

SUCCESS STORY

*Exceeding Sky-High Expectations
When Moving to the Cloud*

How Tampa Bay Regional Surgery Center Switched from Provation[®] MD to Provation[®] Apex with Ease

Tampa Bay Regional Surgery Center is a gastroenterology-driven ASC and a joint venture with its physician owners and Surgery Partners. The center is known throughout its Florida region for quality care, efficient appointments and low costs compared to their hospital competition.

Tampa Bay Regional's Materials Manager, Nora Striffolino, oversees much of the administrative work associated with running the 3-room ASC. And when Surgery Partners' corporate office suggested their center switch to Provation Apex, Striffolino was tasked with ensuring a smooth implementation.

"We had used Provation[®] MD for over 10 years, and we were coming up on the time to upgrade our servers," said Striffolino. "Our corporate office called and strongly recommended that we should explore Provation's new cloud-based platform, Provation Apex, which does not require the costly server upgrade."



Because Provation® Apex is a SaaS solution, organizations see minimal upfront investment. Tampa Bay Regional has an affordable Provation Apex subscription, so they only pay for what they use, and so do sites across the country utilizing Provation Apex.

“Tampa Bay Regional is committed to ensuring a well-organized, safe and positive experience for all patients,” said Strifolino. “We do, however, need to consider costs and return-on-investment with our solutions. Provation Apex gives us the ability to use an unrivaled solution at an affordable cost to our center and to Surgery Partners.”

Standardizing and Implementing Without Delay

A goal for many centers is to standardize across the organization. Reporting and documenting in a similar way can reduce potential errors and ensure that all clinicians are including all necessary information.

“It’s important that our physicians all document similarly,” Strifolino said. “We have the best chance of obtaining accurate reimbursement, and we can improve and maintain our high quality of care with standardized documentation and reporting.”

Because Provation Apex is built to include documentation for multiple specialties, organizations like Surgery Partners are quickly learning the benefits of migrating sites to the platform. And because of the ease of implementation, sites can be up and running with Provation Apex in little time. For centers that conduct many procedures daily, it becomes essential to avoid lost time during implementation.

“The time from the initial call to the first day of implementation was about one month,” said Strifolino. “We were up and running quickly, which was a huge benefit for us as a surgery center, but it was also a benefit to Surgery Partners as a whole.”

Preparing Physicians for Solution Changes

Tampa Bay Regional conducts 25 gastroenterology procedures on average weekly, so they required a solution that could meet the efficiency of Provation MD but offer more benefits to win over physicians. To increase the chance for successful adoption, physicians using the product are given a log-in to the Provation Apex Learning Center and can complete comprehensive training courses.

Striffolino completed all of the courses within a matter of hours to be prepared for questions that may arise from physicians. Though her physicians had used Provation MD, Striffolino quickly realized the new look and functionality of Provation Apex was superior, and physicians would notice positive changes in their daily routine.

"I would tell other managers and administrators to make sure that your team is prepared for change," said Striffolino. "Provation Apex is not Provation MD 'in the cloud', and you should set expectations for the new platform. The online, on-demand Provation Apex Learning Center is the best way to ensure that your physicians understand the nuances of the new system."

At Tampa Bay Regional, not all physicians were able to complete all of the courses on the Learning Center before implementation, but because Provation Apex was designed with the workflow of clinicians in mind, the physicians were able to easily document procedures.

"Some of my physicians had not even logged into the training portal for Provation Apex, but they played around with the platform and were able to understand the software," she noted. "It was really outstanding to have such high morale at our center during implementation, and the Provation team was more than helpful."



The Need for Unparalleled Support

Provation recommends that each user complete training on the Learning Center to ensure immediate success when documenting with Provation Apex. During implementation, a Client Services Advisor (CSA) is on-site supporting physicians as they use the new software. Hands-on training can be crucial for understanding any new documentation solution.

“We are so pleased with Provation’s support team,” said Striffolino. “Every question was answered, every step of the way. When physicians are asked to learn a new software that will be an integral part of their day, it’s necessary that they have a positive experience with both staff on site as well as the platform. Knowing that Provation Support is only a phone call away, around the clock, gives everyone peace of mind.”

For over 25 years, Provation’s support team has helped over 2,500 hospitals and ASCs become proficient in on-premise and cloud-based software. Provation has a 97% satisfaction rate for customer support.

“Between the standardized procedure notes, the support and the smooth deployment, we are definitely satisfied moving from Provation MD to Provation Apex,” said Striffolino.

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