

IPeople Script Case Study

Increase Processing of Deficiencies by More than 50%

Princeton Community Hospital

Since 1970, Princeton Community Hospital has been the center of health care in their community – reliable, dependable, always accessible and ready when you need. While currently serving over 260 beds and 50,000 ER patient per year, Princeton Community Hospital continues to be a leader in quality care for the people of Southern West Virginia.



In hospitals around the world, time is one of the most valuable assets available to help improve patient care. Yet data deficiencies can lead to the allocation of time and resources needed in an already maxed out workflow. Fortunately, software can be a huge complement to the rapidly changing hospital environment. By using IPeople Script, one of the proven IPeople Data Access products, Princeton Community Hospital has witnessed a huge time savings for both the Health Information Management (HIM) staff as well as the Medical staff. As simple as it sounds, deficiency scripting takes an incomplete data record and completes it automatically without human intervention. One example is how Deficiency Scripting through IPeople has reduced chart completion for the Joint Commission to rates in the single digits.

Before Princeton began using the IPeople Script product, the only option available for Princeton HIM Manager, Debbie Wallace, was to assign deficiencies manually. This software adoption has allowed their staffs' processing time to be reduced by more than 50 percent. Now the staff at Princeton Community Hospital has recovered precious time to focus on providing quality care for the people of Southern West Virginia and surrounding communities.

In any given year, Princeton Community Hospital sees more than 50,000 ER patients. *"Using the IPeople Script product has given us the ability to assign and track deficiencies electronically,"* said Steve Curry, Senior Director of Information Technology. *"IPeople Script has been a great product that is filling a need, both cost effectively and efficiently".*

With a 50 percent reduction in staff processing time, Princeton Community Hospital can expect a huge return on their investment. *"Now our physicians can complete their records anywhere that they have MEDITECH access,"* said Debbie Wallace, Manager, HIM.

"The implementation and training of IPeople products was minimal, guiding us in the direction to save time by assigning and tracking deficiencies electronically. Princeton Community Hospital now has the ability to reduce staffing time, as well as speed chart turnaround times, helping us reach and maintain our goals," added Steve Curry. *"I have a great respect for IPeople... to say the least. I recommend IPeople without reservation."*



We Get Your Data

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“Now our physicians can complete their records anywhere that they have MEDITECH access.”

- Debbie Wallace, Princeton Community Hospital

Case Study Breakdown

THE CHALLENGE	THE SOLUTION	THE BENEFITS
<ul style="list-style-type: none">Assign and track deficiencies electronically	<ul style="list-style-type: none">✓ IPeople Script✓ IPeople Interfaces	<ul style="list-style-type: none">✓ Allowed Princeton Community Hospital staff’s processing time to be reduced by more than 50%✓ A great product that is filling a need, both cost effectively and efficiently

About Interface People, LP

Interface People (IPeople) is an integration company providing the healthcare industry with innovative solutions and professional services to simplify the interaction between users and their data. Committed to increasing work efficiencies, while offering layers of flexibility in their products, IPeople supplies the healthcare industry with tools to assist both technical and non-technical users.

At IPeople our mission is to build innovative software and services for the healthcare industry, so that care providers can focus on working more efficiently to improve the quality of patient care. We work with determination, resilience, and respect, striving to always delight our customers. For more information, visit www.ipeople.com.