

Army National Guard Bureau

The National Guard selected Perceptive Content from Lexmark to provide instant document access, data security and other benefits that support the Bureau's medical readiness initiative.

Challenge

ASM Research Inc. was commissioned by the Army National Guard Bureau to find an enterprise document management, imaging and workflow solution that supports HIPAA compliance, requires a minimal hardware investment and has a low lifetime cost. After evaluating multiple products, ASM Research and the National Guard selected Perceptive Content to provide instant document access, data security and other benefits that support the Bureau's medical readiness initiative.

"Perceptive Content is proven to be effective in similar implementations that require the support of HIPAA," says George Nebeling, vice president at ASM Research. "The rapid and cost-effective deployment offered by Lexmark also appealed to us."

In addition to supporting HIPAA, Perceptive Content has achieved the Common Criteria Evaluation and Validation Scheme for IT Security (CCEVS) at Evaluation Assurance Level 2+ through the National Information Assurance Partnership (NIAP). The United States and 22 other countries recognize the Common Criteria as the official third-party evaluation criteria for IT security procedures.

Solution

Benefits of Web Services Integration

Perceptive Content complements the advantages delivered by ASM Research's Medical Operational Data System (MODS), an integrated, online automation system that supports all phases of the Army Medical Department's (AMEDD) Human Resource Life Cycle Management in peacetime and mobilization. MODS gives commanders, staff and functional managers of AMEDD organizations a real-time source of information on the qualifications, training, special pay and readiness of AMEDD personnel, and the medical readiness of all soldiers in the Army, Army Reserve and the Army National Guard.

Perceptive Content seamlessly integrated with the National Guard Bureau's five MODS applications, enabling users to instantly access soldiers' medical records directly from online MODS environments.

"Using the web services integration method, Perceptive Content works hand in glove with MODS, providing users with the medical records information they need to deliver appropriate and timely healthcare to soldiers anywhere in the world," Nebeling says.

Meet Army National Guard Bureau

The National Guard continues its historic dual mission, providing trained units to the states, territories and the District of Columbia and keeping itself equipped to protect life and property. The Guard also provides trained units to the nation equipped and ready to defend the United States and its interests all over the globe.

- ▶ **Troops:** 304,000
- ▶ **States & territories served:** 54
- ▶ **Focus:** National defense

Products in use: Perceptive Content

“Using the web services integration method, Perceptive Content works hand in glove with MODS, providing users with the medical records information they need to deliver appropriate and timely healthcare to soldiers anywhere in the world.”

George Nebeling

Vice President
ASM Research, Inc.

ASM Research found that a timely Perceptive Content implementation delivered an immediate return on investment (ROI) for the National Guard. “Perceptive Content implementation was easy, on time and did not alter existing business processes,” Nebeling says. “We spent very little time training personnel because Perceptive Content is so user-friendly.”

Results

- ▶ Faster processes improve medical readiness at home and abroad
- ▶ Users worldwide, including those in combat scenarios with slow Internet connections, have subsecond access to 20 million medical records documents
- ▶ Advanced web services technology allows soldiers to retrieve medical records directly from screens in five MODS applications
- ▶ Reduction in manual tasks maximizes the effectiveness of soldiers’ limited time

Powering productivity

Medical/personnel actions in the National Guard are documented and mailed through the chain of command – from soldiers’ local units, to state offices and then on to National Guard Bureau headquarters. Storing documentation electronically in Perceptive Content speeds this process and eliminates manual tasks. “Perceptive Content enables users to work faster and to get more done,” Nebeling says. “It leverages soldiers’ available time, which is limited as many are employed on a part-time basis.”

Speeding care and reimbursement

When the National Guard Bureau relied on paperwork, soldiers often waited weeks for medical actions to be processed, delaying the delivery of and compensation for non-urgent medical care. Perceptive Content gives authorized users instant access to soldiers’ medical records, allowing soldiers to receive the treatment they need, now.

“By dramatically speeding medical readiness processes, Perceptive Content ensures that soldiers are reimbursed quickly for medical care expenses, and are provided with timely access to continued care,” Nebeling says.

National Guard Bureau medical managers print patient documents and bar-coded cover sheets, and fax them to the MODS Perceptive Content repository. Perceptive Content reads barcode index values and the documents are automatically imported into Perceptive Content. With a single click, users view medical documents in any one of their five online MODS applications.

“Perceptive Content helps return soldiers to medical readiness quickly,” Nebeling says. “This is crucial in an age when the Army National Guard must be rapidly mobilized.”

Perceptive Content captures many document types, including physicals, bite wing x-rays from soldiers’ annual dental evaluations, and line of duty examinations used to adjudicate medically non-deployable soldiers.

“Having online access to complete medical records via Perceptive Content enhances all actions related to soldiers,” Nebeling says. “Personnel at headquarters and state offices agree that managing medical records in Perceptive Content is a quantum leap from using paperwork.”

“Perceptive Content has effectively scaled to store more than 20 million medical documents for National Guard personnel in all 54 states and territories and in conflict scenarios in Iraq and Afghanistan. As we have increased the scope of this project, system performance has been unaffected.”

George Nebeling

Vice President
ASM Research, Inc.

Benefits of scalability

The National Guard has extended Perceptive Content across the globe. Despite dispersed access points and the National Guard importing up to 45,000 pages per hour, Perceptive Content users in all locations benefit from subsecond data retrieval.

“Perceptive Content has effectively scaled to store more than 20 million medical documents for National Guard personnel in all 54 states and territories and in conflict scenarios in Iraq and Afghanistan,” Nebeling says. “As we have increased the scope of this project, system performance has been unaffected.”

Actively deployed soldiers have limited IT systems, so it is imperative that the software they use has a small footprint. Incredibly low memory consumption per document extends the power of the National Guard’s technology infrastructure.

“National Guard personnel in the field do not have the benefit of high-speed Internet connections,” Nebeling says. “The efficient way that Perceptive Content stores images minimizes bandwidth requirements, so soldiers on active duty have the same timely document access as those using Perceptive Content in armories.”

Nebeling believes that as U.S. Army entities expand Perceptive Content, benefits such as faster delivery of care and reimbursements to soldiers, increased productivity and reduced overhead will be compounded.

Read and watch more stories of success from our global customers at www.lexmark.com/success