



EHR/PM Solution

Wound Care





With Indigo, Hamilton Wound Care and Hyperbaric Center Achieves...

Improved clinical outcomes and greater patient satisfaction

\$217,140 annual cost savings in the first year

363% return on investment in the first year

29% increase in productivity in wound care staff

The Indigo Solution

“We average about 500 patient encounters per month, and in the first year using Indigo we achieved cost savings of about \$18,000 per month or about \$217,000 annually—all while improving results for our patients and increasing the morale of our staff.”

Cindy Dixon

Director, Hamilton Wound Care and Hyperbaric Center

Dr. Robert Burns, General Surgeon and Medical Director of the Hamilton Wound Care and Hyperbaric Center, knows firsthand about the benefits of using Indigo Wound Care. Since 2009, he has applied his extensive experience in wound care to help guide the development of Indigo, which not only enables improved clinical outcomes but also delivers important financial results.

“With Indigo Wound Care, Hamilton can now provide improved wound care to more patients with the same staffing levels,” explained Dr. Burns. “Nurses and other wound care personnel are not only much more efficient in providing patient care, but the clinical results are greater and the system reduces denials from Medicare and Medicaid. Most importantly, Indigo enables our wound care specialists to spend more time focusing on the patient and less time on charting.”

The staff at Hamilton's Wound Care and Hyperbaric Center are much happier too. With the click of a button, they are able to immediately see progress or lack of progress in wound healing and can more quickly take the next steps in treatment.

“Since transitioning to Indigo Wound Care we've reduced our time per patient encounter from approximately 3.5 hours to about 2.5 hours, which translates into a 29% improvement in productivity,” said Cindy Dixon, Director of the Wound Care and Hyperbaric Center. “We average about 500 patient encounters per month, and in the first year using Indigo we achieved cost savings of about \$18,000 per month or about \$217,000 annually—all while improving results for our patients and increasing the morale of our staff.”

Prior to the implementation of Indigo, nurses at Hamilton often had to work 10-hour days to complete charting of the day's treatments. The paper-based work was labor intensive, and the data was tedious to document using the required forms.

Additionally, prior to adopting Indigo, the staff attempted to implement a well-known wound care system, but it failed to deliver on the promised benefits. “We tried to implement an automated system that was marketed as a 'full EMR' for wound care, but the system still required us to process an inordinate amount of paperwork,” said Ms. Dixon. “I also closely examined the other industry leaders in wound care systems and found significant flaws in them too—that's when Dr. Burns and I decided to work with Health One Technology Solutions to develop a product that meets the real-world needs of today's wound care centers.”

The Indigo Solution

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Dr. Robert Burns

General Surgeon and Medical Director
Hamilton Wound Care and Hyperbaric
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Making Life Easier for Healthcare Providers, Office Staff and Patients Too.

Rena Hernandez is a registered nurse and certified wound care specialist at Hamilton. Commenting about the benefits of Indigo, she remarked, “My job used to be full of paperwork, and even when we tried a different wound care system prior to using Indigo, we still were running paper and a wound care EMR side by side. In many respects, working with a subpar EMR was worse than working with an entirely paper-based system. Now, with Indigo, capturing data is a breeze, and our clinical staff can sign-off online instead of dealing with paper.”

Discussing Indigo's user-friendly scheduling and registration features, Ms. Dixon added, “Indigo not only enables our clinical and clerical staff to be much more efficient, but the

system also translates into less wait-time for the patients. With the streamlined workflow and processes, everyone is happier and we are able to simplify and accelerate administrative functions.”

After patients receive their treatments at the Hamilton Wound Care and Hyperbaric Center, discharge instructions for the patients are automatically printed out based on data previously entered into Indigo during the patient encounters. Medication reconciliation forms are also automatically generated. Ms. Hernandez added, “After patients receive their treatments, we give them a small, mobile computer tablet and they just sign on a touch-pad computer. Patients can even sign their consent forms online.”

At Hamilton's Wound Care and Hyperbaric Center, the clerical personnel no longer need to write out “appointment cards” for patients' future visits because the time and date for the next appointment is automatically added to the discharge form. Also, office personnel no longer need to make photocopies of any documentation, which saves significant amounts of administrative time.

The Indigo Solution

Indigo has enabled Hamilton to eliminate all preprinted paper forms and paper charts, including costs related to storing charts and pulling charts. Duplicative tests have also been eliminated, and test results are now available in real-time at the point of care.

Alluding to the administrative benefits and the streamlining of

processes that have occurred since adopting Indigo, Ms. Dixon added, "I used to have two large sets of filing cabinets, and now I no longer have a filing cabinet anywhere in the building. I've saved admin time, clinical time, my paper and print costs have gone way down, and I'm even giving away office furniture because it's not needed anymore."

Discussing Indigo's impact on clinical results, Dr. Burns said, "Indigo's comprehensive reporting enables us to measure the effectiveness of care plans so that best practices for clinical effectiveness as well as cost efficiency can be identified and repeated. Customized reports on variables such as wound types and diagnoses are easily produced and analyzed."



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Integrated E-Prescribing Simplifies Rx Processes and Eliminates Errors.

Indigo's integrated e-prescribing solution provides a full-featured, HIPAA-compliant answer for streamlining the entire Rx process. Certified by Surescripts®, which operates the nation's largest e-prescription network, Indigo makes it easy to reconcile a patient's medication list, reduces phone calls about formulary issues, provides alerts for allergies and drug interactions, and results in fewer calls from pharmacies and patients.

"Our physicians can now simply choose the prescribed medication from a hand-held computer, hit 'send' and it goes directly to the patient's pharmacist," explained Ms. Dixon. "There are no more phone calls from the pharmacy about questions related to the prescription and all of the paper documentation has been eliminated."

Indigo Wound Care automatically checks for any drug interactions or allergy interactions before forwarding the prescription to the pharmacist, and office staff get comprehensive information about the patient's prescription benefits, prescription history and prescription routing. Patients benefit too because generic substitutions are automatically checked with the healthcare formularies, which can reduce prescription costs.

The Indigo Solution

“With Indigo, we don’t need to click around multiple screens to find needed information. Everything is easily accessible right there on top of the screen—alerts, meds, patient name, patient history, everything.”

Rena Hernandez

Registered Nurse and Certified Wound Care Specialist
Hamilton Wound Care and Hyperbaric Center

“Indigo Outperforms the Competing Wound Care Systems, Hands Down.”

Dr. Burns, Ms. Dixon and the staff at Hamilton’s Wound Care and Hyperbaric Center have direct experience using and evaluating other systems for wound care. They all agree that Indigo is much more user friendly, much more agile, and solves problems that competing systems are unable to address.

“With Indigo, we don’t need to click around multiple screens to find needed information,” said Ms. Hernandez. “Everything is easily accessible right there on top of the screen—alerts, meds, patient name, patient history, everything. You can quickly visualize all-encompassing data about the patients, their treatments and their progress.”

Indigo not only provides specialized wound care modules for hyperbaric oxygen therapy (HBOT) and ostomy, but also provides the seamless integration and secure, HIPAA-compliant sharing of data among all members of the healthcare system. Not merely a “department-only” system, Indigo Wound Care is an enterprise-class solution that ties together data from the entire healthcare system: wound care and hyperbaric facilities, skilled nursing facilities, long-term acute care hospitals, general hospitals and mobile home-care partners.

“The enterprise-wide advantages of Indigo are enormous,” remarked Ms. Dixon. “With many hospitals today owning nursing homes and being affiliated with partners for home-based care, the ability to easily share data among all the entities in real-time is a key benefit. With Indigo, everything is not only tied together, but their entire healthcare team has easy and secure access to all of the patient’s data. We can even use Indigo to directly place orders with the manufacturers of wound care supplies because the vendors’ order forms are already right there in the system.”

Why Choose Indigo?

Whether you are transitioning from paper to electronic records or just need a new automated system that is easier to use and delivers greater clinical and financial results, it's important to consider the advantages of Indigo Wound Care. Real-time "checks and balances" are built into the system to help avoid delays in care delivery and to alert staff on patient follow-up opportunities. Designed to meet the real-world demands of wound care specialists, physicians and medical office staff, Indigo Wound Care stands head-and-shoulders above competing wound care systems:

- Provides quick access to suggested treatment protocols, which helps improve wound care procedures and clinical outcomes.
- Enables clinical staff to easily capture and document key assessment and intervention information by simply selecting pre-defined "check boxes" on a computer screen.
- Automatically documents key assessment criteria captured by each member of the wound care team during and between patient appointments.
- Stores and archives wound photographs over time, which enables a time-series analysis of wound progress that helps with treatment planning and revenue capture.
- Captures trend in wound size over time and helps educate non-compliant patients who respond more positively to visual goals.
- Facilitates more timely intervention by clinical decision-makers when the wound is deteriorating.
- Eliminates all paper-based patient records and easily captures key quality measures via easy-to-use data-entry screens.
- Drives the collection of data for quality measurements and enables a comparative analysis of key quality measures before and after treatment.
- Prevents duplication of effort by wound care personnel.
- Provides the ability to market a wide range of patient care and ancillary services for one-stop access to healthcare services.
- Seamlessly integrates with healthcare partners, which enables caregivers to easily coordinate treatments and care plans.
- Facilitates and streamlines patient education because the correct educational materials are automatically generated for the patient.
- Increases patient satisfaction because individualized care equals more satisfied patients.
- Improves charge capture and makes an important impact on the bottom line.
- Easily adapts to your office workflow—your office doesn't have to adapt to a pre-determined workflow.