CITY OF HOPE IMPROVES PATIENT EXPERIENCE AND SPEEDS CLINICAL RESEARCH WITH OCR SOFTWARE FOR EHR

Business Challenge

With close to 500,000 electronic health records (EHR) in their database, leading cancer research and treatment center City of Hope would spend huge amounts of time manually searching for patient data critical to their research and treatment needs. The health center began looking for a robust OCR solution to recognize text on these scanned EHR image documents and index them in the database. Leveraging OCR software would allow the organization to find information within patient files much faster, enabling faster care and accelerating research operations.

Solution

After looking at open source options, City of Hope knew it would require a more robust solution that could handle the huge volumes of documents they needed to process. They chose Foxit's Maestro OCR software because it provided higher recognition accuracy over competing products. Critically, Maestro enabled the firm to recognize text accurately even on low-quality scans. In addition, Maestro afforded the research firm the ability to more rapidly locate health information for both patient care and research purposes.

10,000
documents per day

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Results

City of Hope currently converts about 10,000 documents per day using an unlimited Maestro license on a single core processor. This same job had previously taken up to a full week prior to implementing Maestro. With text-searchable health records, looking up patient information is now a much faster process; this allows medical staff to more quickly analyze, diagnose and treat their patients, improving quality of care. In addition, clinical researchers at the institution are now able to use simple keyword search on their newly indexed EHR database. This allows them to easily and instantly locate specific information in the mountain of medical data they process. Since the medical research firm utilizes an unlimited Maestro license, they can confidently rely on the software to handle the huge volumes of records characteristic of the healthcare industry.

Benefits

Objective	Benefits Achieved
▶ Improve patient care experience with more effective back-end operations	✔ By converting documents to a text-searched formats, the medical stuff at the hospital was able to locate and analyze patient information more rapidly.
▶ Accelerate medical research operations	✔ With an indexed EHR database, the researchers can instantly locate specific information using simple keyword search.
▶ Identify a solution built for high-volume processing	✔ City of Hope uses an unlimited volume, single core processor Maestro license to convert over 10,000 documents into a text-searchable format every day.
▶ Recognize text accurately even on low-quality scanned documents	✔ Maestro utilizes image pre-processing techniques to optimize for the best possible text recognition accuracy.