



Case Study:

# An Executive Perspective on InDxLogic

## With Shawn Tester, CEO Northern Counties Health Care

### ■ HOW INDXLOGIC'S PRODUCT AND PEOPLE CREATED A WINNING COMBINATION FOR NCHC

When Shawn Tester was the Chief Operating Officer at Ammonoosuc Community Health Center in New Hampshire, he had seen the benefits of InDxLogic and its automated medical records indexing solution. He saw how it reduced errors in the indexing process. He saw how it freed up staff to focus on other important tasks. And he saw how having the right records in the right patient files improved the care that his physicians were able to provide.

That's why when Shawn took on a new position at Northern Counties Health Care (NCHC) in St. Johnsbury, VT he knew that he had to bring InDxLogic with him.

With a background in IT management, Shawn, now the Chief Executive Officer at NCHC, recognizes that the successful implementation of any new application requires the marriage of process, people, and technology, and he realized early on that InDxLogic could deliver.

For Shawn, three things make InDxLogic an easy choice for executives in charge of making technology changes within their own organization.





# BENEFITS OF MAKING THE CHANGE

## ■ EASE OF STAFF BUY-IN

According to Shawn, achieving staff buy-in for the implementation of InDxLogic's automated indexing solution is easy for two reasons. First is the fact that InDxLogic ultimately makes the staff's job easier.

Shawn notes: "Our staff are typically extremely overworked and if you can provide them with a solution to make their lives easier, ultimately the adoption will be much more successful."

The second reason behind the ease of achieving staff buy-in for InDxLogic's solution is the fact that it allows for the re-allocation of staff members to more value-added positions and mitigates the need to hire additional staff instead of eliminating positions. This allows employees to embrace the efficiency and cost-saving benefits the solution offers without the fear of losing their jobs.

## ■ CLARITY OF ROI MEASUREMENT

The eFax Splitter eliminates the need for printing and separating electronic faxes. Many healthcare facilities fax batches of documents to a facility, making it difficult to index. The batch may contain documents for multiple patients. When it does, healthcare organizations typically have to print the fax then separate pages by patient and re-scan. eFax Splitter eliminates those hassles.

## ■ PROFESSIONAL PROJECT MANAGEMENT

The Batch Printer reduces the time it takes to release a medical record to a patient, auditor, to meet a legal request, etc. and offers tremendous flexibility for how the document is delivered – print, fax, eFax, or our state of the art Secure Bookmarked PDF. In native EMRs, this process can take up to 45 minutes for a lengthy record. With Batch Exporter, it's considerably quicker.

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## The Realities of Successful Implementation

Shawn points out, "Adjusting people's perspective to understand the need for a solution is only 10 percent of the work involved in implementation. The rest is the education, adapting it to your environment and getting the buy-in. That's what's required to achieve an ROI in any project."

**And that, according to Shawn, is what InDxLogic delivers.**

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