

## RESPONDING TO THE HEALTH CARE NEEDS OF NYC'S FIRST RESPONDERS

Date Published: November 2006

---

*"The Workers Compensation & Claims System (WCCS) has improved productivity by 300%, and saves the FDNY an average of \$13,000,000.00 per year in disbursements to Providers."*

---

### Challenge

The Fire Department of the City of New York (FDNY) was faced with a mounting crisis in connection with processing and paying promptly the large number of Workmen's Compensation medical and disability claims for firefighters being treated for line-of-duty injuries. In large part, this crisis occurred because of the growing number of claims, the complexity of the nation's health care system, and the necessity for using a third party insurer. The problem was aggravated by the increasing length of time needed to manually file, retrieve, and process medical files for uniformed personnel injured in the line-of-duty.

The FDNY decided to seek outside help to "...design, develop, deliver and implement a turnkey system to process uniformed personnel Workmen's Compensation claims." The department's goal was to invest in a state-of-the-art system that would significantly reduce the time required to track, process and pay medical bills of firefighters treated for line-of-duty injuries; eliminate the backlog associated with the submission of third party claims; and reduce the space required for records storage.



### Solution Overview:

#### Customer Profile:

The Fire Department of the City of New York (FDNY) is a full-spectrum life safety agency protecting the lives and property of over 8 million New York City residents and visitors.

#### Objectives:

To provide Fire Fighters and EMS personnel with excellent healthcare services within a self-insured model that reduces annual expenses and provides the smoothest business process for Patients, Providers and Payees to work within.

#### Solution:

ImageWork Technologies leveraged FDNY's strong Oracle-Solaris infrastructure to provide a world-class process driven solution that offered customized front-end and business logic optimized for FDNY.

#### Technical Components:

- SpiderSilk.OSS
- Oracle 9i
- Oracle 10gAS
- Oracle Workflow
- Struts
- EJB2.1

## *Solution*

ImageWork Technologies Corporation was chosen by the FDNY to provide the project management, business analysis, and information technology implementation skills needed to transform the operations and computer systems of the Department into a more productive and paperless environment with "state of the art" technology.

To determine the most appropriate solution, ImageWork's professional staff conducted a careful review of FDNY's business procedures, state and local requirements, and the document management processes associated with handling Workmen's Compensation claims. Staff also conferred with key personnel to learn from them first hand the difficulties they encountered in processing and paying medical and disability claims for firefighters being treated for line-of-duty injuries.

On the basis of their research, ImageWork staff recommended, and FDNY approved, the installation of a business process management solution to be deployed first in the various FDNY units in order to promote enhanced access and improved control over the structured and unstructured data and information contained in files and documents of the Department.

The relevance of this approach for a public agency like FDNY is embodied in the following statement:

---

*"Business Process Management (BPM) technology enables government agencies to dismantle obsolete bureaucratic divisions by cutting the labor- and paper-intensive inefficiency from manual, back-end processes. Faster and auditable processes allow employees to do more in less time, reducing paper use as well as administrative overhead and resources." - Aberdeen Group*

---

ImageWork also recommended the development and installation of a digital imaging system utilizing FDNY's existing Oracle product suite to automate the capture, routing, tracking, and paying of Workmen's Compensation claims, as well as to handle related inquiries. Being web-based, the system permits controlling medical record-related workflow, thereby reducing staff burdens in accessing and filing medical records. Regardless of physical location, authorized staff members can scan medical bills and records directly into a central database from any satellite site location. The system allows users to view digital images of new, in process, and paid medical bills. The central database is used to track and control the flow of work for all personnel involved in the processing of medical bills, thereby greatly reducing the amount of data entry needed. The document repository for FDNY was custom developed by ImageWork and resides in Oracle 9i, utilizing an ImageWork proprietary web-based Image Viewer.

The system designed by ImageWork has:

- Dramatically reduced the time required to track, process and pay Workmen's Compensation medical bills of firefighters treated for line-of-duty injuries
- Substantially reduced the time required to file, retrieve and process active medical records, as well as reduce the amount of space required for records storage
- Reduced the backlog associated with the submission of third party claims.