

# SUCCESS STORY

*Customizable Templates,  
Content and the Cloud*

## The Surgery Center, LLC Improves Adult and Pediatric Gastroenterology Procedure Notes by Replacing AmkaiCharts Templates with Provation® Apex



**Fawn Esser Lipp**  
RN, BSN, MBA, CNOR, CASC  
Executive Director  
The Surgery Center, LLC

The Surgery Center, LLC is a multispecialty ambulatory surgery center (ASC) providing same-day outpatient surgery for Franklin, Wisconsin and the greater Milwaukee area. Accredited for meeting, and often exceeding, the highest standards of patient care, The Surgery Center is jointly owned and operated by independent physicians and Aurora Health Care.

Together, The Surgery Center's physicians perform an estimated 1,500 adult and pediatric gastroenterology (GI) procedures per year at the facility. For years, physicians were documenting GI operative notes using AmkaiCharts templates. According to doctors, these templates were inefficient and required a lot of free text typing, which also led to a lack of standardization across physicians. Needless to say, there was room for improvement.

*"We know the importance of physicians' satisfaction with the clinical software and how it impacts doctor recruitment, retention and productivity. And because The Surgery Center is owned, operated and boarded by physicians, their satisfaction is even more critical," said Executive Director, Fawn Esser Lipp. "Our physicians and leadership team recognized it was time to upgrade to a new EHR, and so that's what we did."*



## All EHRs Have Limitations

After researching and weighing features, benefits and incentives, The Surgery Center replaced its Amkai EHR with SIS Charts™ – a cloud-based EHR owned by Surgical Information System (SIS). SIS is the same company that acquired AmkaiSolutions in 2014. Ideally, they wanted one solution for clinical workflows, and although SIS Charts has the benefits of the cloud, they quickly learned it also has limitations.

*“Even before completing our purchase, we determined SIS Charts, like many EHRs, did not offer a good solution for documenting procedures – especially endoscopy procedures,” said Esser Lipp. “We would not be solving our procedure note inefficiencies with the EHR alone, so we still needed a procedure documentation solution.”*

*“Surprisingly, during our EHR vetting process, more than one software vendor recommended adding Provation to the EHR for procedure documentation, so we knew it was something to consider,” she said.*

In addition to vendor recommendations, The Surgery Center’s resident physicians also influenced their decision to add Provation.

*“Dr. Alan Mayer, our resident pediatric gastroenterologist, also performs procedures at Children’s Hospital of Wisconsin, which uses Provation® MD for procedure documentation,” explains Esser Lipp. “He loves the efficiency and accuracy Provation offers and he urged us to consider adding the software, regardless of which EHR we chose.”*

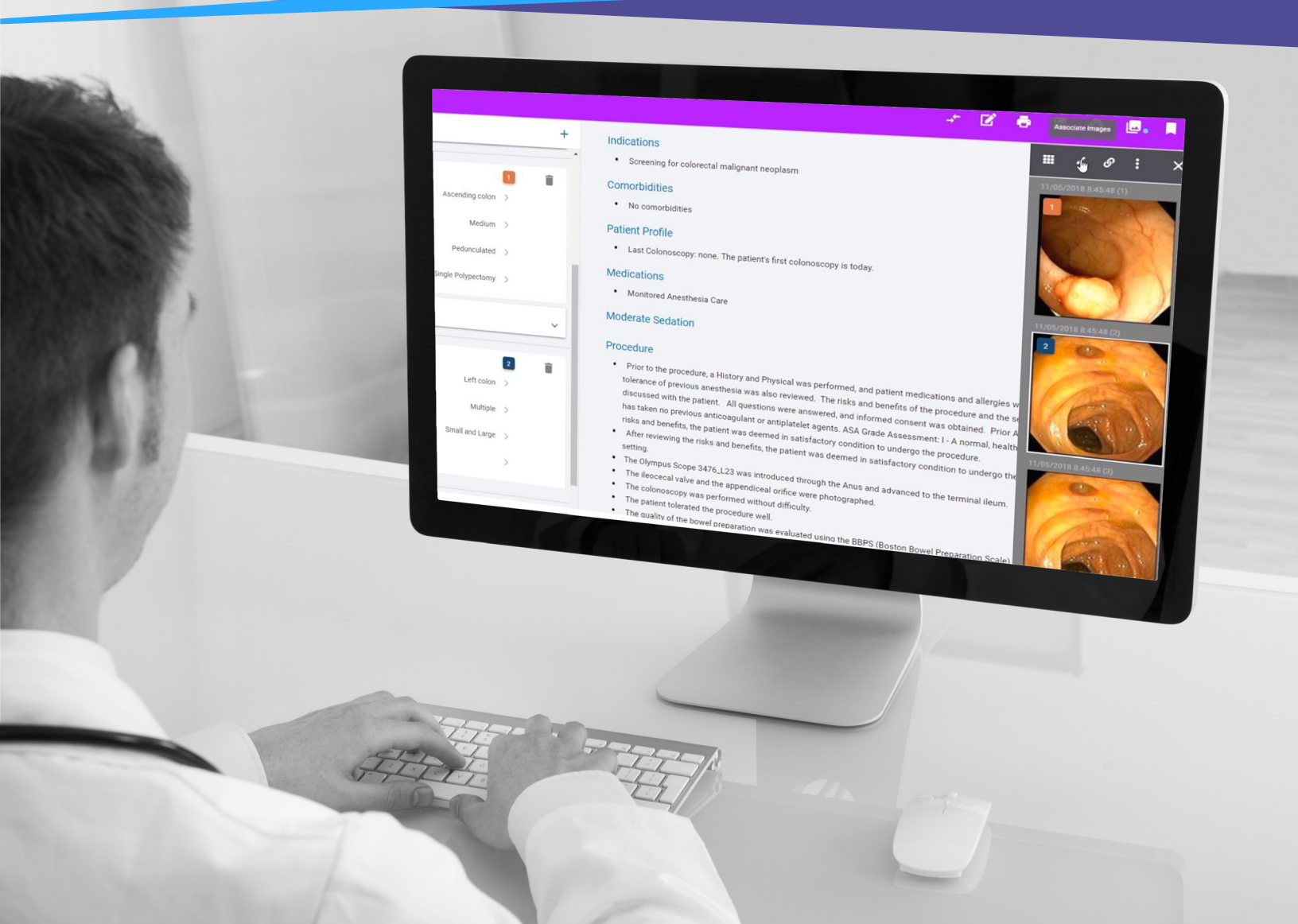
## Checking All the Boxes

With physicians and leadership on board, their choice was clear. "We wanted what other surgery centers use and trust – and that's Provation," said Esser Lipp. "And because we want to move all our software to the cloud, we decided on Provation® Apex."

Cloud-based Provation Apex proved to be The Surgery Center's ideal solution because it checked all their boxes:

- ✓ Intuitive, physician-friendly workflow
- ✓ Easily accessible deep clinical content
- ✓ Robust, customizable templates – less typing, more time with patients
- ✓ Ability to integrate with EHR, imaging and other IT systems
- ✓ Cloud benefits – affordable subscription, latest technology, and minimal IT footprint with no server backups to maintain and no software updates to run

*"Once we realized we could get the efficiency and accuracy of Provation, with the benefits of the cloud, we knew Provation Apex was best for our site," Esser Lipp concluded.*



## The Results?

Provation Apex was implemented at The Surgery Center and according to the physicians, "Provation Apex is easy to use and has better templates and work low than our previous process. We can definitely document faster – and we especially appreciate having GI content."

Even those physicians who were accustomed to documenting in the industry gold standard, Provation MD, were impressed. "I've used Provation MD at another hospital and I think Provation Apex is even more intuitive and easy to use," said one physician.

Things are going so well, The Surgery Center is considering expanding the use of Provation Apex to their other specialties as they become available, including surgical templates for documenting orthopedic, pain management, urology and general surgery procedures.

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Learn more at [www.provationmedical.com/apex](http://www.provationmedical.com/apex).

