

## Case Study

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### Organization

#### Montefiore Medical Center Bronx, N.Y.

- University Hospital for Albert Einstein College of Medicine
- 2,750 physicians
- 1,323 residents/fellows
- 154 community-based locations
- 6 hospitals
- 1,930 beds

### Solution Spotlight

- McKesson OneContent Patient Folder™
- McKesson Patient Folder™ Mobile Media Capture

### Critical Issues

- Lack of HIPAA compliance
- Variability in photo resolution and quality
- Lack of photo documentation
- Lack of a process to transfer photos to EMR

### Results

- Eliminated manual processes
- Decreased time to transfer photos to EMR
- Consistently increased resolution of photos
- Increased the use of photos

## Montefiore Medical Center securely captures images for improved EMR documentation

With ever-evolving technology, at least one thing has remained constant: a picture is worth a thousand words. Nothing shows the state of a wound or condition better than an image. However, many hospitals don't have a secure process to capture images.

If images are captured, often they are taken on personal cell phones and attached to a text for a consult or second opinion. The result? Images don't make it to the electronic medical record (EMR) for future reference. However, if images do make it to the EMR, it is challenging to manage the photograph on the device itself, as well as to identify the patient.

### Challenges

At Montefiore Medical Center, the Child Advocacy Center was challenged with gathering quality documentation regarding child abuse while protecting patient privacy. Photos were taken by a Polaroid or digital camera, resulting in inconsistent quality. Also, the methods used to capture images led to printing photos on

public printers, and sending and saving images to unsecured USB sticks and phones.

Montefiore Medical Center wanted to:

- Improve image quality, documentation, HIPAA compliance and ease of transfer to their EMR system
- Use a secure process to transfer images into McKesson OneContent Patient Folder™
- Address privacy concerns
- Provide related documentation with images (e.g., who took the photo, when and where)

### Answers

Montefiore Medical Center chose McKesson Patient Folder Mobile Media Capture™, a secure, easy-to-use image capturing application for iOS smart phones and tablets. It delivers a high quality image with every capture and allows patient-facing end users to add annotations to those images.

Initially, Montefiore used the application to capture images for

“Anyone can use this app in 10 minutes. Younger people who use phone apps often can learn it in five. It’s very intuitive and easy to use.”

*Andrew Wollowitz, M.D.*  
*Medical Director*  
*Montefiore Wakefield*  
*Emergency Department*

The results of this organization were dependent upon a variety of unique factors. Each party’s results will depend on the factors of its business.

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EMR documentation and was able to quickly and easily implement it. “It took about an hour or two to install the components and configure one virtual machine,” says Matt Levito, associate application analyst, Information Technology.

Following only one run-through in training, users felt comfortable enough to use the app — without further instruction. “Anyone can use this app in 10 minutes. Younger people who use phone apps often can learn it in five. It’s very intuitive and easy to use,” says Andrew Wollowitz, M.D., medical director, Montefiore Wakefield Emergency Department.

Montefiore Medical Center is now capturing images, complying with HIPAA privacy rules and helping to reduce potential security breaches. They consistently capture high resolution images since the resolution went from Polaroid quality (and other various devices) to 8-12 mega pixels per image. Such improvement in image quality helps their clinicians identify conditions and accurate body parts. Additionally, now images are secure because only end users who have a need are able to access images. After capture, images are saved to a secured area on the mobile device and once transferred to Montefiore’s EMR system, are systematically removed from the device.

#### **Results**

Montefiore Medical Center has eliminated manual processes and made other improvements with Mobile Media Capture. For instance, since transfers to their EMR are fast, consultations occur within minutes.

Ease of use has encouraged Montefiore to use the app and document cases often. It has been implemented in three emergency departments and in the first four months, 600 photos were captured and logged into the EMR. “We looked at several products, but this is the only one that had the ability to identify the anatomical location of an image. We consider this a superior product,” says Garfield Cummings, assistant director, Business and Financial Systems.

Montefiore Medical Center also has expanded the use of Mobile Media Capture to documenting cases in their ED for general assaults, domestic violence and elder abuse, as well as documenting acute skin conditions such as lacerations, rashes, burns and cellulitis. “I could see possible future use for it in documenting healing of wounds over time and existing conditions,” says Dr. Wollowitz.

“Overall, we’ve been very pleased with the results and plan to use it throughout the organization,” says Levito. “In fact, we already have a plan in place to implement the app in our new ambulatory facility.”



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