

CASE STUDY HEALTHCARE

OXLEAS NHS FOUNDATION TRUST

“Iron Mountain has been really great and coped admirably with the scale and speed of the project. Our business development manager, Jeanette Modi, is brilliant, invariably providing a same day response. That’s so refreshing.”

Julie Lucas
Information Governance Manager
Oxleas NHS Foundation Trust

The project involved the collection, audit and indexation of around 675,000 individual patient files which were packed into around 30,000 storage boxes. Iron Mountain appointed a project manager and employed Prince 2 project management methodology.

As the records were transferred the Iron Mountain team created an inventory. This used existing bar codes with patient details entered via the IM Connect™ online customer portal. Each file was assigned a retention date in line with the Department of Health mandate. Another need was to ensure all files were available during the transition; a challenge Iron Mountain met.

The relocation of files from Queen Mary’s Hospital was completed on schedule in a challenging timeframe. With the Queen Mary’s Hospital project complete the next task was to transfer patient files from previous Oxleas off-site storage vendors. Individual patient files, or even a whole box of files, can now be ordered for retrieval via IM Connect, against next-day or emergency same-day service levels.

“I find IM Connect really efficient,” says Julie Lucas. “The other day we needed a patient record that wasn’t where we thought it was. Just entering the patient’s name revealed its true location. Panic over.”

VALUE

Consolidating patient medical records with Iron Mountain has enabled Oxleas to standardise processes, improve the quality of its records catalogue and speed-up file retrieval to improve business efficiency.

Storage costs have reduced. “Moving to the Crown Commercial Service framework agreement gave cost savings of around 33 per cent across our legacy archive,” says Julie Lucas. “We’ve been able to redeploy the people who once managed the archive and by moving the files off site we’ve freed up space to be redeveloped for clinical purposes.” Overall savings are around £1.3 million per annum.

Iron Mountain now has in excess of 40,000 boxes of records under management and provides a regular service to a variety of locations with around 800 files retrieved and returned every day. To assist with budgetary control Iron Mountain has created different divisions within the single account. This provides the data needed for Oxleas to allocate storage and retrieval costs to appropriate cost centres.

The next phase of the project will centre on secure destruction of files passing retention dates. Discussions are also underway to launch a scan-on-demand service to minimise the need for physical file movement and further accelerate record retrieval.

Julie Lucas sums up: “Iron Mountain has been really great and coped admirably with the scale and speed of the project. Our Business Development Manager, Jeanette Modi, is brilliant, invariably providing a same day response. That’s so refreshing.”



Iron Mountain UK:
Third Floor, Cottons Centre
Tooley Street, London, SE1 2TT
United Kingdom
+44 (0) 8445 60 70 80
www.ironmountain.co.uk

Iron Mountain Ireland:
Damastown Avenue,
Damastown Industrial Estate,
Dublin 15, Eire
+353 (0) 1861 3900
www.ironmountain.ie

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