

■ ProVation[®] MD

Leading the way in procedure documentation and coding



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CASE STUDY

PROVATION[®] MD/MULTICAREGIVER SOFTWARE SOLUTION BRINGS COMPLIANCE, SAVINGS AND PHYSICIAN SATISFACTION TO ENDOSCOPY CENTER

BUSINESS PROFILE: Washington Square Endoscopy Center

Located in Philadelphia, PA, Washington Square Endoscopy Center is an 8-physician, privately owned practice specializing in outpatient Gastroenterology and Endoscopy. After practicing for years in a suite of procedure rooms rented from the University of Pennsylvania Health System, the group made plans to build a new, state-of-the-art Endoscopy Center on hospital grounds. With this move, they were intent on starting fresh and refining less-than-efficient documentation workflows and processes. Among their objectives were:

- Shortened reporting and billing cycles
- Faster, more comprehensive reporting to referring doctors
- Procedure documentation meeting regulatory standards set forth by organizations like JCAHO, AAAHC and the Office of Inspector General (OIG)

THE PROBLEM

“Our procedure documentation,” said Dr. Frederick Nunes, Washington Square Endoscopy Center, “simply didn’t match the level of care we were giving.” The group documented procedures the “old-fashioned” way: physicians would perform an endoscopy or colonoscopy, capturing images via Mavigraph.



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CASE STUDY

WASHINGTON SQUARE ENDOSCOPY CENTER

Select images were then printed (at an average of \$1 per printout) and attached to preliminary handwritten reports. Later that day or the next, physicians supplemented the preliminary reports with dictation, which was then sent for transcription. The process of dictation, transcription, review, correction, signing, duplication and mailing added up to about a month's lag time between the procedure and the day the report and bill were complete. Referring physicians "We were a particularly challenging site due to our need for a separate anesthesia record. We were also one of the first sites to use MultiCaregiver for the physician preassessment, which means we have many users entering data in succession at varying workstations. But it is working well — the product was flexible enough to accommodate our needs."

THE SEARCH FOR A SOLUTION

The decision to implement ProVation® MD and MultiCaregiver procedure documentation and coding compliance software in the new facility came down to a number of key factors. "We chose ProVation because it offered a mature, stable yet flexible, product," said Dr. Nunes. "Additionally, we have very unique, complex workflows and documentation requirements. We needed a product that was highly configurable and robust enough to handle our needs." Just as important to Washington Square was the ProVation software user-interface, which Dr. Nunes describes as "easy enough that anyone who's comfortable surfing the web can use it." During each procedure, ProVation MultiCaregiver software collects data automatically from vitals monitors, eliminating the need for paper charting by a nurse. Other items requiring documentation are quickly selected and entered through a series of menus specifically configured to mimic a facility's workflow and force capture of compliance required information. ProVation MD software allows the physician to electronically create and sign a billing-ready note with attached images taken during the procedure.

The software automatically generates the correct CPT and ICD-9 codes, as well as all accompanying documentation, like referring MD letters, patient instructions and pathology reports.

AUTOMATING A UNIQUELY COMPLEX WORKFLOW

Washington Square Endoscopy Center opened the doors to its new, five-room facility in January 2003, and immediately began documenting cases with ProVation MD Version 3.5 software. The software was installed on seven Compaq workstations – four in procedure rooms, one travel cart, one in the recovery bay and one in a back office. The group also began using the ProVation Online application, which allows their billing department to review procedure notes and codes via the Intranet. Two months later came ProVation MultiCaregiver – a far more complex installation.



"We had 14 PACU bays and all the procedure rooms going live with the product simultaneously," recalled Diem. "On the first day I was saying to myself, 'What have we done?' But by the end of the second day I was saying, 'How did we ever live without this?'" Due to Pennsylvania's reporting laws and Washington Square Endoscopy Center's use of an outside anesthesiologist service – with its own set of documentation requirements – the MultiCaregiver product was configured to accommodate a very complex workflow that included input from the nurse, anesthesiologist and attending MD for each procedure. "We were a particularly challenging site due to our need for a separate anesthesia record," said Dr. Nunes. "We were also one of the first sites to use MultiCaregiver for the physician pre-assessment, which means we have many users entering data in succession at varying workstations. But it is working well – the product was flexible enough to accommodate our needs." Another bonus, said Dr. Nunes, is the excellent training and support. "It's a relief to talk to a real human being – a trained, skilled human being – whenever you've got a technical problem." They were displeased with the turnaround time on procedure reports, and neither patients nor referring doctors had access to the images taken during the procedure. An even greater concern was keeping up with ever-changing documentation requirements as governed by regulatory bodies like JCAHO. Although patient outcomes were positive, Clinical Director Stephanie Diem, R.N., was not comfortable with the quality or compliance of the information that was being captured for documentation. When the group finalized plans to build the new facility, the timing for an overhaul and preparation for the future was perfect.

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DESIRED RESULTS – AND MORE

In the year since the new facility opened, the nurses, doctors and technicians at Washington Square Endoscopy Center have drastically improved their documentation process using the ProVation software. Benefits seen include:

- Increased patient throughput – from approximately 6,400 cases to 7,400 cases annually.
- A more efficient scheduling and admitting process, especially for previous patients–on return visits, staff members can access patient history immediately, with no re-keying of personal information.
- An overwhelmingly positive response from referring physicians, who now receive procedure notes same-day by fax rather than one month later via mail.



- Staff no longer has to duplicate and mail reports, thereby saving time as well as paper and postage costs.
- Patient satisfaction has improved markedly now that a complete report is provided prior to discharge.
- Significant cost savings (\$1 - \$4 per procedure) on Mavigraph printing.
- An easier, faster billing process. For professional billing, the Endoscopy report for hospital patients can be retrieved via a secure connection. The billing staff can pull up all procedure notes on their desktops, rather than going to medical records to review paper notes.
- Finally, the facility achieved its basic objective – compliant documentation.

Measuring against an internal performance scale based on standards of care, CMS requirements, and state licensure requirements and accrediting standards, the facility analyzed pre- and post-ProVation documentation. The results were a 10 percent improvement in MD charting, which is now 99 percent compliant; a 39 percent improvement in Anesthesiologist charting, which is now 97 percent compliant; and finally, another 39 percent improvement in Nursing and Technician charting.

“ProVation has revolutionized our workflow and compliance – and that was our main objective,” said Dr. Nunes. “We’re still adapting to a relatively new facility and workflow – we’re constantly learning, making alterations and revising our processes. But we chose a product with the flexibility to accommodate our changing needs and a company with the maturity to support and enhance our day-to-day operations.” “We have some very unique, complex workflows and documentation requirements. We needed a product that was highly configurable and robust enough to handle our needs.”