



## University of Arkansas for Medical Sciences

Reaping the benefits of replacing paper with electronic records in more than 300 departments

### Benefits

- Eliminates paper, enabling move to new facilities
- Saves countless man-hours and eliminates substantial delivery and microfiche expenses
- Provides faster, broader access to information, enabling geographically dispersed groups to easily share content
- Facilitates compliance with audit requests

### Business overview

University of Arkansas for Medical Sciences (UAMS) is one of the largest public employers in the state of Arkansas, with almost 9,000 employees, including nearly 1,000 physicians who provide medical care to patients at UAMS and its affiliates, Arkansas Children's Hospital and the Veterans Administration Medical Center. In addition to a state-of-the-art hospital and outpatient center, UAMS includes the Arkansas Cancer Research Center, Harvey and Bernice Jones Eye Institute, Donald W. Reynolds Institute on Aging, Myeloma Institute for Research and Therapy, and Jackson T. Stephens Spine & Neurosciences Institute. UAMS is also the state's largest basic and applied research institution, with more than \$107 million in annual research funding, grants, and contracts.

### Challenges

The University of Arkansas for Medical Sciences has been growing rapidly for many years. "To accommodate this growth, we are continually tearing down old buildings and building new ones. In the interim, relocated individuals end up in cramped, temporary quarters with no place to store all their documents," explains Bonnie Hipp, Documentum and health information management senior analyst at UAMS. "All across the organization, lack of space drove us to find an alternative to paper records."

### *Information sharing across geographically dispersed locations*

Outgrowing facilities also led to more geographically dispersed departments. For instance, the UAMS obstetrics/gynecology (OB/GYN) department grew so much it comprised four different locations. The department was paying to have huge file cabinets hauled back and forth between the labor/delivery facility and the main facility every night so that patient records would be available for after-hours births. Other departments, such as finance, were paying to have paper records sent off-site and turned into microfiche.

---

## Business profile

### University of Arkansas for Medical Sciences

The state's leading teaching hospital and medical university

### Industry

Healthcare, education

### Geographies

Main facilities in Little Rock, Arkansas, with seven area health education centers and clinics across the state

### Business solutions

AP/AR processing/invoicing, contracts management, employee records management, IT resource management, plant and facilities management, data storage, transactional content management

### EMC products

EMC Documentum  
ApplicationXtender,  
EMC DiskXtender

### Deployment summary

Approximately 850 employees in more than 300 departments use ApplicationXtender to manage over 413 different applications that total 900 gigabytes of information—from employee and patient records to transaction reports from the company's SAP system.

### EMC Partners

DISC (Dynamic Information Solutions Company) located in Little Rock, AR; SAP

---

## *Long-term record retention and easy access to historical information*

UAMS formed a committee to research alternatives to paper records. Any solution had to take into account the need to share information across geographically dispersed locations. And because UAMS is a teaching institution and a medical institution, it had to enable the storage of numerous administrative, academic, and patient-related records for many years. It also needed to provide easy access to historic information for departments such as purchasing and accounts payable.

## EMC solution

UAMS turned to EMC® Documentum® ApplicationXtender® to cost-effectively scan paper documents of all kinds and store them in an easily searchable electronic file cabinet. Today UAMS medical centers and institutes, UAMS area health education centers (AHECs), and more than 300 UAMS departments—such as accounting, business services, clinical engineering, construction management, finance, graduate admissions, hospital patient management, human resources, IT, marketing, microbiology, pathology, and plant maintenance—all rely on ApplicationXtender to manage more than 900 gigabytes of documents. In addition, approximately 144,000 pages are scanned into the system monthly.

UAMS human resources, the first department to use ApplicationXtender, scanned records for all current employees into the system. "Human resources found that managing employee records with EMC Documentum ApplicationXtender was so vastly superior to paper—providing faster retrieval, easy filing, easy sharing, not to mention freed up space—that they went ahead and scanned in records for all past employees as well," says Hipp. "Their success led over 300 other departments to ask for ApplicationXtender. Today they rely on it," said Hipp.

## *Increased floor space*

Scanning all those employee records into ApplicationXtender enabled HR to eliminate the paper versions entirely, freeing up 18 file cabinets and numerous storage boxes. Reducing or completely eliminating paper has enabled departments to easily move to new facilities. "I don't know what we would have done without ApplicationXtender. It has helped us reduce paper so departments could move and have more available floor space," says Hipp.

## *Time and money savings*

By making images of critical documents—invoices, contracts, plant operations information, building plans, construction bids, patient records, intern and residency applications, grades, reference letters, signed HIPAA privacy forms, employee personnel slips—viewable from the desktop, UAMS has virtually eliminated the delivery costs and time delays associated with shipping and carting documents back and forth between locations. The OB/GYN department, for instance, no longer has to pay to have files hauled back and forth nightly; patient records can be viewed at any time from any of the department's three locations.

---

---

In addition, eliminating the need to file and retrieve paper has saved many man-hours, even eliminating the need for several staff people and freeing up hours of others' time for more value-added activities. UAMS also saved money by slashing the cost of off-site storage. In 1997, when only three administration divisions were using ApplicationXtender, UAMS estimated that the software was saving the organization approximately \$30,000 per year. Today, the savings are vastly greater.

### ***Accessibility***

After entering an authorized user ID and password, users at UAMS main campus, its affiliates, or AHECs can view the documents they need on the ApplicationXtender system via EMC Documentum ApplicationXtender Web Access. ApplicationXtender Web Access enables users to access the images in ApplicationXtender that they are authorized to view from any computer with a web browser. "In one department, we had a pregnant employee confined to bed rest for three months. With ApplicationXtender Web Access, she was able to continue working that whole time," notes Hipp.

"With ApplicationXtender, more than 300 UAMS departments have not only eliminated vast quantities of paper, but saved countless man-hours, increased productivity, and slashed or completely eliminated delivery, storage, and microfiche costs."

**Bonnie Hipp, Documentum and Health Information Management Senior Analyst**

### ***Further productivity gains via SAP integration***

UAMS is in the process of integrating its SAP® enterprise resource planning system with the EMC Documentum ApplicationXtender system. Currently, UAMS purchasing, accounts payable, and travel departments download SAP transaction information nightly. These transaction reports become the cover sheets that are scanned on top of supporting documents—for example, e-mails, bid proposals, and receipts, as well as the hardcopy invoices, trip expense reports, and purchase orders—so that all documents related to an AP invoice number, purchase order number, or trip number are linked together within ApplicationXtender.

Once the UAMS SAP and ApplicationXtender systems are completely integrated, SAP users will be able to view documents that are stored in ApplicationXtender from within their SAP environment. Simply clicking on a transaction on their SAP screen will automatically launch ApplicationXtender Web Access and display all supporting documents for that transaction.

---

---

### *Streamlined compliance*

While legal requirements prohibit some departments from eliminating paper completely, as HR did, many have done just that. “Typically departments start by keeping several years of paper in off-site storage,” explains Hipp. “Then they realize they’re paying for these documents but not accessing them, so they cut the amount stored in half—from 10 years worth to five years worth, for example. Then they cut it to one year, then to three months. Eventually they become comfortable with no paper because they can find documents—whether for internal use or audit requests—much faster and more easily in ApplicationXtender.”

UAMS departments aren’t the only ones who have become comfortable with electronic records. “Increasingly, our auditors are becoming fans of EMC Documentum ApplicationXtender too,” says Hipp. “They are also realizing that digital fixed images stored in a secure, robust system are even more reliable than paper, easier to track and retrieve, and less likely to be lost or misplaced. And they make an auditor’s job a whole lot easier.”

### *Disaster recovery*

Each night, EMC DiskXtender® backs up all 900 gigabytes of information both to a storage area network (SAN) and optical tape. The SAN provides easy access to historical information and the optical tape provides disaster recovery. “On the few occasions we have had to restore data from the optical tape, everything worked well,” says Hipp.

## Summary

“Multiple locations and lack of paper storage space was what drove department after department to adopt EMC Documentum ApplicationXtender,” says Hipp. “But, once they had it, they realized what a wonderful, indispensable tool it is. With ApplicationXtender, more than 300 UAMS departments have not only eliminated vast quantities of paper, but saved countless man-hours, increased productivity, and slashed or completely eliminated delivery, storage, and microfiche costs.”

## About EMC

EMC Corporation (NYSE: EMC) is the world’s leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC’s products and services can be found at [www.EMC.com](http://www.EMC.com).



EMC Corporation  
Hopkinton  
Massachusetts  
01748-9103

1-508-435-1000  
In North America 1-866-464-7381

EMC<sup>2</sup>, EMC, ApplicationXtender, DiskXtender, Documentum, and where information lives are registered trademarks of EMC Corporation. SAP is a trademark or registered trademark of SAP AG in Germany and in several other countries. All other trademarks used herein are the property of their respective owners.

© Copyright 2007 EMC Corporation.  
All rights reserved. Published in the USA. 11/07

Customer Profile  
H3334