

Case Study:

Improved Efficiency for a High-Volume Orthopaedic Practice with Automated Indexing

■ HOW NEW MEXICO ORTHOPAEDICS WAS ABLE TO REDUCE THE NUMBER OF STAFF NEEDED FOR INDEXING AND RE-ALLOCATE THEM TO MORE VALUE-ADDED ACTIVITIES

Headquartered in Albuquerque, New Mexico Orthopaedics is a multi-disciplinary, patient-based center for the treatment of all musculoskeletal conditions. Leadership at NMO was ready for a way to remove the manual component of its current document indexing solution when it heard about InDxLogic Health Information Management. By automating all aspects of its indexing process, NMO achieved not only improved efficiency for its high-volume practice but also the ability to better allocate staff resources.

ABOUT NMO

ONE OF THE LARGEST SPECIALTY CLINICS IN THE ENTIRE SOUTHWEST

New Mexico Orthopaedics has been a part of the Albuquerque healthcare community for over 35 years.

NMO started from humble beginnings in 1980, with three physicians operating out of a small clinic. Ultimately, New Mexico Orthopaedics grew and spread to include five separate clinical facilities and a business office, before consolidating into its current location. NMO is now a practice of 31 orthopaedic specialists, one of the largest specialty clinics in the entire southwest.

Today, New Mexico Orthopaedics offers a full spectrum of orthopaedic care, including clinical visits, surgeries, injections, physical therapy and imaging studies (X-Ray and MRI). In addition to the central clinical facility, NMO also has three physical therapy locations.

“New Mexico Orthopaedics started quite small. They now have 31 physicians and provide orthopaedic care. They see people who have sports injuries. They see people who have arthritis.” said Terri Werner of NMO. “You fall and break your wrist, you come in. They also perform surgeries – total joint replacements.”

■ THE CHALLENGE

A NEW SCANNING SOLUTION FOR FASTER PROCESSING WITHOUT HAVING TO “TOUCH” EACH PAGE

NMO's exponential growth allowed it to offer high-quality care to an expanding number of patients. But, it also brought challenges with the necessity to process and index a growing volume of documents. For NMO, it was time for a scanning solution that would allow the practice to handle this workload more efficiently with less staffing requirements.

Although NMO already had an indexing solution in place, the system still required staff to manually complete the process.

For NMO, this manual process—with its need to touch every page that went through the scanner—was no longer working at the level that was necessary to support their high-volume practice.

With 31 physicians treating patients on a daily basis, NMO's volume of documents had grown so much, that it required six indexers to perform the manual portion of the process with their previous indexing solution. This need to be hands on in the indexing had to be eliminated.



■ THE SOLUTION

FULL AUTO-INDEXING RELIEVES STAFF BURDEN

It was at a Centricity Healthcare User Group conference that NMO's leadership first learned about InDxLogic's Advanced Auto-Indexing Enterprise Document Management System. And, thanks to the leadership's decision to transition from their old solution to InDxLogic, NMO finally achieved the full auto-indexing they needed, removing the manual process that had previously burdened their staff.

One of the things that Terri believes sets InDxLogic apart from other auto-indexing solutions is the healthcare background that many of InDxLogic's executives and staff possess, such as Terri's trainer Heather, who is a registered nurse.

Terri says that this background, “Absolutely comes through... Because Heather can look at documents we're looking at. ... She knows what everything is. I'm not clinical, so that's not something that is easy for me... She knows how certain things should be addressed and what they are and how they should be labeled. It's great. It's been very nice to have someone with that background.”



■ THE RESULTS

HANDLING THE SAME VOLUME OF DOCUMENTS WITH HALF THE STAFF

Before NMO made the transition to InDxLogic's document management system, the practice had six full-time staff members to process its documents because of the necessity to "touch" each document that was part of their previous system.

Now, with InDxLogic's full auto-indexing and the elimination of that manual process, NMO has been able to reduce the number of staff handling its document workload to three, a 50 percent decrease in staffing requirements.

According to Terri, these three staff members are, "handling the same volume of documents that the six did."

With InDxLogic's auto-indexing system, NMO's three indexers are able to handle the high-volume of documents the practice's 31 physicians generate every month. How high? In just the first 11 months of 2016, NMO generated 176,627 documents. And even that number is a bit misleading, as it only includes the first page of the record, even if there are multiple pages that need to be filed.

"They consider it documents, but InDxLogic is really only looking at the first page. There are a lot more pieces of paper going through the system than what is indicated by a document number."

The switch to InDxLogic's system and the subsequent need for less staff members for indexing also came with an unexpected benefit to NMO. Rather than simply reduce the number of staff in the practice, NMO was able to re-allocate them to higher value, patient-facing activities.

In fact, Terri received super-user training from Heather at InDxLogic, who Terri was very happy with.

"She's a very good trainer. The training is very comprehensive. She's patient with us, she listens, and she understands. She just really has a great handle on what she's doing. She explains it to us in a way that's understandable."

Terri said.

■ IMPLICATIONS

NMO's choice to transition from a solution that required a manual component for indexing to full auto-indexing has paid off in both efficiency and staffing requirements for the high-volume practice.

"Basically, it just allows the people, the scanners, to do their job more effectively and frees them up to do other things," Terri says. "We can re-allocate them to do things... checking the web portal, ask a staff question... and they're able to process patient updates. There are many other things that they can be put to work doing."

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.

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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.