

Spelman Increases Health Center's Productivity by 80 Percent with the Nuesoft Xpress[™] Practice Management System

Quick Facts:

Health Center Staff:

Director: Brenda Dalton, MBA, MSN,
RN-C, WHNP
Two part-time physicians
Two nurse practitioners
Three nurses
One back office medical assistant
One front office medical assistant
One senior administrative assistant

Background

Private, four year college for women
Residential campus; near major city
2,065 undergraduate students

Existing IT Infrastructure:

10 Workstations Running Windows XP,
and three tablet PCs

Background/Reason For Search

In early 2001, the Spelman College health center staff determined it was time to automate operations. Driving the decision was an increase in patient traffic and the need to produce more sophisticated, robust reports. Not only was the level of student care threatened by inefficiencies; but the staff, led by Director Brenda Dalton, MBA, MSN, RN-C, WHNP, was becoming increasingly frustrated by paperwork and other manual processes.

Dalton and her colleagues had three options. They could add more staff to keep up with the additional patient flow; maintain the status quo; or automate the health center.

The Spelman team chose to automate, and began a search for a practice management solution that could help them achieve the following goals:

1. Improve productivity;
2. Enhance the level of patient care; and
3. Provide timely and accurate reporting to Spelman administration.

Search and Selection Summary

After an extensive search, Dalton and her colleagues in the health center chose Nuesoft Xpress[™] an Internet-based practice management solution. The health center staff, information technology (IT) department members, and key administration personnel were involved in the decision. The selection committee prioritized a list of criteria that the new system would need to meet, including:

- Easy-to-use, with a short learning curve for busy health center staff
- Guaranteed security of patient data
- Low cost
- Non-taxing to IT staff
- Advanced reporting capabilities

Nuesoft Xpress met or exceeded all of the selection committee's specifications. Compared to other options considered, the committee found the Nuesoft Xpress system to be extremely intuitive and user-friendly. Even someone with no experience at a computer could easily navigate the screens and icons. In addition, the committee was impressed with the Nuesoft Xpress reporting module, which offers the ability to generate up to 200 different reports. Finally, because Nuesoft Xpress is Internet-based, the committee recognized that it would alleviate much of the work required by Spelman's IT staff because software updates and backups would be handled at Nuesoft's secure data center, as opposed to on site. This application model freed Spelman from the burden of purchasing any hardware or software, which made Nuesoft Xpress more cost effective than client-server based alternatives.

Spelman College

The Nuesoft Xpress Difference: Results At-a-Glance

Installation of Nuesoft Xpress took one day, and the health center staff were able to begin using the system the same day they were trained. After implementation in June of 2001, Dalton and her team saw immediate results. But how did it measure up to the three goals originally outlined by Dalton and her team when they decided to automate the health center?

Improve Productivity

As a result of automating its processes with the Nuesoft Xpress system, the productivity of Spelman's health center staff increased by 80 percent. Dalton points to the fact that she was able to gain better control over staff activities, and that she could track prescribing and ordering profiles of health center providers as primary reasons behind the increased efficiency.

Enhance the Level of Patient Care

After automation with Nuesoft Xpress, the Spelman Health Center annual satisfaction survey recorded an increase in the satisfaction rating among student patients.

“Students found the center to be ‘more professional, more responsive, and more organized,’” notes Dalton.

Provide Timely and Accurate Reporting to Student Affairs

The data available from the Nuesoft Xpress system proved to be enlightening:

- The student health center was seeing significantly more patients than the manual system had previously indicated
- Women's health visits exceeded the primary health visits; and
- Dalton personally was seeing 30 patients per day, in addition to managing her administrative duties as the director.

Based on these revelations, Dalton was able to justify to Spelman Administration the need for an additional nurse practitioner so that she could function fully as the director of the department. In addition, when the grant for the women's health program expired, Dalton used the data from the reports to secure additional funding program.

“Nuesoft Xpress exceeded our expectations,” Dalton said. “It has helped us to streamline our processes, has made me a more organized director, keeps us ahead of the curve in college health, and ensures the health center department is indispensable to Spelman College. We could not live without it.”

About Nuesoft Xpress

Nuesoft Xpress is the leading Internet-based medical management solution for student health centers. Using innovative technology, Xpress offers quick, secure access to health center operations from anywhere, at any time; as well as an automated connection to a school-wide student information system for automatic transfer of student demographics and financial information. Core functionality includes interactive scheduling, encounter management, immunization tracking, electronic medical records and comprehensive reporting and analysis.

About Nuesoft Technologies

Nuesoft Technologies Inc. provides practice management solutions for physicians' offices, billing companies, and school health centers. Established in 1993 at the Georgia Institute of Technology's acclaimed Advanced Technology Development Center (ATDC), the company became an immediate success by developing the first platform independent medical software program to the medical community. Currently, Nuesoft has an established U.S. customer base, with more than 3,000 medical providers covering 46 specialties across 47 states, as well as an international presence. Nuesoft also serves as an independent clearing house, and processes 2 million claims transactions per year. For more information, visit www.nuesoft.com, or call 800.401.7422.

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