



Florida Medical Clinic

Leading Physician Network Chooses Preferred Replacement Provation® MD Gastroenterology to Successfully Migrate from Olympus EndoWorks®

Customer Profile

Florida Medical Clinic is a multi-specialty clinic that serves patients throughout the Greater Tampa region. Offering the latest advances in patient care, the organization was created in 1993 as the first outpatient provider to merge primary care and specialty physicians under the same roof for optimal care delivery. Today, the organization encompasses approximately 200 physicians and more than 50 medical and surgical modalities, caring for patients throughout all stages of life, from prenatal consults to end-of-life care, and everything in between.

Its gastroenterology practice is home to 12 gastroenterologists performing procedures in its two ambulatory surgery centers (ASCs). The organization set out in 2015 to identify new procedure documentation and quality reporting software for gastroenterologists following the announcement by Olympus to retire its EndoWorks solution in 2018.

Challenge: Migrating Data Efficiently

Florida Medical Clinic determined that a rapid response to Olympus's announcement in early 2015 of a three-year timeline for phasing out EndoWorks would be pragmatic to ensure buy-in from physicians and ease the transition to a new solution. The organization immediately began its due diligence by vetting vendors and engaging physicians.

Results

Ability to pull 10 years of data

Improved time to bill & revenue cycle process

Data is cleaner and more accurate

Bill within 1 to 2 days, as opposed to 3 or 4

Robust reporting

The evaluation team included four gastroenterologists, who played a central role in identifying the criteria expected of a replacement solution. A primary requirement was that a vendor must have its roots in software development with a history of innovation and vision.

Also critical to making the shortlist of prospective vendors was an efficient and straightforward method for migrating data from EndoWorks into the new solution. Florida Medical Clinic wanted to ensure patient information was housed on a single server as opposed to maintaining old and new data on two different servers.

“Our physicians need access to full patient information,” said LeeAnna Ayan, endo charge nurse at Florida Medical Clinic. “If we kept historical information stored on a separate computer, accessing needed information would be cumbersome, requiring more ‘clicks’ in their workflow.”

As a first step, Florida Medical Clinic contacted Olympus for help narrowing their search from the long list of vendors recommended by various industry publications. Olympus referred them to its two preferred replacement solutions, including Provation MD Gastroenterology, which were exclusively licensed to offer a data export utility developed

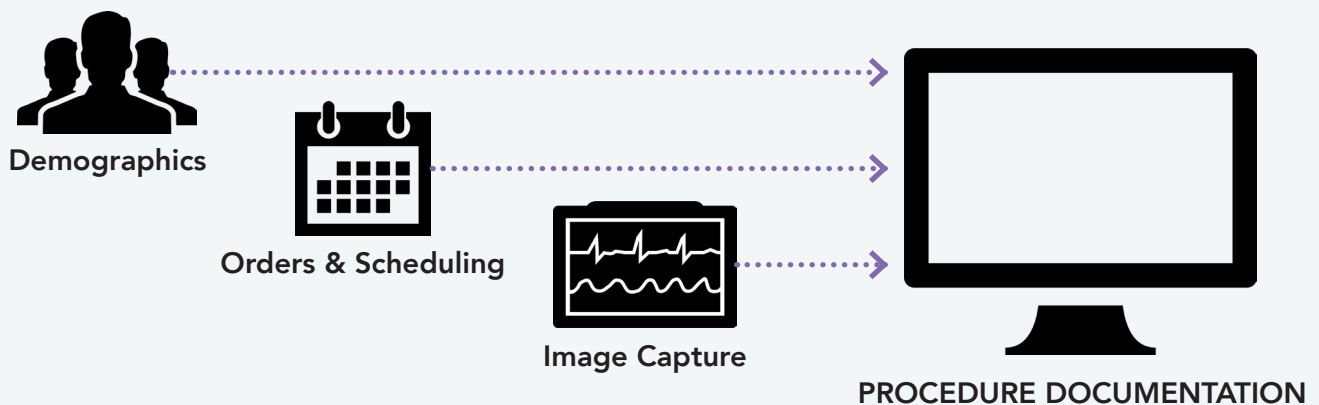
by Olympus specifically to streamline migration of historical data from EndoWorks.

“The availability of the tool and recommendation was a critical distinction for us,” said Sandy Harris, Director of Florida Medical Clinic’s two ASCs. “The tool was designed to enable a more robust and comprehensive transition that is transparent to end users and requires limited assistance from our IT staff.”

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Solution: Provation MD Gastroenterology

The evaluation team recognized the importance of offering options to its physicians. Thus, the Olympus-recommended vendors and several others were brought in for evaluation and demonstration. Provation MD was chosen due to its user-friendly, intuitive interface, which drives more efficient, accurate and complete documentation of procedures.



"Provation was by far the easiest product to use," Ayan said. "Plus, we are able to customize the software to physician preferences. This feature helps them complete a detailed note in a very timely manner by minimizing the number of clicks."

Harris noted that patient encounter detail is now efficiently captured from even the most complex procedures and automatically compiled into clear, complete procedure notes as well as appropriate reimbursement codes. The automated process of applying reimbursement codes and disseminating critical procedural information speeds the revenue cycle and ensures appropriate payment. With all data in one place, clinical communications and care coordination are naturally improved.

Access to both the EndoWorks Export Tool and a proprietary import tool developed by Provation to ensure data is mapped appropriately into Provation MD contributed to the final determination that it was the right choice for Florida Medical Clinic. Harris emphasized that the combination of the migration and import tools and the Provation implementation team's deep experience in managing clinical data solidified the value proposition for the evaluation team.

"We wanted to partner with a vendor that actually had the authority, knew what they were doing and did it in a timely fashion without any big black hole of information being dropped," she said.

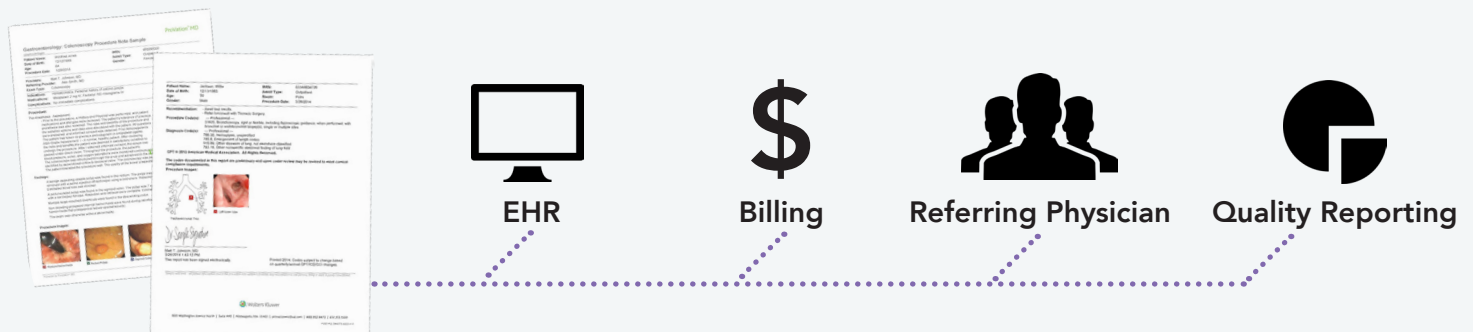
Results: Seamless, Effortless Integration

Florida Medical went live with Provation MD in March 2016 following an uneventful, successful go-live. Ayan pointed to the expert implementation team and the unique user-friendly best practice training manual developed by Provation as the foundation supporting the smooth implementation.

"The manual was very organized, and it allowed us to stay focused on small portions at a time," she explained, pointing to the overwhelming nature of any software migration or deployment. "We now have key people in place who really understand the process and are able to show others. The manual was a godsend, and the implementation team showed us so many things to make the deployment easy."

Florida Medical Clinic leveraged super users as a best practice for driving momentum with the education, training and adoption of the new software. By allocating the resources to provide an extra portion of training up front, the organization was able to instill a level of confidence in key staff to train others and become a resource when questions arose.

"Our super users were able to access Provation experts weekly to get the information they needed when questions or issues arose," Ayan noted. "The availability of open communication channels allowed our team to access needed knowledge quickly and then pass it down to others who were going to be using the system."



“We did our homework, and we did it very thoroughly. In the end, everyone agreed, hands down, that the right choice was Provation.”

Customer Profile

200 physicians

50+ medical and surgical modalities

12 gastroenterologists

2 ASCS

Today, physicians are able to pull 10 years' worth of patient data from Provation MD, thanks to the effective, efficient migration of data from EndoWorks. By having access to needed data, physicians are able to make better decisions, and staff can work proactively to ensure that patients follow through with appointments.

“The data allows us to recall patients in a timely manner when it's close to time for them to schedule a follow-up appointment,” Ayan pointed out. “Having that information in Provation is good for the physician so they can pull up reports for comparison.”

Florida Medical Clinic is also realizing improved time to bill and revenue cycle processes. Whereas staff used to spend significant time clarifying physicians' procedure reports for billing, data is now more accurate and clean. In fact, Harris noted that the organization is able to post a bill within one to two days as opposed to three or four.

“We are not experiencing the constant back and forth to get reports corrected. It's all right there in the system,” Harris explained. “We can often drop bills in a day, maybe two if there is a question, or if we are really busy.”

Ayan noted that staff also appreciate the robust reporting provided through Provation MD.

“We're putting pathology in so that we can print out the [Adenoma Detection Rate],” she said. “It's a real advantage to be able to print those out, especially since we were doing it all by hand before.”

Overall, Florida Medical Clinic physicians are very pleased with the Provation migration and transition. Harris suggested that other organizations looking to do a similar migration do their homework and try a good sampling of the software on the market. While cost should be a consideration, she said, the value and rapid ROI made possible through a smooth and accurate migration, high clinician adoption and faster revenue cycle should carry far more weight.

“We did a three-month trial with four different vendors,” she added. “We did our homework, and we did it very thoroughly. In the end, everyone agreed, hands down, that the right choice was Provation.”

