

Case Study



# Bendigo Health Enhances Patient Care with Rapid Access to Vital Healthcare Information

To improve healthcare experiences throughout the Loddon Mallee region of Victoria, Australia, Bendigo Health aimed to empower its clinicians to make well-informed care decisions faster. Through document scanning and workflow automation solutions, the organization can now deliver data to its medical staff at the touch of a button.

**705,000**  
Paper Records Digitized

**300**  
Clinical Records Delivered Daily

**Improves**  
Patient Care Experiences

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### Meet Bendigo Health

WWW.BENDIGOHEALTH.ORG.AU

Employing 4,000 people, Bendigo Health is a regional health service in the state of Victoria, Australia. The organization treats 51,000 inpatients, triages more than 57,000 emergency attendees and delivers more than 1,500 babies each year. Bendigo Health's 724-bed hospital services are complemented by 11 operating theatres, an 80-bed psychiatric inpatient unit and a 20-bed intensive care unit, as well as community and mental health services across the region.

### Products in Use

Kofax TotalAgility®

### Focus

Document Scanning, Optical Character Recognition (OCR), Digital Transformation

## Challenge

The patient experience is at the heart of everything that Bendigo Health does. Each year, the organization delivers in- and out-patient care to tens of thousands of people across the Loddon Mallee region of Victoria, Australia, including community and mental health services across rural and urban areas.

To enable good patient outcomes and support the complex needs of an aging population, Bendigo Health is always looking for innovative ways to enhance its services. As part of its ongoing commitment to public health in Victoria, the organization recently opened a new world-class regional hospital, incorporating cutting-edge healthcare design and technology.

**“We can’t overstate the value of timely access to medical data when it comes to patient care. Crucially, the new digital processes ensure that important information such as medicine and food allergies is immediately available to our teams in the ward.”**

**Danny Lindrea, Regional Director, Architecture & Applications, Bendigo Health**

Danny Lindrea, Regional Director, Architecture & Applications at Bendigo Health, takes up the story, “One of the most significant differences between our older facilities and the new hospital was the storage of medical records. The new wards are designed to be paper-light and data-driven—enabling clinicians to make treatment decisions more quickly.”

To maximize the benefits of the new care facilities, Bendigo Health aimed to replace paper medical records using an electronic healthcare information system (HIS). As well as unlocking powerful efficiencies in acute hospital care, the digital approach promised to transform the organization’s approach to local services such as mental and community health.

Bianca Matthews, Development and Systems Manager, Mental Health Services at Bendigo Health, comments, “We deliver services from 11 sites across the southern Mallee region, five of which are in rural areas. Our files include more than 705,000 paper documents, which made it a challenge to deliver services when patients moved addresses within the state. For example, we typically transferred patient records between sites via courier at least twice a day—a significant cost that we could avoid if we switched to a digital process.”

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### Solution

After completing a formal tender process, Bendigo Health selected a document scanning and workflow automation solution from Kofax, with implementation, training and change management services from a Kofax business partner.

“We were looking for a scanning and automation platform that could deliver in a number of functional areas,” explains Danny Lindrea. “We wanted the ability to ingest multiple types of documents, from records printed on paper to electronic documents such as PDFs.”

He continues, “To ensure that we could build dependable, automated workflows, it was also very important to find a platform that could generate the appropriate metadata for each document—allowing our HIS solution to attach files to the relevant patient record. Finally, we wanted a solution that could be deployed centrally on our public cloud platform, and support multiple document scanning teams in different locations across the state.”

Working with its Kofax business partner, Bendigo Health deployed and configured the new scanning solution, and deployed multi-function devices for its scanning teams. Today, the organization operates a central scanning function to support its acute hospital care services, and several smaller scanning teams across its mental health and community healthcare services.

Julie Ritchie, Director of the Health Information Services at Bendigo Health, comments, “We see around 4,000 hospital patients per month, and support our clinical staff with document scanning services seven days a week. Whenever the hospital receives or creates a paper record, we barcode and scan the document, and validate that the correct tags have been applied so that our clinical staff can access it immediately via our HIS platform.”

**“We’ve now replaced manual document-management processes with a highly automated workflow—enabling us to put important information at our medical team’s fingertips faster than ever.”**

**Julie Ritchie, Director of the Health Information Services, Bendigo Health**

### Results

By switching to digital processes across its regional healthcare organization, Bendigo Health is achieving its goal of improving patient experiences and outcomes.

“In the past, we dedicated a team to retrieve around 300 clinical records for the next day’s hospital appointments and re-file the documents that were no longer needed,” says Julie Ritchie. “As well as increasing the chances of delays in patient information reaching clinical staff, this approach was both resource- and time-intensive. We’ve now replaced manual document-management processes with a highly automated workflow—enabling us to put important information at our medical team’s fingertips faster than ever.”

Danny Lindrea adds, “We can’t overstate the value of timely access to medical data when it comes to patient care. From the moment that someone is admitted to the hospital, an automated process begins that helps capture and collate all relevant information into our HIS platform. Crucially, the new digital processes ensure that important information such as medicine and food allergies is immediately available to our teams in the ward.”

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By eliminating the need to send paper records between its healthcare sites via courier, Bendigo Health is making it faster and easier to deliver mental health and community care services in rural areas. In fact, the organization estimates that moving away from paper is driving significant annual cost-savings—funds that can be redirected to other service areas.

“When patients move to different addresses in the state, it’s no longer a challenge from the records-keeping perspective,” comments Bianca Matthews. “Today, our patients’ mental health histories are available to authorized clinicians working at any of our clinics in the region at the touch of a button.”

Based on the success of its digital transformation initiative, Bendigo Health is planning for the future. The organization is currently building a new care portal to empower patients to take a proactive role in their care.

“Our new care portal will bring together community care services in a single platform, such as support for people living with disabilities,” concludes Danny Lindrea. “The solution will also have a dedicated area for documents and correspondence, allowing patients to view the same records that we store in our HIS platform. Accurately scanning and tagging this information is what makes new services like this possible, and we’re very pleased with what we’ve achieved so far.”

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**Bianca Matthews, Development and Systems Manager, Mental Health Services, Bendigo Health**

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