

A Major IDN



Iron Mountain and a major IDN revamp medical records facility to ensure HIPAA compliance and improve hospital service

- CUSTOMER:** A leading Detroit-based healthcare provider
- BUSINESS:** Healthcare
- CHALLENGE:** Decreasing records management system costs without compromising patient care

In Detroit, a leading healthcare provider is continually striving to improve the quality of its patient care.

This commitment extends all the way to the provider's approach on medical records management. To that end, the IDN had developed a longstanding relationship with Iron Mountain, one that had evolved through acquisitions of various local records storage companies. Over time, Iron Mountain had become the IDN's principal off-site medical records management provider.

A few years ago, the IDN decided to consolidate all active files from existing file rooms with files stored off-site through Iron Mountain. In turn, this led to the decision to bring the IDN's records management in-house—and choose a vendor other than Iron Mountain to develop, lease and manage a purpose-built records center. During this transition, Iron Mountain continued to store the IDN's records, while improving overall service levels and strengthening the vendor-client relationship.

Unfortunately for the IDN, construction of the new records center and getting it operational took longer than expected—two years, to be exact. When the new vendor eventually began to receive and store active records in small quantities, the IDN discovered that its operating costs were quickly escalating. In addition, the vendor's overall service was steadily declining.

At just about the time the IDN began transferring records from Iron Mountain to the new facility, it revisited its operational needs and reopened the bid process for its medical records management. Iron Mountain presented its Comprehensive Health Information Management program which focused on driving down costs while increasing records management system efficiencies. Iron Mountain also detailed an option for

HOW TO KEEP OPERATING COSTS DOWN AND IMPROVE OVERALL SERVICE

Challenge

To improve the quality of its patient care, Detroit's leading healthcare provider sought to create a purpose-built records center for consolidating all active and inactive files under one roof. However, the actual construction of the center—a 70,000 square foot facility servicing 7 affiliated hospitals—was significantly delayed, leading to soaring operating costs and a decline in overall service.

Solution

After carefully re-examining the management of the facility and the vendor's overall performance, the IDN turned to Iron Mountain as its records management service provider. By leveraging Iron Mountain's extensive experience in both records and facilities management, the IDN now meets the stringent requirements of HIPAA compliance through improved workflows and increased security.

Results

Thanks to Iron Mountain, the IDN now has a range of records management services and leading-edge technologies for more efficient storage and faster access to patient information. In addition, the IDN now has greater control of service levels and an established activity-based billing regime in place.

digital delivery of x-rays through its X-ray on Demand service. As a result, Iron Mountain won the contract to manage the IDN's entire medical records program and operate its dedicated records center.

Iron Mountain employees now manage the facility and have implemented proper security protocols as well as standard workflows and procedures that ensure HIPAA compliance.

“Iron Mountain saves customers money by controlling service levels, implementing proper retention and destruction policies, and establishing an activity-based billing regime.”

“Iron Mountain saves our customers money by controlling service levels, implementing proper retention and destruction policies, and establishing an activity-based billing regime. We have been able to significantly improve service for this customer, while providing the flexibility to meet their changing needs,” states Mark Rempe, Vice President of Health Information Services at Iron Mountain. “Clearly, Iron Mountain demonstrated the ability to offer a comprehensive program geared towards Total Customer Satisfaction.”

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