

SUCCESS STORY

*When Physician Approval
and Cost Matter Most*

How A Critical Care Hospital Satisfied Clinicians and Budget with Cloud-Based Provation® Apex

Madison County Memorial Hospital is a 25-bed critical access hospital in Madison County, Florida, fifty miles east of Tallahassee near the Georgia border. This award winning facility was named top hospital (100 beds or less) in the state of Florida for its efforts in patient safety and chasing zero infections. Madison County Memorial Hospital offers a wide array of services ranging from endoscopy and cardiopulmonary to emergency and rehabilitation.

After the sunset of Olympus' EndoWorks®, hospital leadership determined they would need a new solution to document their gastroenterology procedures. Only conducting approximately 375 GI procedures per year, they knew they needed a solution that would be affordable yet improve efficiency and accuracy.

A physician at the hospital, Dr. Wade Douglas, who specializes in general surgery and oncology, performs all gastroenterology procedures, so he played an integral part in making the final decision on the software. And Operating Room/Emergency Room manager at Madison County, Tiffany Strickland, was in charge of helping Dr. Douglas feel comfortable and satisfied with the chosen solution.



Presenting cost-effective Provation® Apex

When looking for a new solution, hospital decisionmakers often determine the best choice based on the solution's reputation and what their peers recommend.

"Using a trusted and proven solution was important to us," said Strickland. "And when I began to research a replacement for EndoWorks, I did extensive research on most of the solutions in the gastroenterology space, including gMed [gGastro] and MD-Reports. It was clear that Provation had a strong following of satisfied physicians and hospitals."

Because of the low volume of GI procedures the hospital performs, cost was a strong contributing factor in picking a documentation platform. Realizing that Provation's on-premise solution, Provation® MD, may be too expensive for their limited volume and may require significant upfront investment, Strickland was introduced to Provation® Apex.

Provation Apex is a SaaS solution with an affordable subscription model, so hospitals and ASCs only pay for what they need*. And because the solution operates with cloud technology, sites do not have to maintain server backups or run Provation Apex software updates.

"Provation Apex was a great option for us," said Strickland. "Not only was it cost effective and easy to onboard at our hospital, I knew that Dr. Douglas was going to be excited about the new features and functionality it offered to him as our sole GI physician."

*Minimum purchase required

Satisfying important stakeholders

“Along with ensuring maximum convenience and care at our hospital, we strive to give our physicians the best opportunity for success,” said Strickland. “And that meant making sure Dr. Douglas was comfortable using Provation Apex. I presented him the software, showed him features like Customizable Templates and Auto-Generated Coding, and he was pleased with my research and recommendation.”

Madison County Memorial’s Dr. Douglas was able to document his first procedure notes the same day he was introduced to Provation Apex because of the software’s intuitiveness - and with the help of Provation’s online training tutorials. Clinicians using Provation Apex have access to the Provation Learning Center, which houses tutorial videos and tips for documenting procedures quickly, thoroughly and easily within the platform.

“Provation Apex is so intuitive, which is important for us as a center that does gastroenterology procedures infrequently,” said Tiffany. “A difficult-to-use solution would require consistent training and reminders, but Dr. Douglas was able to understand the software quickly and document, which is wonderful since he’s used to documenting on different software for his general and oncology procedures. It is remarkable how physician-friendly Provation Apex is compared to other solutions.”



Successfully 'going live' remotely

For many large hospitals and ASCs, Provation sends a Implementation Consultant (IC) to work with and teach clinicians how to use the software properly during implementation. But for many low-volume sites such as Madison County, or sites that have infrequent visiting physicians, Provation offers a virtual-only implementation option. Using the Provation Apex Learning center and 24/7/365 customer support, sites experience success when going live remotely.

"We are so thankful for Provation's Customer Support team," said Strickland. "Although we did not have them onsite at Madison County during implementation, we were able to work through our technical setup and resolve any issues quickly over the phone with Provation. All in all, the implementation went smoothly, and we did it by ourselves! I can speak for the hospital and Dr. Douglas that we are very pleased with Provation Apex."

**You too can be a Provation Apex Success Story.
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