

# SUCCESS STORY

*Replacing Dictation and Transcription with Intelligent Provation® Apex*



**Raymond Hino, MPA, FACHE**

*Director of Operations,  
Surgery Partners, LLC*

## Why Skyway Surgery Center Left Paper Documentation for the Cloud

Skyway Surgery Center is a four-room ambulatory surgery center (ASC) located in Chico, California that performs over 5,500 gastroenterology (GI), pain management and orthopedic surgeries per year. One operating room is specifically designed to perform over 1,700 GI cases for the center. Skyway Surgery Center is dedicated to providing high quality outpatient surgical care to every patient in a convenient and comfortable setting.

Raymond Hino, Director of Operations for Surgery Partners, serves as the administrator for Skyway Surgery Center and oversees the administrative processes for the site. Additionally, he has corporate oversight over two other Surgery Partners-owned centers, Brentwood Surgery Center in Brentwood, California and Aspen Surgery Center in Walnut Creek, California.

*"I know that standardizing documentation at our Surgery Partners sites will be more of a priority moving forward, so it became crucial to implement a solution that was affordable, reportable and efficient across multiple sites," said Hino. "That solution was Provation® Apex."*

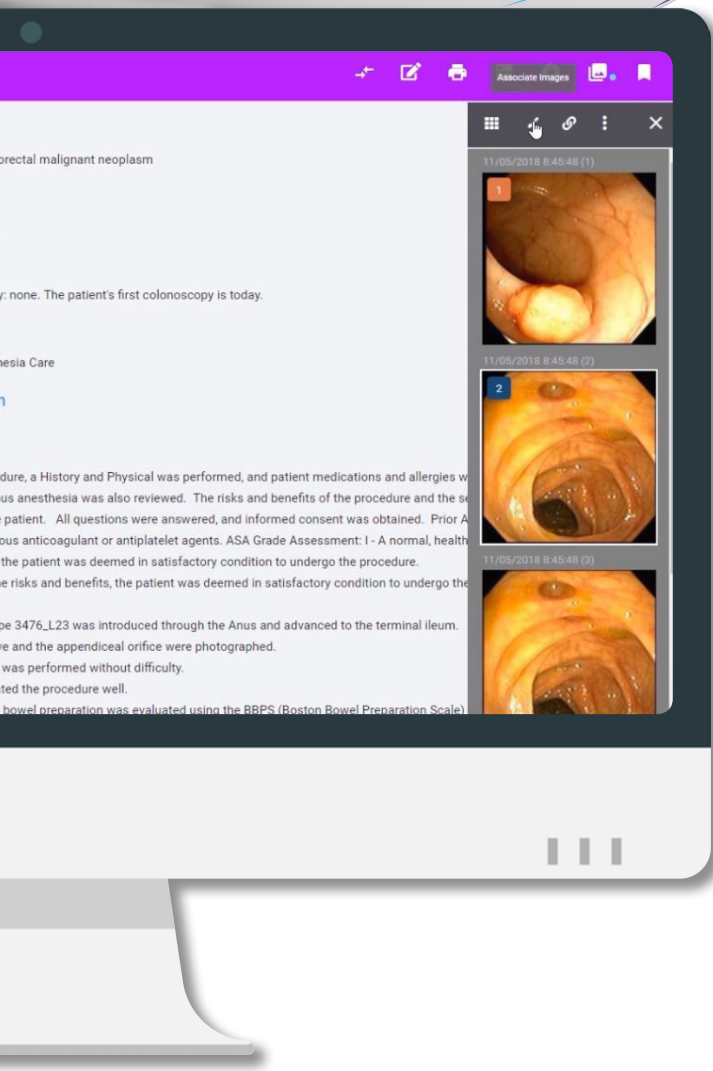


## SaaS Platform Replaces Expensive Paper Documentation

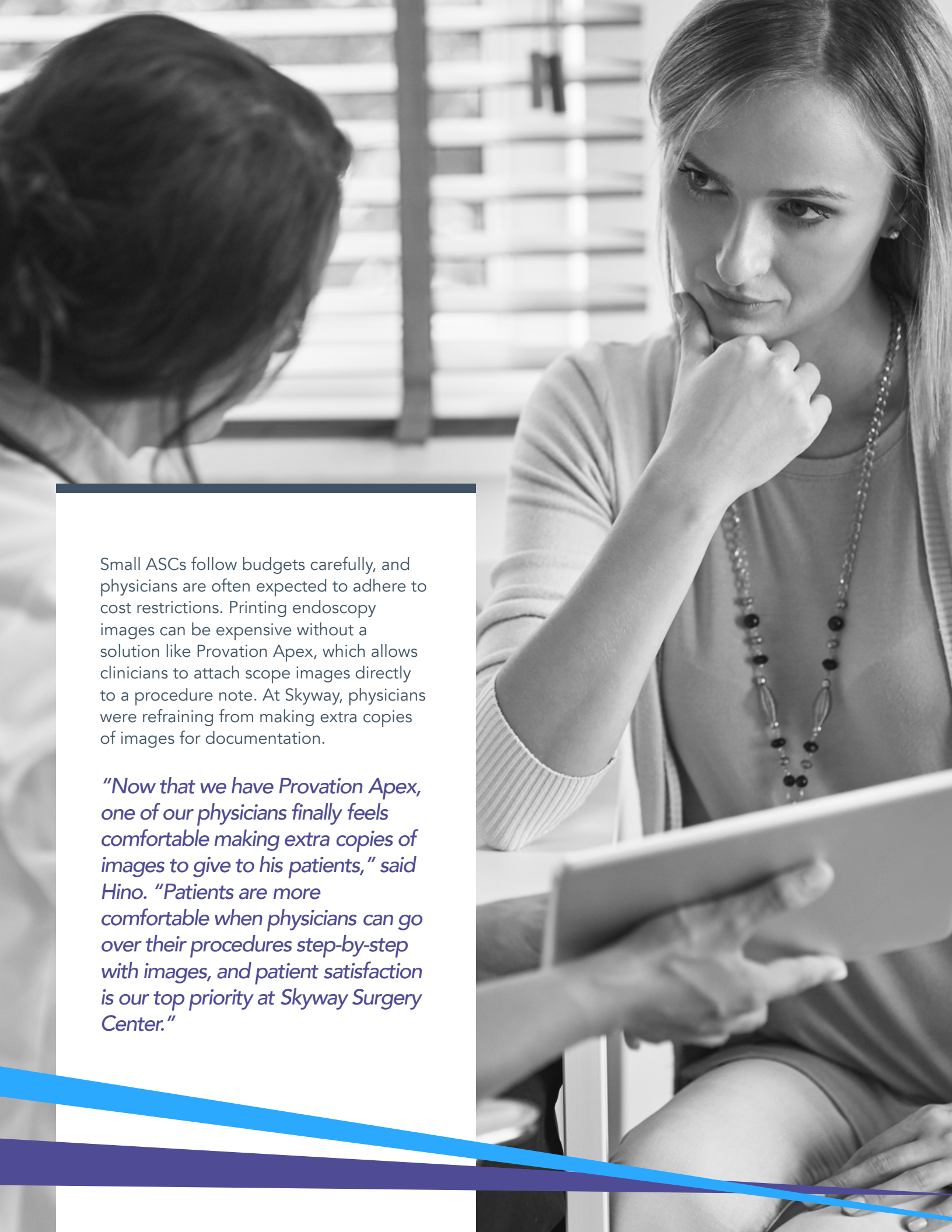
Prior to implementing Provation Apex, Skyway documented procedures on paper using dictation and transcription. Because paper charting is expensive and lacks standardization, the center faced problems with productivity and proper reporting, so a more affordable and queryable solution became a substantial need for the center.

"We needed a new solution to cut down our transcription costs and image paper costs. A physician at Brentwood had used Provation at a hospital site and insisted I look at Provation to replace our paper documentation," said Hino. "We had considered Provation® MD in the past, but as a smaller center, we could not implement Provation MD due to budget constraints," he said.

*"Because Provation Apex is subscription-based, I discovered that we would only have to pay for what each site needs with minimal upfront investment. After seeing the product itself, the choice became clear for Skyway's documentation solution," said Hino.*







Small ASCs follow budgets carefully, and physicians are often expected to adhere to cost restrictions. Printing endoscopy images can be expensive without a solution like Provation Apex, which allows clinicians to attach scope images directly to a procedure note. At Skyway, physicians were refraining from making extra copies of images for documentation.

*“Now that we have Provation Apex, one of our physicians finally feels comfortable making extra copies of images to give to his patients,” said Hino. “Patients are more comfortable when physicians can go over their procedures step-by-step with images, and patient satisfaction is our top priority at Skyway Surgery Center.”*

## ***“Provation Pays for Itself.”***

As a multispecialty center, Skyway Surgery Center needed the ability to document more than gastroenterology procedures. Provation Apex provides the opportunity to use one solution for all procedure documentation; both pain management and orthopedics specialties surgery templates are in development for the SaaS solution.

***And according to Hino, “The cloud is where the future of procedure documentation is headed.”***

Cloud-based solutions provide multiple benefits, but perhaps the best benefit for healthcare organizations is the reporting capabilities. When data is structured and secure, centers can ensure that all patient information is held safely in the system, and patient data can be easily reported for standardization, reimbursement and quality measures – which are essential elements for successful healthcare organizations.

Skyway Surgery Center now has a reliable and efficient procedure documentation solution with Provation Apex. Clinicians no longer worry about paper and printer usage, patients are more satisfied, and data is secure and reportable. And because Provation Apex is a SaaS solution, Skyway is equipped with automatic product updates and consistent backups.

***“One of my fellow administrators said that by replacing transcription and image capture paper costs, Provation pays for itself. We would never go back to paper documentation and dictation,” Hino confirmed.***

