provation®

Why a health system chose Provation® Apex over an EHR's gastroenterology offering

AT A GLANCE

A large health system selected cloud-based Provation Apex to document 7,000 gastroenterology procedures annually at their hospital and ambulatory surgery center.

ABOUT OUR CUSTOMER

Our customer is a healthcare organization comprised of more than 3,500 healthcare professionals who serve over 200,000 residents in the Midwest.
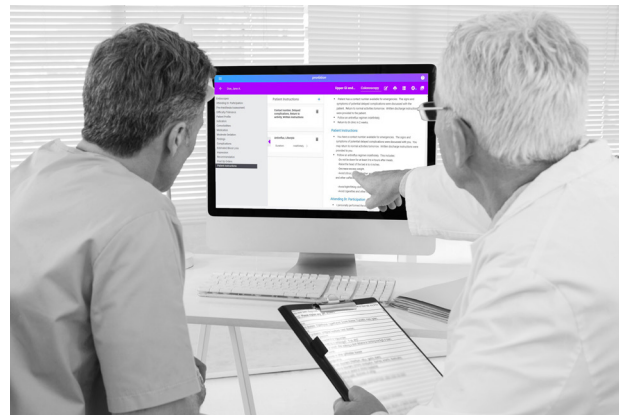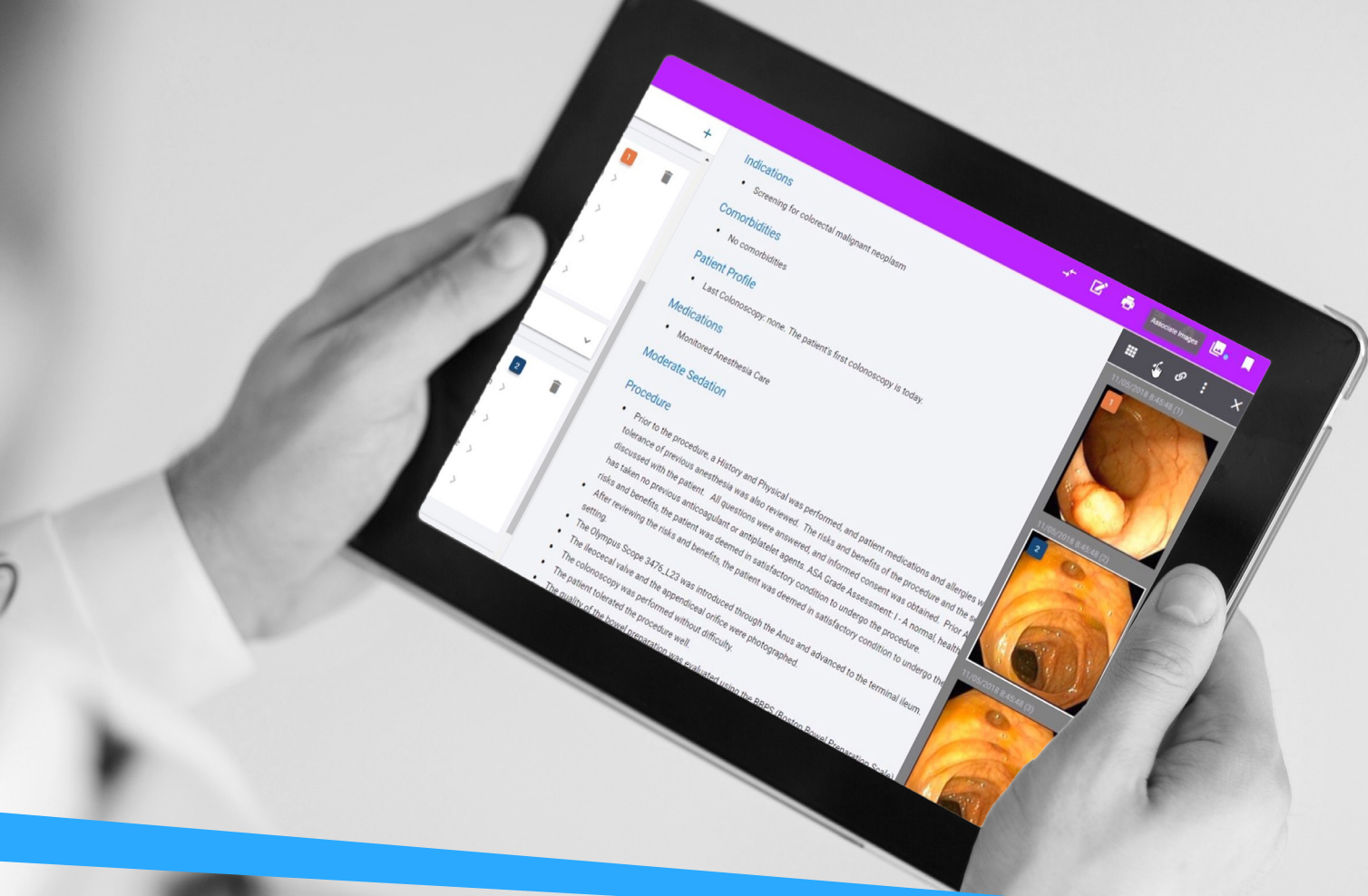
THE CHALLENGE

With a gastroenterology (GI) procedure volume of more than 7,000 procedures between their hospital and endoscopy center, a healthcare organization was looking for a way to standardize procedure notes and achieve maximum physician satisfaction.

They had been documenting with a well-known electronic health record (EHR) system, but soon discovered that EHRs can be inefficient and inaccurate when it comes to capturing images, diagnostic codes, and quality reporting.It was time to consider a solution built by GI clinicians, for GI clinicians.

Because of the significant investment already made in EHR systems, healthcare executives often want to rely on EHRs for nearly everything – including clinical procedure documentation. And EHR companies have taken notice of this demand, often touting an "all-in-one" or "one-stop-shop" solution, even though many EHR clinical modules may be inefficient or incomplete.

Unfortunately, EHRs do not typically come with content out-of-the-box, so facilities are stuck building and maintaining workflows. Additionally, coding is often not automatically generated and applied to the procedure note, and image capture capabilities leave physicians wanting more.

THE SOLUTION

For over 25 years, Provation has been the recognized leader in the endoscopy market. When the healthcare system began their search for a procedure documentation solution, they were presented with multiple options, but the final decision was made between two solutions: Provation® Apex and their EHR's GI offering.

The healthcare system's providers had experience using on-premises Provation® MD, the gold standard in GI documentation, and when they were presented with cloud-based Provation Apex, they were even more interested in seeing a demonstration.

"Our gastroenterologists wanted Provation, but we had to do our due diligence," said the Director of Surgical and Procedural Services at the healthcare organization. "We were interested in seeing Provation Apex in action."

Stakeholders saw demonstrations, and Provation Apex became the favorite.

Compared to their EHR's GI module, Provation Apex offers features to increase workflow efficiency that are second-to-none. Provation Apex walks providers through the documentation process, offering a physician's most-used selections with minimal clicks. Then, Provation Apex's auto-generated coding automatically assigns accurate diagnostic codes to help maximize reimbursement, based on the providers selections.

Improving accuracy and reducing coding time was also a key decision factor.

> *"One of the biggest decision-making factors was that Provation Apex not only provides ease of documentation for our providers, but with auto-generated coding, we can capture codes that we may have been missing with our old coding teams and process."*
>
> *- An anethesiologist at the healthcare organization*

"We don't want our providers spending time coding; they aren't coders. Provation Apex walks you through the assigned codes, makes sure that each maneuver is documented accurately, and gives physicians the opportunity to review the codes. It's very efficient," said a registered nurse and EHR clinical analyst at the organization.

Another differentiating factor for Provation Apex is that the Provation team manages all updates and backups for facilities. Updates occur about every two weeks to ensure sites are up-to-date documenting with the most appropriate terminology and coding.

"We are constantly receiving updates from Provation. You're not stagnant if you purchase right now; you won't be obsolete in a few years. We love that our team doesn't have to worry about maintaining updates," said the Director of Surgical and Procedural Services.

Quality reporting is important for many facilities, including the healthcare system. Provation Apex has reporting capabilities for registries like GIQuIC, so that sites can improve many aspects of their documentation workflows.

"How quality tracking measures are integrated into Provation Apex is really beneficial. We have historically not done a terrific job of improving the way we document and determining how we compare. Now, we can do that with ease," said the medical director.

Lastly, and most importantly for the healthcare organization, Provation Apex directly integrates with their current EHR, providing a seamless documentation process for the entire procedure.

PROVATION APEX DECISION-MAKING FACTORS	PROVATION APEX
Streamlined documentation process	✓
Clinician-friendly workflows	✓
Auto-generated diagnostic coding	✓
Dedicated Customer Success team	✓
Quality reporting for registries	✓
Automatic updates and backups	✓
Seamless EHR integration	✓

FUTURE-FOCUSED WITH PROVATION APEX

With the help of Provation's best-in-class Professional Services team, the healthcare organization is live with Provation Apex and on their way to improving documentation efficiency, increasing coding accuracy, and tracking quality measures.

By choosing Provation Apex, the healthcare system invested in their future by ensuring their providers are always on the cutting edge of the most current medical content, maneuvers, indications, and codes. And Provation has invested in the hospital and ASC's success by providing a dedicated Customer Success Manager who proactively provides insights back to the health system to ensure they achieve their goals.

Find out how you can improve clinician satisfaction by visiting www.provationmedical.com/apex.