# A US state's Department of Health's record management transformed against a tight deadline

Xerox® Capture & Content Services enables a seamless transition to digital, automated workflow and saves the day.



**Xerox**
We make work, work.

## ABOUT THE CLIENT

Xerox partnered with a State Department of Health, which is comprised of a central office and 35 local health districts statewide. With a workforce exceeding 3,000 employees, these divisions collaborate to foster healthy lifestyle choices to fight chronic diseases, educate the public on emergency preparedness and health threats, and monitor disease outbreaks within the state.

The State utilized their American Rescue Plan Act (ARPA) funds to support the digital transformation efforts of their Department of Health; enabling collaboration between departments and a digitized process for the future.

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### CASE STUDY SNAPSHOT

**The Challenge**

- The State's IT Department, on behalf of the Health Department, sought to secure a trusted partner to digitize millions of pages of their healthcare records.
- Despite investing millions of dollars over the course of a year, the project was at risk of failure due to a funding deadline at the end of 2026.

**The Solution**

Xerox® Capture & Content Services:

- A mix of onsite and in-state offsite imaging sites.
- An air-gapped network for enhanced security and a continuous custody chain.
- A dashboard metrics visibility for client monitoring.

**The Results**

- As a trusted partner, Xerox helped the State's Department of Health transition from a paper-centric records management system to a digital, automated process.
- Repeatable project management approach for other state and local health agencies.

**Xerox**

## THE CHALLENGE

### Digitizing Millions of Pages of Records

The department's goal was to digitize existing paper records, eliminate unnecessary ones, and automate paper-based record-keeping processes.

This transformation was aimed at:

- Facilitating easier, more efficient data access across the organization, and for the customers

- Enabling data integration and interoperability between the central office and local health districts

- Reclaiming physical space by eliminating paper records and storage units

The project – involving 81 million pages of healthcare records across 189 client locations around the state – demanded strict security measures, intricate logistics, and a firm completion deadline.

## THE SOLUTION

### A Project Management Approach

The Xerox team introduced an innovative solution, employing a mix of onsite and in-state offsite imaging sites, an air-gapped network for enhanced security, a continuous custody chain, and an analytics dashboard for client monitoring. This approach included a bespoke solution for the State's critical Office of Vital Records.

Following the proposal, we engaged in a series of presentations, onsite demonstrations, and Statement of Work (SOW) negotiations, culminating in an agreement within a mere 3.5 months.

The Xerox® Capture & Content Solution introduced several distinctive features, including: processing at numerous onsite and regional scanning locations, along with an offsite Xerox Imaging Center.

Each site operates independently for security purposes. This ensures the safe handling of documents containing sensitive personal information (e.g., names, addresses, Social Security numbers, and HIPAA-governed health data). Non-Personally Identifiable Information (Non-PII) is consolidated for a comprehensive imaging production dashboard.

## THE RESULTS

### Making Data Accessible to All

The scanning process utilized an Optical Character Recognition (OCR) software to create text files from scanned documents or images, supporting full-text indexing and searches. Post-scanning, we undertook file indexing, adhering to specific requirements, including a minimum of five fields and fifty characters and generating unique document names up to one hundred characters each. As a part of this initiative, we delivered the indexed files to end users via a highly secure digital file repository.

Additionally, we dedicated a team of 52 employees to this successful project, transitioning this local health department from a paper-centric records management system to a digitized, automated process.

This transformation has enhanced the accessibility and interoperability of information and records across all Department of Health offices.

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### ABOUT XEROX® CAPTURE & CONTENT SERVICES ANALYTICS DASHBOARD



#### In-depth and Intuitive

- Gain crystal-clear visibility into your document processes

- Interact with your data using a dynamic, user-friendly interface featuring tabular detail

- Identify issues and make quicker business decisions thanks to data visualizations

#### Self-serve Data

- Explore our intuitive web portal with the ease of browsing your favorite websites

- Access the web portal on any device – anytime, anywhere

- Dive deep into underperforming areas and create customized reports

#### Fast and Convenient

- Capture and share information in comprehensive reports

- Get the insights you need on the spot

- Review KPI performance summary and effectively assess process performance

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To learnmore about Xerox® Capture & Content Services, visit **xerox.com/captureandcontent**.

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