



Swedish Medical Center
Seattle, WA
www.swedish.org

Industry:

Healthcare

Annual Revenue:

US\$1.1 billion

Employees:

7,245

Oracle Products & Services:

Oracle Enterprise Content Management Suite

Oracle Universal Content Management

Oracle Imaging and Process Management

Oracle Partner:

ImageSource, Inc.
www.imagesourceinc.com

“We needed a comprehensive content management system that provides support for document and image capture and management, as well as workflow. After evaluating the scope of the requirements, we decided to use components of the Oracle Enterprise Content Management Suite for their scalability, reliability, and standards-based architecture, as well as their ability to integrate with our electronic medical record system.”

– Nancy Richards, Content and Document System, Swedish Medical Center

Swedish Medical Leverages Content Management Solution to Facilitate Patient-centric Care

Swedish Medical Center is the largest nonprofit healthcare provider in the Greater Seattle area, with three hospital locations in Seattle, a freestanding emergency room and specialty center in Issaquah (East King County), and a network of 12 primary care clinics. A regional referral center, Swedish provides an extensive range of specialized treatment including oncology, cardiovascular care, obstetrics, pediatrics, orthopedic care, and neurological care.

Challenges

- Ensure that patient information is available when and where a provider needs it
- Improve the organization’s ability to manage patient records and provide quality care
- Improve productivity

Solution

- Implemented Oracle Enterprise Content Management Suite to deliver a content-enabled electronic medical record (EMR) system to ensure that patient information is readily available at the point of care
- Accelerated the creation and management of patient records, allowing staff to focus on other responsibilities
- Reduced the time required to assemble training materials for new and existing processes from 24 hours to four hours
- Integrated the EMR system with Oracle enterprise content management software—enabling the provider to make patient charts readily available and accessible from any location in the network
- Eliminated the need to wait for patient charts to arrive at the point of care, as well as the use of local copies of records that are often incomplete
- Enabled Swedish to standardize document management processes and workflows across its various facilities, making it easier for staff to move between and provide care in any setting
- Leveraged Oracle Universal Content Management to manage hospital standards, such as procedures for intubating a patient, preparing a surgical unit, or delivering infant care
- Worked with Oracle Partner ImageSource to develop and deploy the EMR system, and ensure a timely rollout