

SUCCESS STORY

Virginia Gastro Connects Entire Care Team and Boosts Efficiency with Cloud-Based Provation® Apex Patient Charting

History in the Making

The roots of the United States run deep in Suffolk, Virginia, the home of Virginia Gastroenterology Institute (Virginia Gastro). The one-room endoscopy practice sits in the heart of the region's Tidewater area. This community is rich with history that dates back to the country's pre-colonial era.

In May 2020, gastroenterologist Dr. Pramod Malik made history of his own in Suffolk, when the office he recently founded, Virginia Gastro, became the first healthcare facility ever to use Provation® Apex Patient Charting. Since day one, the solution has successfully helped Virginia Gastro's nurses, anesthesiologists, and other members of the care team electronically chart patients' clinical data throughout the entirety of their visits.

Dr. Malik's personal history with Provation began roughly two decades before he opened Virginia Gastro. He used industry-leading Provation® MD at a different hospital for several years. When the time came to open his own facility, Dr. Malik said he checked out other gastroenterology (GI) procedure documentation solutions on the market, but he knew Provation Apex was the best choice for him based on his personal experience with Provation.

"Ever since I was a little kid, I wanted to be a Provation user," Dr. Malik joked.

Now, Dr. Malik is writing the first chapters of his practice's history with Provation® Apex Procedure Documentation and Patient Charting at the facility's core.



A Rising Tide of Efficiency Washes Away Care Team Pain Points

Virginia Gastro's experienced endoscopy nursing staff knows far too well the headaches that can come with using other charting methods, including paper charting. Nurse Practitioner Danielle Flythe and Endoscopic Nurse Keisha Cowden have no trouble listing the costly inefficiencies they encountered with other nursing documentation techniques before working at Virginia Gastro, including:

- Paying nursing staff to "shuffle papers"
- Time-consuming hassles of manual chart prep
- Scanning multiple papers into a patient chart once a procedure was completed
- Chasing down missed hand-written signatures

Here's the good news—Dr. Malik and his nursing staff report they are not facing those pricey pain points at Virginia Gastro thanks to Provation Apex Patient Charting. The cloud-based software not only allows Dr. Malik's care team to securely create, access and update their patients' digital charts, they can also review pathology status updates, anesthesia dosage amounts, and allergies.

"Provation Apex Patient Charting created a seamless transition of documentation through all phases of patient care, from intake to intra-procedure and anesthesia documentation," Dr. Malik said. "Everyone knows where the patient is in a given phase of care, which significantly improved our care team's efficiency."

Nurses Flythe and Cowden both highlighted how quickly they acclimated to the software, the vital ways it boosts their facility's efficiency, and improves patient safety by removing antiquated, error-prone and time-consuming paper charts from their workflow.

"With paper charts, we would have to chart prep two-to-three hours sometimes," Nurse Practitioner Flythe said about a previous facility she worked at. "That time is very priceless to have back. All the questions you need answered can be easily seen in Provation Apex without having to chart prep it."

"Time management is huge in nursing. With Provation, you don't have five or six different papers to keep track of for each patient. Instead, you just go into the electronic chart. It's all right there," Nurse Cowden said while noting the ease of only needing a tablet or laptop to access her patients' charts at Virginia Gastro.

Pathology with Provation Power

Provation® Apex's specimen collection feature has improved pathology workflow efficiency as well. With Provation Apex, Virginia Gastro's nursing staff can quickly generate specimen labels and pathology requisition forms.

"You can go straight to the pathology report and know which patient had pathology sent off and then investigate whether we have gotten it in return or not," Nurse Practitioner Flythe said. She also noted that she was relieved to avoid the extra work of "digging" into a patient's paper chart to learn if their pathology had been sent out or not.

Empowering the Anesthesia Team

According to Nurse Cowden, Provation Apex is a gamechanger for anesthesiologists because they can digitally record dosage amounts and medications during a procedure within their own notes module.

"It's very easy because they can have one screen up and put vitals in on one side and medications on the other," Nurse Cowden explained. "It's a click of a button instead of writing it down or fumbling for a pen – it's just click and that's it."

Provation Apex Patient Charting was easy for the anesthesia team to start using because they only had to learn their designated section of the patient's digital chart, rather than the entire software.

"Within a day our certified registered nurse anesthetists (CRNAs) were proficient and learned on the fly," Dr. Malik said.

Vital Vitals

Imagine not having to dedicate a care team member to manually write down or digitally log a patient's vital signs. Provation Apex Patient Charting's vitals integration functionality can do that work instead, saving your team time and resources. Here's how: a patient's vitals, such as heart rate, blood pressure and temperature will automatically populate within the patient's chart in Provation Apex from the connected vitals device.

"It's just less documenting for us to do, and more time for patient care," Nurse Cowden said.



One Solution for Physician, Nursing and Anesthesia Documentation

In combination with Provation Apex Patient Charting for its care team, Virginia Gastro's physician staff uses Provation® Apex Procedure Documentation to create coder-ready GI procedure notes with embedded endoscopic images. In its first few months, Virginia Gastro created more than 360 physician procedure notes.

"The software's quality procedure reporting, integration with GI Quality Improvement Consortium (GIQuIC) and its pricing options are why I chose Provation Apex," Dr. Malik said.

Provation Apex's value reaches far beyond Virginia Gastro's clinical care team because it provides coder-ready procedure notes. This streamlines the facility's medical billers' ability to post accurate codes and charges, as well as run coding reports.

Virtual Implementation During COVID-19

The COVID-19 pandemic forced many states like Virginia to temporarily suspend elective procedures, including colonoscopies. Knowing the importance GI procedures such as screening colonoscopies play in catching and removing deadly diseases like colorectal cancer, Dr. Malik used this time to get his new GI practice up and running. To comply with COVID-19 health and safety guidelines, Virginia Gastro implemented Provation Apex with only remote help from Provation. Provation's onboarding team used their established track record of virtual implementations prior to the pandemic to make this happen.

"Virtual implementation was a breeze, thanks to Provation Implementation Services Manager, Mathew Dawson and his team," Dr. Malik highlighted.

"I don't think it could have gone any better. You guys at Provation have been like our second family, it was like you were here," Nurse Practitioner Flythe said. "Staff members that did not think they were tech-savvy were able to catch-on really quickly and actually enjoy it."

The Results

In a few short months, Virginia Gastro's care team successfully finalized more than 600 Provation Apex Patient Charting notes and counting!

"Everyone is excited and very satisfied with the workflow," said Dr. Malik.

It may be fate that Provation Apex Patient Charting's first customer is located in Virginia's Tidewater area – because the benefits of this cloud-based software have made for smooth sailing at this endoscopy practice.

You can be the next Provation® Apex Patient Charting success story.
Learn more at www.provationmedical.com/apex-patient-charting.

