



## CASE STUDY

# REDUCE ERROR, IMPROVE QUALITY WITH AUTO-INDEXING



## HOW FOOT & ANKLE SPECIALISTS HEALED ITS GROWING PAINS

Foot & Ankle Specialists of the Mid-Atlantic is a fast-moving podiatric practice headquartered in Maryland. Leadership at FASMA was looking for a way to standardize operations among its partners when it learned about InDxLogic Health Information Management. By automating internal processes, FASMA found the standardization it was seeking along with efficiencies that not only made the practice stronger but opened the way to further growth.

## ABOUT FASMA

### AFTER JUST FOUR YEARS ONE OF THE NATION'S LARGEST PODIATRIC PRACTICES

FASMA certainly hit the ground running. Started in 2011 when nine podiatric practices came together to form FASMA, the number of providers more than doubled in four years from 15 to 33; and the number of locations went from 12 to 22. By the middle of 2015 there were 18 offices in Maryland, one in Virginia, and three in the District of Columbia.

FASMA now considers itself among the nation's largest podiatric practices, working with infant patients, geriatric patients and everyone in between. There are politicians and runners, baseball Nationals and basketball Wizards. Services run the gamut, from orthotics and wound care to arthroscopic and even cosmetic surgery.

"Our doctors are experienced in surgeries. We have providers who are themselves marathon runners, so we do a lot with sports training and running training," said Noreen Headley, Systems and Revenue Cycle Manager at FASMA. "Anything about the feet, we've got you covered."

## THE CHALLENGE

### STANDARDIZATION FOR COMPLIANCE, CONSISTENCY AND ACCOUNTABILITY

FASMA's creation from multiple practices gave it momentum. But it also presented more than a few challenges, not the least of which was a need for standardization. FASMA needed group functions, policies and procedures that could benefit the entire organization.

"We needed standardization for three reasons: compliance, consistency and accountability," Noreen said. "Compliance starts with HIPAA and patient privacy. We try to make sure that everything that we do is HIPAA friendly. Consistency refers to the need to make things the same across all our offices: our forms, our patient flow, our education materials and handouts. Everything needed to not only come from one place, but be consistent across every office. And then there's accountability. So many times, when there was a question about a form or a policy, no one could actually say where it came from. They would simply say, 'That's the way we've always done it.'"

Noreen said with every office using its own forms and storing information on its own servers, there was no accountability or consistency, and security was in doubt. "And in our old software, each office had control over where they were putting important documents in our system, and how they were labeling them. If you went into a patient's chart searching for something, you would have to click through five or six documents before you could find what you were looking for."

This created plenty of problems for the Central Business Office in handling billing. "Anytime we would have to bill claims or follow-up on claims and medical records, we would have to look for a consent form to go along with an authorization form. We would have to click through several different

documents, because either they were scanned into the wrong place, named something else, they had the wrong provider, wrong date, or even ended up in the wrong chart."

Noreen said there was inconsistency in how documents were filed into patient charts. "We needed to find a way to not only make the process more efficient, but also keep things consistent so we could reduce the confusion."



*"This company was formed by bringing together nine individual practices. So, there were nine different ways to do things. It was left up to us in the Central Business Office to figure out how to get everyone to do the same things, bring the workflows together, and have everyone on the same page."*

## THE SOLUTION

### PARTNERS EMBRACE THE SYSTEM WHEN THEY SEE THE BENEFITS

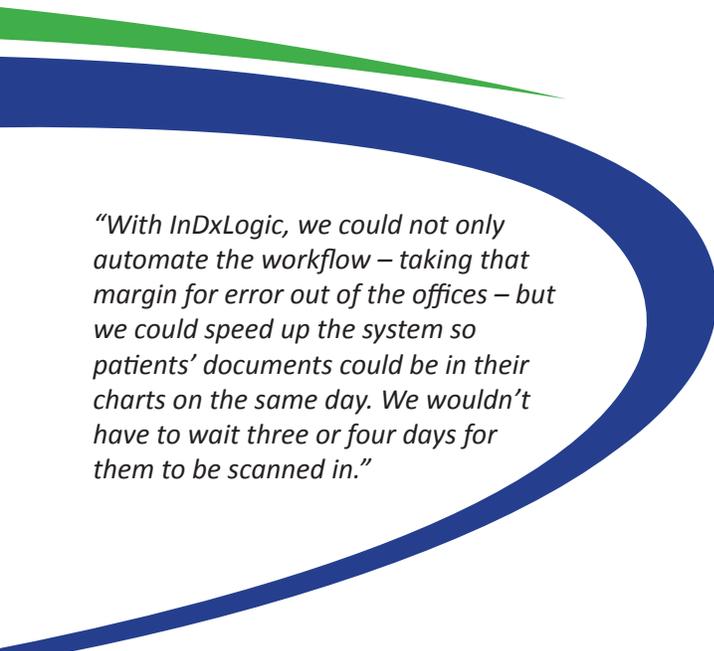
It was at a Centricity Healthcare User Group conference that FASMA's leadership first learned about InDxLogic's Advanced Auto-Indexing Enterprise Document Management System. "We were very interested from the moment we saw it," Noreen said, "the automation immediately caught my eye."

She said, “I didn’t even think about accountability and compliance until after we started using the product. Initially, it was more for the automation – automating the flow of getting the documents to the right place and getting them named in a consistent way so they’d be easier to find.”

FASMA’s bigger challenge was changing the documents the various offices were using and how those documents were being distributed. Noreen said, “After we started using the system, we noticed that a lot of the documentation was outdated or inconsistent with the documents that we had asked everyone to use.”

Compliance improved markedly when InDxLogic was able to show the FASMA partners how using the system properly would save them both time and money. “They broke down to the penny what was being spent manually indexing versus the cost of auto-indexing using the system,” Noreen said.

“Once the partners saw the potential financial gain from using the system versus keeping things as they were, they were much more willing to have me come into their offices and modify the workflows.”



*“With InDxLogic, we could not only automate the workflow – taking that margin for error out of the offices – but we could speed up the system so patients’ documents could be in their charts on the same day. We wouldn’t have to wait three or four days for them to be scanned in.”*

## THE RESULTS

### STREAMLINED PROCESS OPENS THE WAY FOR FURTHER GROWTH

When FASMA began monitoring document matches, its best-performing office was seeing a 63 percent rate and the lowest 37 percent. Nine months later, the lowest-performing office was auto-indexing at a rate of 67 percent. The highest-performing location was at 95.9 percent.

“Once documents are scanned in – which takes less than a minute – no one has to touch them,” Noreen said. “They go where they’re supposed to go and do what they’re supposed to do. They’re in the patient’s chart the way they’re supposed to be. And the new InDxLogic EOB Manager allows us to get the EOBs from the billing area into the patient’s chart.” She said, “Because using that product, we’re able to auto-index the EOBs to where it’s only scanning once but it’s attaching to all 300 patients on that check. That’s saved us a tremendous amount of time.”

Beyond the numbers, Noreen said, she’s noticed how much easier it is now for her to onboard new offices joining the practice.

Also significant, Noreen said, is that as the practice grows no additional FTEs will be needed to manage records. “That process is under control; it’s manageable and it’s maintained,” she said. “We could grow 10 more offices and we wouldn’t need to add any more people in the central office to maintain medical records and EOBs.”

## IMPLICATIONS

Automation of medical records is a necessity for a very simple reason, Noreen says, “Human error. As much as we love our employees, we know people make mistakes.

“We like consistency; we like efficiency. As we grow, that’s the only way things can work. You can’t be efficient and effective in a house full of clutter. As much as we love our clutter at home, there’s no place for it in business, especially when that business is a medical practice.”

From the integrity of InDxLogic to the reliability of document and data management, InDxLogic DM is the most reliable Health Information Management system in the market.

#### COMPANY

With more than half a century of combined experience, InDxLogic partners with you to provide innovative solutions for document indexing, data extraction and HIM tasks.

#### EXPERIENCED SUPPORT

Our trained support representatives provide outstanding customer support. We are committed to your success, providing our partners ongoing project management, implementation management and training, enabling you to get the most out of your InDxLogic services and software.

#### SECURITY

InDxLogic uses Secure Socket Layer (SSL) technology for mutual authentication, data encryption and data integrity. SSL is the industry standard security protocol to encode sensitive data, such as health and financial information.

#### LOCAL AND REMOTE REDUNDANCY

InDxLogic provides Day Forward™ secure off-site redundant data archive, so that in the unlikely event of a failure of the local enterprise server, the back up document will be available along with the most recent production data.

#### ACCESS AND EVENT MONITORING

InDxLogic tools include long-term event and a login access logging system. The InDxLogic system adheres to demands of regulatory compliance requirements like HIPAA, SOX, GLBA, and PCI.

#### EXCELLENCE IN SERVICE, SOFTWARE AND SUPPORT

InDxLogic provides innovative software and services combined with full deployment and informatics support to help you offer the quality of care your patients expect.

With InDxLogic software and services, you can customize how your enterprise handles your valuable incoming clinical messages as documents. You will be able to seamlessly communicate with your clinic and enterprise information systems, greatly reducing the potential for error through manual data entry and indexing. InDxLogic will make your clinic more efficient and productive.



InDxLogic is a complete Document Management tool that automates document indexing, incoming eFax management and chart export, including attachments. InDxLogic captures data and closes orders automatically. For Centricity CPSTM users, our new EOB Manager stores encrypted EOB documents to the CPS PM for easy research by ticket #, check # or batch#. With InDxLogic services, central management tools enable true Health Information Management.

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