFast], we saw a lot of options.”

FormFast’s electronic signature solution for capturing patient consents replaced Bristol’s paper forms with electronic versions of the form and allows patients to sign them electronically via a Topaz Sig Lite device. The legally signed document is then routed automatically to MEDITECH’s Scanning and Archiving platform, placing the document in it’s appropriate folder based on unique patient identifiers, eliminating the need for printing and unnecessary scanning, ultimately contributing to a paperless hospital environment.

“[FormFast] allowed us to automate our signature process for the patients when they’re in our outpatient suites or even in our inpatient suites. So we can get their signature on it and it saves paper because now we’re not generating the paper. They’re just signing electronically.”

Bristol Hospital began using FormFast’s electronic signature solution in their major point of service areas, including outpatient laboratories and rehabilitation area.

“[FormFast] allowed us to also consolidate a lot of our forms. We took forms from several departments and we put them into a single format, and [the form] was available on the computer. The forms all have a barcode on them, and we use them in downtime. So they’re very valuable to us.”

Utilizing FormFast’s eForms platform, the electronic forms are centralized in a secure, online repository for quick retrieval. The library integrates with the HIS to prepopulate the eForms needing signatures with the patient information. The patient signs the eForm electronically with the eSignature device, maintaining a completely paperless environment.

“We took everything, all of our paper, and made it electronic. We’ve gotten rid of any need for having paper.”

Costs savings for the paperless transition were seen almost immediately.

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Reaching Stage 7 of the EMR Adoption Model in November of 2013, Bristol Hospital understands the need to not only save costs, but also operate more efficiently and faster, providing better care for patients.

“Healthcare has been lagging behind significantly, [but] I think especially in a small community hospital, there’s some credibility built because we’re able to do things with advanced technologies.”

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