*InDx*Logic

Case Study:

Optimize Staffing Allocations With Automated Indexing

■ PEDIATRIC HEALTH CARE ALLIANCE REDUCED INDEXING STAFF, IMPROVED EFFICIENCY AND STANDARDIZED PROCESSES

Headquartered in Oldsmar, Florida, Pediatric Health Care Alliance is a recognized Patient-Centered Medical Home for children. Leadership at PHCA was searching for a way to improve efficiency and decrease the number of staff needed to handle its indexing when the leadership heard about InDxLogic Health Information Management. By automating all aspects of their indexing process with InDxLogic, PHCA achieved not only the efficiency it was looking for, but also the ability to better allocate staff resources and a standardization of its processes.

ABOUT PHCA

THE LARGEST PEDIATRIC GROUP ON THE WEST COAST OF FLORIDA

Pediatric Health Care Alliance was established in 1997, when 26 long-standing local pediatricians joined together to form a single-specialty pediatric group practice. They wanted to build a comprehensive network of care for children while remaining independent of powerful health care systems that were developing in the area.

PHCA has since grown to become the largest pediatric group on the west coast of Florida, with approximately 50 board-certified pediatricians and pediatric nurse practitioners who have dedicated their careers to providing the best medical care for the children of Florida. PHCA currently operates 12 neighborhood locations as well as its central office building, serving a population of over 4 million. PHCA has recently become a part of a Clinically Integrated Network (CIN) in Tampa Bay, which includes four of the largest practices in the state.

■ THE CHALLENGE

MANUAL INDEXING BURDENED STAFF RESOURCES

PHCA's multiple locations allowed it to offer high-quality care through every stage of development for the children of Florida. But, it also brought challenges with the need to process and index a growing volume of documents.

According to Melinda Waters, coding and training manager at PHCA, approximately 40,000 documents per month had to be scanned. Adding difficulty to the situation was the lack of a centralized location to perform the indexing.

"At the time, every office was responsible for their own scanning and indexing, and that could take a few employees per location," said Melinda.

It was a system that was inefficient, but also, according to Melinda, prone to errors because of the lack of standardization.

For PHCA, it was time for a scanning solution that would allow it to handle this workload more efficiently with less staffing requirements.

With approximately 50 providers treating patients on a daily basis, PHCA's volume of documents had grown so much that it required multiple staff members at each of the 12 locations to perform the manual portion of the process with their previous indexing solution.

PHCA was ready for a solution that eliminated the need to have to "touch" each document, removing the manual portion of its indexing process.

■ THE SOLUTION

FROM A FULL-TIME BURDEN TO PART-TIME EASE WITH AUTO-INDEXING

It was at a Centricity Healthcare User Group conference that PHCA's leadership first learned about InDxLogic's Advanced Auto-Indexing Enterprise Document Management System. And, thanks to the leadership's decision to transition to InDxLogic, PHCA finally achieved the full auto-indexing it needed, eliminating the manual processes that had previously required so much of the staff's time.

According to Melinda, PHCA was immediately drawn to InDxLogic. "We scan a large number of documents, and we wanted the ability to have them sync into the chart without somebody having to actually touch each one."

With PHCA's leadership invested in improving efficiency and decreasing the indexing burden carried by their staff, the company moved forward to introduce InDxLogic's auto-indexing solution to handle the approximately 40,000 documents they scan each month.

Melinda describes the transition as smooth and highlighted the training provided by InDxLogic as more than beneficial.

"It was great," she said. "They went over the process and gave suggestions of best practices, and we took their advice and put it into action."

And, according to Don Szewczyk, Director of Information Science at PHCA, one of the best things about working with InDxLogic has been the support the company offers. In fact, Don calls it "spot on."

"We've never had to wait very long to get anything we've needed," Don said, "whether it's an upgrade fixed or just an issue that may have taken place with the server. It's always been a quick turnaround with a quick fix."

■ THE RESULTS

HANDLING THE SAME VOLUME OF DOCUMENTS WITH ONE PART-TIME INDEXER

Before PHCA made the transition to InDxLogic's document management system, it had multiple staff members at each of its locations processing 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, PHCA has been able to reduce the number of staff handling its document workload to just one part-time indexer who handles the documents generated by PHCA's 50 providers.

And, the indexer only has enough work to fill approximately two to three hours each day because, as Melinda says, "We now only have to touch between 10 and 20 percent of our documents as opposed to all of them previously. This has dramatically decreased the amount of time that somebody has to spend getting those documents into the system."

For PHCA, the switch to InDxLogic has not only improved efficiency but also provided some unexpected benefits. With staff at its 12 locations freed from the need to manually index documents, PHCA was able to re-allocate them to higher value-added activities such as patient care. Additionally, PHCA has seen the dramatic benefits of standardization achieved through auto-indexing.

According to Melinda, "When documents are entered correctly, it is easier for our physicians to find what they need because they know how it's going to be categorized in the system." PCHA has also benefitted from InDxLogic's Secure Home, something missing from the provider's previous indexing solution.

"With our previous solution, you would never know whether or not you scanned something into the system. If it didn't make it to the chart, you had no idea what happened to it." Melinda says.

InDxLogic's Secure Home has provided PHCA a means to easily find missing documents and determine whether or not they were properly scanned.

" With this system you're actually able to go in look in the database to see if something made it into InDxLogic. *"*

Melinda said.

" We can find out whether or not it was deleted by my indexer because it wasn't scanned correctly, or if maybe it picked up something that it should not have and went to a wrong chart. That doesn't happen very often but we're at least able to look at the details of those documents. We know that if something doesn't make it to the chart and we can't find it in InDxLogic's system, it was never scanned. *"*

■ IMPLICATIONS

PHCA's choice to transition from manual indexing to full auto-indexing has paid off in both efficiency and staffing requirements for the multi-location pediatric practice. Even with 50 providers in the practice, it now requires only one part-time indexer to handle the large number of documents that must be processed. And, as an added benefit, auto-indexing has allowed PHCA to better utilize its staff resources, standardize its processes and easily locate vital documents.

"The fact that most of our documents go into the chart without anyone ever having to touch them makes a world of difference," Melinda said.

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.

For more information about InDxLogic Automated Indexing Solutions, contact InDxLogic at:

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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 CPS™ 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.