

DATA-DRIVEN SUCCESS: THE PROVATION® APEX ADVANTAGE

How a health system is using Provation Apex Data Reporting to make critical operational decisions

Riverside University Health System® (RUHS) is a safety net medical facility and teaching hospital located in the heart of Riverside County, California. RUHS employs four gastroenterologists and offers a wide range of services, including interventional and general gastrointestinal procedures in the inpatient and outpatient setting.

Chief of Gastroenterology at RUHS, Dr. Steve Serrao, had experience with Provation solutions for years. Before migrating to Provation Apex, the health system was documenting procedures on an electronic medical record (EMR) system. Recognizing the healthcare industry's shift to the cloud, Dr. Serrao was instrumental in the switch to Provation Apex.

And Dr. Serrao stated that the significant benefit of migrating for RUHS was access to Provation Apex Data Reporting.

"I use Provation Apex Data Reporting daily. That's how integral this solution is to the growth and success of our clinical operations. We are making real-time operational decisions based on the data, and this capability has been game changing," said Dr. Serrao.



Steve Serrao,
MD, MPH, PhD
*Chief of Gastroenterology &
Hepatology*
Riverside University Health System

ACCESSIBLE DATA

Data analytics can help healthcare organizations make better operational decisions by understanding where their resources are being used most and where they may be needed more.

Provation Apex allows clinicians to view and analyze reports on many different practice data points within the application. The browser-based platform comes set with out-of-the-box reports and custom reports facilities can build on their own or with the help of the Provation team. Whether facilities are concerned with increasing patient throughput, reducing costs, or improving efficiency, the insights gleaned quickly from Provation Apex Data Reporting can directly impact decisions stakeholders make.

"Using an on-premises EMR solution made it extremely difficult to collect data about our operational and clinical practice," said Dr. Serrao. "The healthcare industry is evolving, and safety, quality, efficiency, and cost containment are important elements to be considered in clinical operations. In a growing environment of access issues and declining reimbursements, we are finding that we can upscale productivity by optimizing efficiency and quality with real-time data and powerful Provation Apex reports to make operational adjustments."

"We want to know how fast we document, as well as how to optimize our procedure documentation system to be more efficient. If you are leading a team at a healthcare facility, you should want to know these things, too."

- Steve Serrao, MD, MPH, PhD
Chief of Gastroenterology & Hepatology

IMPACTFUL ANALYTICS

A report by McKinsey & Company suggests that big data and analytics could save the US healthcare system \$300 billion to \$450 billion per year by improving patient outcomes and reducing waste.¹

"There's a financial aspect to using solutions, so we have to be judicious and select the most versatile platforms that can ensure an ongoing return-on-investment," said Dr. Serrao. "For example, clips can be very expensive. I can pull up a report showing the number of clips used by our physicians in a certain timeframe and determine our utilization effectiveness. Staying focused on utilization data can drive decision making around competitive pricing for medical supplies."

Not only does Provation Apex Data Reporting analytics help drive decisions at distinguished facilities like RUHS, data pulled from Provation Apex can improve training.

"We have trainees that complete rotations at our facility," said Dr. Serrao. "One Provation Apex report can show us structured data such as endoscopy trainee metrics. We can easily use this information to track the skills, quality, and efficiency of our trainees over the course of their time with our facility. I would absolutely recommend Provation Apex to academic clients specifically for their fellowship programs."

Provation Apex Insightful Reports*

REVENUE IMPACT

- Procedure length
- Procedure type
- Personnel utilization
- Facility utilization
- Procedure count
- Procedures with clips placed
- Coding
- Patient recall

QUALITY

- Adenoma Detection Rate (ADR)
- Polyp detection rate
- Physician scope times
- Prep quality
- Reaching cecum
- Versed and Fentanyl dosage use
- Fellows reporting

COMPLIANCE

- Security audits
- Patient health information
- ASC-9
- OP-29

*More customizable reports available.



COMMUNICATION WITH DASHBOARDS

By utilizing accurate, clear, and customizable reporting tools like dashboards, healthcare organizations can improve quality and compliance. Provation Apex dashboards were specifically designed to arm clinicians and administrators with the data to make critical changes. Better yet, Provation Apex dashboards are powered by Microsoft® Power BI™, a leader in data reporting and visualization tools.

Dr. Serrao regularly meets with RUHS hospital leadership and practice partners to debrief on data sets.

“When I meet with our leadership and partners, I take these dashboards with me,” said Dr. Serrao. “I compare month over month, and we set new goals and identify laggards. Being able to take this data and present it in a meaningful way is huge. The dashboards themselves are eye-catching, colorful, and easy to understand.”



ADDITIONAL NOTEWORTHY FEATURES AND BENEFITS

Provation Apex Data Reporting is not the only feature that sets Provation Apex apart.

Provation Apex offers unmatched accuracy and efficiency in coding, a critical factor for maximizing reimbursement by capturing the steps completed during a procedure. Dr. Serrao emphasized, “Provation Apex excels in this area, especially when our physicians use templates. I am excited about Provation Apex’s new Automated Adenoma Detection Rate (ADR), which will transform how we capture ADR data for our endoscopists.”

Provation Apex’s cloud-based functionality is another standout feature to Dr. Serrao.

“I can easily access Provation Apex on my phone anywhere in the country,” said Dr. Serrao. “This is especially important for trainees because they can finish their note at the end of the day, but I can sign them from anywhere – whether I am at another computer in the hospital or even outside of the hospital. This is tremendously helpful.”

ENDLESS POSSIBILITIES

With Provation Apex Data Reporting, Dr. Serrao and the Riverside University Health System team can identify trends, streamline procedures, and improve efficiency.

“We now use data to negotiate for additional resources and more space for endoscopy,” said Dr. Serrao. “By presenting Provation Apex data on procedure durations and growth, we have convinced the hospital to allocate us a dedicated room to enhance our productivity.”

Between Provation Apex’s intuitive dashboards, comprehensive data analytics and visualization, and remote accessibility, the solution is helping the health system be more strategic and competitive.

“The possibilities are endless with Provation Apex Data Reporting,” said Dr. Serrao. “Most facilities would benefit from understanding their personnel utilization and quality metrics such as ADR, as well as operational metrics such as procedure count and procedure down time. It’s a fantastic way to improve upon and grow your clinical operations.”

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

