

CASE STUDY

Dragon helps integrated health facility meet staffing challenges, and more



6

primary facilities



60

practitioners



Multiple billing locations

Baldwin Family Health Care operates 6 primary facilities and 3 school-based health centers in rural Western and Northern Michigan. As an integrated health center, those 10 locations house 60 practitioners and multiple billing locations representing services including medical, dental, optometry, laboratory, pharmacy, imaging, behavioral health and more.

“We see all patients, including those who have no insurance, or who are under insured and have no other way to receive their health care,” says Tina McConnell, Baldwin Family Health’s Chief Information Officer, Chief Security Officer, and Privacy Officer. “Many of our patients have transportation challenges. The fact that we are integrated makes a difference for them. I spoke with a patient one day and she said she was so excited that she only had to get one ride to get care. She said, ‘I can see my doctor, I can see my dentist and I can see my eye doctor, all at the same time.’ We are an extremely rural health care provider,” McConnell adds. “In some of our counties we are the only health care provider who accepts Medicaid and Medicare patients.”

Dragon as the obvious choice amidst a sudden organizational shift

Baldwin Family Health Care, per McConnell, “reached critical mass with staffing,” as is often the case with health care organizations. Some providers had scribes and it was decided that all scribes would have to work as patient care specialists or medical assistants.

Family Health Care’s medical management also decided that Dragon would replace the scribes. Luckily, McConnell was familiar with the product. “As an IT director in another organization, I had used Dragon with my staff and it had worked very well,” she says. “I knew Dragon was probably the right choice. And due to the price point I wasn’t bound by our federal procurement rules to go shopping. So that was also a plus.”

McConnell admits she was initially reluctant to adopt a new solution because she and her staff

were already running at maximum. “I had to put a moratorium on ‘just one more thing,’ she says. However, implementing Dragon, which nearly half of her practitioners now use, changed her mind. “Deliver Health completely transformed my thinking about, ‘could we do one more thing?’ It was just so easy, I couldn’t say no. It didn’t matter that I wanted to say no, I couldn’t say no, it was too easy.”

The providers who are using Dragon are, for the most part, our truly most satisfied providers.

– TINA MCCONNELL

(Baldwin) Family Health Care Chief Information Officer, Chief Security Officer, and Privacy Officer

Expert integration and security; targeted training

Dragon integrates directly with the organization’s EHR, and McConnell praises Deliver Health’s understanding of their platform. “That knowledge instills a lot of confidence in our providers and our team using Dragon,” she says. A trusted third-party hosts their EHR environment as well as the environments of other Dragon users. The host’s confidence in Dragon security helps erase the organization’s worries. “I’m 100% confident that we are absolutely secure with Deliver Health and with Dragon,” McConnell states from her perch as Chief Security Officer. “I don’t worry at all about the security.”

Having sat in on provider training sessions during the Dragon implementation phase, McConnell was equally impressed. “I liked the trainers’ ability to adapt to each provider’s technical understanding and individual pace,” she says. “I didn’t feel like the trainer was sticking with a canned approach. And I love that.”

Increased efficiency in-office and in telehealth

Prior to COVID-19, the Baldwin Family Health Care culture was centered on in-person interactions. Fortunately, during the organization’s moves toward digital transformation, some groundwork had been laid for remote work.

“When COVID hit,” McConnell explains, “because we had the basic foundation laid, we could immediately transition to Telehealth.” Dragon has helped practitioners navigate the complexities of telehealth—without increasing charting time. It has been an “essential integration” for the organization’s telehealth infrastructure.

“Our behavioral health providers would have told you that they were working an extra 5 to 10 hours a week to complete their charts,” McConnell says, “whether it was Telehealth or in-person. Now most of them say they are able to get their charts done within the same day that they completed

the appointment, and that is with a full schedule. We ultimately bought Dragon for all behavioral health providers, and they love it.”

McConnell estimates that these providers are 15%-20% more efficient overall since using Dragon.

Overall, the technology implementation of which McConnell was understandably wary has helped further the digital transformation of Baldwin Family Health Care. “I have had medical providers say to me personally, ‘thanks for Dragon; it has transformed the way I do my work.’”

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(Baldwin) Family Health Care Chief Information Officer, Chief Security Officer, and Privacy Officer

If you’d like to explore a partnership and experience similar results, or learn more about our service and solutions, contact us today.

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