

PHYSICIAN INFLUENCE PAVES THE WAY FOR PROVATION® APEX

From MEDITECH® Expanse to Provation's Cloud Solution

The healthcare industry is constantly evolving, and healthcare providers must adapt to these changes in order to provide the best possible care for their patients. In recent years, the focus has shifted towards the integration of cloud-based technology and software solutions to improve clinical efficiency from pre-procedure through post-procedure.

Broadlawns Medical Center® in Des Moines, Iowa recently reevaluated their gastroenterology (GI) procedure documentation solution. Physicians were documenting 1,200 GI procedures annually using electronic health record (EHR) system, MEDITECH Expanse.

Many healthcare organizations, including Broadlawns, are finding that EHR clinical modules are inefficient or incomplete when it comes to documenting specialty-specific procedures. EHRs do not usually come with content out of the box, so facilities are stuck building out and maintaining workflows. Coding is not usually automatically generated and applied to the procedure note, and image capture capabilities leave physicians wanting more.

The care team at Broadlawns looked to improve the quality of documentation, streamline the billing process, and enhance the overall patient experience with Provation.

PHYSICIANS PUSH FOR PROVATION

Jeanne Dobrzynski, Clinical Informatics Analyst at Broadlawns, has been with the hospital for more than 20 years. Prior to joining the IT department, she was an ER nurse for 10 years. She is self-described as "half-IT and half-clinical", making her the perfect fit to assist in the implementation of a new solution.

"Throughout the last few years, more than one physician requested that we switch to Provation," said Dobrzynski. "One of our physicians worked with another hospital that used on-premises Provation® MD, so he was very familiar with how the solution was tailored to GI physician workflows. Even our current Chief Information Officer had worked with Provation MD at another hospital, so he was integral in explaining the solution and looking for approval."

The Broadlawns team reached out to Provation to weigh their options.

"We are a large hospital and are focused on investing in our future," said Dobrzynski. "We were presented with browser-based Provation® Apex, and it was clear that the technology within Provation Apex was going to increase efficiency at our facility. The cloud gives us numerous time-savings benefits including automatic updates and artificial intelligence (AI)."

"Our services are expanding, our hospital is growing, our patient intake and procedure volume are increasing, so we are going through a lot of growth. The C-suite was looking for a higher quality solution in the expansion, and there was really no shopping around for solutions."

"When we first started the implementation process, I was skeptical. I thought 'Do we really need Provation Apex? We have been using MEDITECH for years, is it really worth the investment?"

After seeing a procedure note, we quickly realized this was a much better solution."

- Jeanne Dobrzynski, RN
Clinical Informatics Analyst

TRAINING MADE FOR A SMOOTH IMPLEMENTATION

Provation Apex is equipped with online training assigned to clinical staff prior to implementation, so care teams can become familiar with the workflow prior to go-live. Niki Thompson, Broadlawns' Circulating Nurse, was in charge of training nurses on Provation Apex. She has been with Broadlawns for more than seven years.

"I went through all of the modules online before our go-live date. The trainings were incredibly helpful. Being able to do training virtually beforehand was really important because I knew what the solution was going to look like, and I could complete the training when I had time."

- Niki Thompson, RN
Circulating Nurse

And the Provation team was eager to help with Broadlawns team throughout the implementation process.

"As a Clinical Analyst, I work on a lot of implementations of varying sizes," said Dobrzynski. "This implementation was very smooth. I have found that sometimes I work on projects where the vendor doesn't seem to know exactly what is going on, but Provation had their act together. The implementation consultants were able to answer every question we had."



WHY PROVATION APEX STOOD OUT

Broadlawns clinicians are successfully documenting procedures more quickly using a solution built with GI physicians in mind, and several Provation Apex features were critical in making the decision to switch.

“Our standard templates with MEDITECH Expanse were not up to par,” said Dobrzynski. “And image management was a great improvement over MEDITECH. Now, images are imported directly into the procedure note. This was a big selling point.”

A noteworthy feature of Provation Apex is its image management capabilities. The software allows physicians to easily capture and click and drag images directly into the procedure note, providing a more comprehensive and visual representation of the procedure. This feature not only improves the quality of documentation but also aids in the billing and coding process, as it provides a clear and concise record of the procedure that can be easily reviewed and submitted for reimbursement.

Healthcare facilities often face challenges in billing, with delays and inaccuracies leading to financial losses and strained relationships with patients. With Provation Apex, Broadlawns has been able to significantly reduce billing errors and expedite the billing process.

“The diagrams within Provation Apex’s image management helps the coding team immensely,” said Thompson. “Previously, there was a lot of back and forth between the coders and the surgeons. The coders would receive a note, but they would have to contact the physician for addendums on location and other details they missed. Provation Apex makes sure that all aspects of the procedure are documented. I don’t think the coders have had to reach back out to physicians for edits since we implemented Provation Apex!”

The physicians at Broadlawns Medical Center have reported a **5-minute time savings per procedure** after switching to Provation Apex.

Moreover, the software's user-friendly interface has resulted in a shorter learning curve for physicians and staff, ensuring that they can quickly become proficient in utilizing the software to its full potential. Templates, free text, and predictive entries are favorites of Broadlawns physicians.

"One of our doctors does anywhere between 9 and 13 scopes himself," said Dobrzynski. "He is becoming extremely efficient at documenting within Provation Apex. And at the end of these procedures, patient instructions are automatically generated for the patient with our discharge plans."

THE FUTURE OF GI DOCUMENTATION

The transition from MEDITECH Expanse to Provation Apex has been a game-changer for Broadlawns Health, providing tangible benefits in terms of improved documentation, streamlined billing processes, and enhanced patient care.

As healthcare providers continue to navigate the challenges of an ever-evolving industry, the adoption of innovative solutions like Provation Apex will be critical in ensuring their long-term success and competitiveness. With its user-friendly interface, comprehensive reporting capabilities, and seamless integration, Provation Apex is well-positioned to transform the way GI clinicians deliver care to their patients.

Find out how you can improve clinical efficiency
by visiting www.provationmedical.com/apex.

