

Japanese Red Cross Medical Center

Delivering advanced services

Medical center improves business efficiency using Adobe® Acrobat® to manage large volume of clinical trial documents and streamline conference pre-registration



Japanese Red Cross Medical Center

Tokyo, Japan

www.med.jrc.or.jp/en/

Japanese Red Cross Medical Center, renewed, delivers advanced, high-quality medical services using state-of-the-art medical equipment. The Center manages the medical facilities of the Japanese Red Cross and was originally established to train the doctors and nurses engaged in treating patients during wartime in 1886. Today, the Japanese Red Cross has 92 facilities in Japan.

"We now have three primary areas of focus in our medical center: cancer treatment, perinatal care, and emergency and disaster treatment," says Mr. Taku Takagi, Public Relations Supervisor, Planning Section, Business Department, Administration Sector. "Red Cross Medical Center is a Cooperating Cancer Treatment Hospital, where advanced multidisciplinary treatment is performed. We are staffed with excellent medical professionals under Hospital Director, Dr. Masatoshi Makuuchi, the authority on liver treatment and performer of the world's first, adult-to-adult living donor liver transplant. We were also the first to introduce a state-of-the-art, robotic arm radiation therapy machine, called 'cyber knife,' in Tokyo's 23 wards."

The Medical Center's pioneering approaches have always been recognized, including the midwife outpatient system it implemented—which was a first in Japan in perinatal care. Because of this, the hospital was recognized as a 'baby-friendly hospital' by WHO and UNICEF—a first in Tokyo in 2000. The number of births that occur each year at the Center is one of the highest in Japan with 2,700 births annually.

In addition, the Medical Center was designated as an Emergency Critical Care Center in 2008, and was also appointed as one of the comprehensive Prenatal Medical Centers for Mothers, providing last-resort care for perinatal emergencies. The Medical Center also supports domestic disaster medical treatment and international medical treatment rescue missions as part of the Red Cross.

Adobe Acrobat is used to manage the exchange of complex documents between the Medical Center and pharmaceutical companies during clinical trial testing of new treatments. In addition, the Medical Center further improved business processes by using Adobe Acrobat to streamline pre-registering participants online for upcoming conferences.

Managing large volume of complex clinical trial documents

The Medical Center participates in clinical trials for developing new medicines and new equipment for disease treatment and prevention. To record the stringent regulatory procedures for tracking activity history requires a large volume of clinical trial documentation. These documents are revised frequently as part of the process.

"Approximately 40 different clinical trials are in process at any given time, and the trial period can vary from one month to three years," explains Mr. Kimihiko Kaku, Deputy Manager of Medical Information Processing Section, Business Department, Administration Sector. "Most of the documents are Microsoft Word files, and some the documents can have as many as 1,000 pages."

Using PDF Portfolio capabilities in Adobe Acrobat, The Medical Center can share and organize documents in various formats, including CAD and Microsoft Office files. In addition, Adobe PDF form streamlines creating electronic applications for conference registrations.



Challenge

- Streamline management of large volumes of clinical trial documents
- Simplify conference registrations

Solution

Japanese Red Cross Medical Center is using Adobe Acrobat software and PDF forms to create electronic document management processes, including managing clinical trial documents and registering people for medical conferences.

Benefits

- Created electronic document management for large volume of clinical trial documents
- Accelerated process of creating digital versions of business forms, questionnaires, and other documents
- Enhanced reliability and security of information captured and shared among project teams
- Reduced reliance on paper

Toolkit

- Adobe Acrobat Pro
- Adobe Creative Suite Design Premium

Almost three years ago, Mr. Takagi received a request from the clinical trial secretariat stating that the goal was to combine the manual and application forms required for new clinical trials and make them available from the website. To address that request, clinical trial documents in Microsoft Word documents were assembled and put into ZIP files.

Says Mr. Takagi, "With the previous process, we had to manually divide the files and manage them on the server as a single file of less than 1MB in size, since that was the limitation of the web server used at the time. The document's title was used as the file name for the document to make finding files easier. However, the long file names caused errors and prevented files from being downloaded. In addition, the Medical Center had to create a manual file tracking table, which required a lot of extra work. Our goal was to eliminate those errors."

Managing various file formats

At the time that Mr. Takagi selected Adobe Creative Suite®, including Adobe Photoshop® and Adobe Illustrator®, to help maintain the organization's website, he was seeking a solution to use Adobe Acrobat to convert documents to PDF for improved management.

"By using the PDF Portfolio capabilities in Adobe Acrobat, various document file formats can be easily assembled, viewed, and managed—enabling end users to view them with free Adobe Reader®," says Mr. Takagi. "Moreover, we can reliably handle each document, even when it has a long file name. Therefore, we decided to use PDF Portfolios to manage our clinical trial documents."

With PDF Portfolios created with Adobe Acrobat software, teams can organize and bring together various formats including animation files, CAD files, as well as files from the Microsoft Office Suite. "By using PDF Portfolios, we eliminated the problems with downloading files and updating documents in the PDF Portfolios became much easier," says Mr. Takagi.

Streamlining creating conference pre-registration forms

After improving the clinical trial processes, Mr. Takagi was given the added responsibility of being the Secretariat of the 26th Annual Meeting of the Japanese Society for Breastfeeding Research held in October 2011. He then decided to use Adobe Acrobat to create PDF forms to streamline conference pre-registration.

Traditionally, the conference registration form is available on the website and then submitted by e-mail or fax. However, these methods were not optimal given the size of the conference.



"It was proven that Adobe Acrobat was easy to use and very effective. I think that this is a product with a high ROI. In the future, I'd like to consider additional purchases of Adobe Acrobat to use in human resources, training and education, intelligence sharing, and other activities."

Mr. Taku Takagi
Public Relations Supervisor,
Planning Section, Business Department,
Administration Sector

Says Mr. Takagi, "The anticipated number of participants is about 400 people. The scale of the conference is too small to create an online registration page, but it is still time consuming to handle pre-registrations by e-mail and fax. Additionally, my team did not know how to do web programming and we did not have budget to outsource the work—so I wanted to find an alternative. I found out using PDF forms in Adobe Acrobat can be a solution for us."

With the Adobe solution, the team can create PDF forms on which people can directly enter registration data into form fields using only Adobe Reader. Creating the electronic applications and questionnaires was completed easily using PDF forms in Acrobat, providing a streamlined way to deliver and collect data on ad hoc forms going to fewer than 500 people.

After considering the ease of implementation and price-performance of Adobe solutions, as well as the ability to enable people to pre-register for the conference using PDF forms, Mr. Takagi selected Adobe Acrobat.

"I decided to use Adobe PDF forms, because I knew that we could safely collect registration data from participants via Adobe.com service and then be able to retrieve it using comma-separated-values format," explains Mr. Takagi. "After a registration was completed within an hour of the PDF form being downloaded to the web server, I knew we wouldn't have any problems."

Says Mr. Kaku, "I'd also like to use Adobe solutions in the future for questionnaires going to our internal staff. In addition, I'd like to see if we could use it to manage the documentation from the hospital, such as medical certificates—helping us to support the upgrade to a new electronic clinical records system next year."

Adds Mr. Takagi, "It was proven that Adobe Acrobat was easy to use and very effective. I think that this is a product with a high ROI. In the future, I'd like to consider additional purchases of Adobe Acrobat to use in human resources, training and education, intelligence sharing, and other activities."

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