



KONICA MINOLTA

ENTERPRISE CONTENT  
MANAGEMENT

Giving Shape to Ideas

# Content Management



ECM Success Profile

## RHODE ISLAND QUALITY INSTITUTE

### RIQI Improves Quality of Reports, Operational Efficiencies with Konica Minolta ECM

**CHALLENGE:** The Rhode Island Quality Institute (RIQI), a non-profit organization dedicated to advancing the transformation of the state's healthcare system, sought to automate workflow processes and improve its enrollment process with CurrentCare, a statewide Health Information Exchange (HIE) and centralized data repository. CurrentCare allows providers to access and exchange current health information about its enrolled patients. It ensures that healthcare providers have the information they need to effectively coordinate care and prevent medical errors, unnecessary hospital use, and eliminate duplicate testing and procedures.

RIQI faced a number of issues with its previous document management solution. The system was not user-friendly, offered poor integration with line-of-business solutions, and delivered poor scanned image quality. It was also not easy for new users to operate and provided unreliable performance.

"By overcoming these issues, we could not only reduce errors, but also decrease the overall time it takes for a patient to be enrolled in CurrentCare," said Phil De Simone, RIQI operations manager.

**SOLUTION:** RIQI, and the CurrentCare enrollment process in particular, relies heavily on scanned documents. So Konica Minolta proposed a two-phase solution: Kofax for capture and OnBase® by Hyland for Enterprise Content Management (ECM).

Simplifying the capture and routing of scanned documents with Kofax easily corrected the many integration and reliability issues. Also, by complementing the Kofax solution with OnBase, it gave RIQI personnel easier access to scanned and stored documents.

"Kofax automatically sends scanned documents to OnBase for routing and sorting. Enrollment team members can immediately access and update information from these documents as needed, eliminating manual selection of enrollment form batches," said De Simone. "The combination of Kofax and OnBase has streamlined the data capture and routing processes by enabling us to handle 30 percent more enrollment forms with half as many employees."

RIQI has created many customized workflows with OnBase. The company has streamlined and automated the online enrollment process, allowing users to simply upload a spreadsheet that generates and routes an electronic enrollment form. RIQI has also established a workflow for the subsidy process to better track and automatically route subsidy letters for approval without any manual touch points. Prior to this, RIQI employees had to physically handle these documents and deliver for signatures and approvals as necessary. There is no more paperwork involved and the entire approval process is much faster.

#### RESULTS:

- Improved the capture and data entry process times by 30 percent
- Eliminated integration issues with document management solutions and line-of-business systems
- Improved scanned image quality
- Streamlined enrollment processes
- Enhanced employee access to data
- Established workflow rules for automated document management
- Gained insight into critical business processes
- Created team, associate and healthcare provider quality reports for improved data entry quality

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“RIQI now has much greater visibility into the movement of work and its ongoing progress from the supervision standpoint,” said Joel Stark, Sr. Solutions Consultant, ECM Division. “There was very little ability to closely track performance and productivity before the Konica Minolta solution. Now, everything is very detailed and much more efficient across the board.”

**BENEFITS:** One of the primary reasons RIQI selected Konica Minolta was because of the level of attention paid to the non-profit’s particular needs. RIQI has since developed quality and productivity reports to further maintain the highest levels of quality for both clients and patients. It had offered no reporting prior to Konica Minolta’s ECM solution.

“Konica Minolta really understood what we wanted to accomplish and created a great product for us,” said De Simone. “They built the reports for us based on my feedback, and we’ve experienced a 2 percent increase in data entry accuracy from almost 96 percent in early reporting to almost 98 percent currently.”

**NEXT STEPS:** RIQI is investigating additional workflow solutions and is considering expanding OnBase to other groups within the organization.

## TECHNOLOGY:

- OnBase Enterprise Content Management (ECM)
- Kofax

**KOFAX**  
Capture



## Partnership.

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives.

Contact us at

[ECM.Sales@kmbs.konicaminolta.us](mailto:ECM.Sales@kmbs.konicaminolta.us)

to realize opportunities in:

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